Dakota State University

Online Handbook

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OFFICE OF ONLINE EDUCATION

If you are thinking of taking online courses at Dakota State University, the Office of Online Education is available to assist with general questions about online and distance courses, or to help you through the process of taking an online course. You can contact the Office of Online Education for direct assistance at 605-256-5049 or email the Office of Online Education here.

ARE YOU READY TO TAKE AN ONLINE COURSE?

Visit our Online Readiness Quiz to get instant feedback to help you make the right decision. Once you have responded to all the questions, you will receive a total score and some suggestions that will help you decide if you are ready to take online courses.

ACADEMIC CALENDAR

Fall and spring terms are 16 weeks in length. The fall term starts in late August and lasts through mid-December. Spring semester starts in early January and lasts through mid-May. Summer sessions vary in length from 4 weeks to 12 weeks, May through August. If you would like to view Dakota State University's current academic calendar you can do so on our website by clicking here. If you are looking for a holiday and break calendar, please see the SD BOR Academic Calendar.

TECHNOLOGY SUPPORT & REQUIREMENTS

To ensure the effective delivery of DSU online courses, minimum hardware and software requirements have been established. Make sure that your computer meets the platform requirements for D2L Learning Environments.

PLATFORM REQUIREMENTS FOR BRIGHTSPACE (D2L) LEARNING ENVIRONMENT (LE)

	Required	Recommended
Operating System	Windows 7, 10, or Mac OS X Note: Microsoft has ended its active support for Windows XP and will end its support for Vista in April 2017.	Windows 10 Mac OS X
Video	SVGA Monitor Minimum resolution: 800x600	Resolution of 1024x768 or greater
Internet Speed	DSL (download speed 768 Kbps) or higher	Broadband Mobile or Cable (Download 3 Mbps or higher)
Java® Runtime Environment (JRE)	JRE current (Required to runLiveRoom 4.0 and Equation Editor)	JRE Current
JavaScript	Enabled	Enabled
Cookies	Enabled	Enabled

SUPPORTED BROWSERS

BroBrower

	Supported Version(s)	Maintenance Version(s)
Microsoft® Edge	Latest	N/A
Microsoft® Internet Explorer®	N/A	11
Mozilla® Firefox®	Latest/ESR	N/A
Google® Chrome™	Latest	N/A
Apple® Safari®	Latest	N/A

TABLET AND MOBILE SUPPORT

	Operating System	Browser	Supported Browser Version(s)
Android™	Android (current)	Android	Latest
Apple®	iOS® 10	Safari	Latest
Microsoft Surface™	Windows® 10	Internet Explorer	11
BlackBerry® (mobile only)	BlackBerry 10	BlackBerry	Latest

CLICK HERE TO CHECK YOUR SYSTEM

Browser Plug-ins Needed for Most Courses

» Adobe Reader® (for reading PDF files): http://get.adobe.com/reader/

» Adobe Flash Player (for playing Flash videos): http://get.adobe.com/fashplayer/

Specific curricula for college courses may require additional software installations or purchases.
Any additional software requirements will be provided in the syllabi for your courses.

NETIQUETTE

Netiquette is the term for common social norms and proper manners needed when communicating and interacting with others in an online environment. Here are some general guidelines for online coursework:

BE VOCAL AND PROMPT:

If you run into any issue, do not hesitate to let the instructor know. Write down what happened to provide the instructor or the Help Desk with clues to figure out what might have gone wrong so they may better resolve the issue. Email the instructor when you have any questions or are unclear about something.

WRITE CLEARLY AND DESCRIBE FULLY:

In face-to-face communication, we can clarify and explain immediately if we find anything missing in what we said or if others do not understand a statement. In online communication, it's often difficult to tell if such miscommunication occurs. To minimize possible misinterpretation or confusion, it is important to write the message clearly and fully describe the issue.

BE RESPECTFUL:

Whether you are receiving or sending an email, or participating in an online discussion, it is important to be courteous and respectful of others who might have different cultural, language or religious backgrounds. Whenever you disagree with others' opinions, keep in mind that a good discussion focuses on issues and questions. Others may have points in what they say. Avoid words that might cause personal offense.

USE EMOTICONS ONLY WHERE APPROPRIATE:

In the online environment, tone of voice or facial expressions can't help conveying or interpreting meanings. Emoticons can be used in conjunction with text to complement or supplement messages, but they may not be familiar to all, so be cautious when using symbols and emoticons. It is better to explain ideas fully and clearly.

USE DISCUSSION BOARDS FOR GROUP DISCUSSION/INFORMATION SHARING:

Discussion boards are intended for sharing messages with the whole class or group. If a message is intended for only one individual and is not of general interest or concern to the class, use email instead to send that person a private message.

CHECK SPELLING AND FOLLOW GRAMMAR RULES:

Be sure to check your spelling and grammar prior to sending your email messages or postings to the discussion board. Avoid writing messages in all capital letters. THIS IS GENERALLY UNDERSTOOD AS SHOUTING!

THINK TWICE BEFORE PUSHING THE "SEND" BUTTON:

Make sure that the message you have just composed is really what you want to say. Think about how the recipient(s) may feel about or interpret the message before you press the "Send" button. It is much easier to adjust or revise before sending than correcting or apologizing afterwards.

ADDITIONAL REFERENCE:

1. The Core Rules of Netiquette

SUCCESSFUL ONLINE LEARNERS

GOAL-ORIENTED
Manage your tasks & focus on deadlines.

BE ACTIVE
Challenge yourself. to post first in the forum.

INDEPENDENT
Take responsibility for your learning process.

WORK WITH OTHERS
Working as a team from a distance can be a challenge and rewarding.

TIME MANAGEMENT AND STUDYING

PLAN TIME
Create a weekly schedule so that you can settle into a routine.

RELAXATION TIME
Leave regular time in your schedule every day to prevent burnout and reduce stress.

MINI-DEADLINES
Set mini-deadlines in advance of your final projects.

AVOID DISTRACTIONS
Improve your concentration and work pace by managing common distractions.

ADVICE FOR AN ONLINE STUDENT

SUPPORT AT HOME
It is important to have the support of family and friends to help you accomplish your goals.

FORM STUDY GROUPS
Post a message on the online forum and use video chat to set up an online study session.

SUPPORT AT UNIVERSITY
Reach out to your support network at DSU on social media. Follow students, instructors, assistants, advisors and tutors.

ASK QUESTIONS
Reach out to your instructors and other students to help you clarify instructions.

TAKING ONLINE COURSES AT DSU

Once you have decided to begin online classes at Dakota State, here are some resources you will utilize.

MYDSU PORTAL

MyDSU, Dakota State University's web-based portal, is accessible anywhere there is an internet connection. MyDSU Portal allows users to access applications and resources, store and share news, information, communications, and documents. Use the portal as your one-stop access point to applications you use often, including Banner Self Service, Desire2Learn (D2L) and school email. MyDSU Portal also contains many resources that will assist you with a variety of university support services. Instructions for retrieving, setting up your passwords, accessing your accounts and setting up your MyDSU Portal are accessed from this link: get my account info. Please record your DSU/BORIS user-name(s) and email address as you will need this to access your email and coursework. You will use your student ID number to log in.

ACCESSING YOUR DSU EMAIL

All students at Dakota State University have a DSU email address. We require you to use this for your coursework. You will also receive official university correspondence through this email address. It will be important to have your email set up and accessible before classes begin. In order to access your email, log into MyDSU and set up your credentials.

DESIRE2LEARN

DSU utilizes the learning management system (LMS) Desire2Learn (D2L), to offer all online courses. D2L provides a web-based environment for online course delivery and class interaction.

To access your courses, go directly through D2L's login page or to access D2L through MyDSU Portal on the DSU web page click, My DSU on the top right-hand side of the page. Click Login to MyDSU Portal on the login page, enter your BORIS user-name and password, which is the same user-name and password for both Desire2Learn and Banner Self Service. After login, click the Connect to D2L button under the My D2L widget to go to your D2L course homepage. We have a collection of D2L Support Resources for Students in D2L. Please login to the D2L site and check them out, particularly the View Me First Video Tutorials.
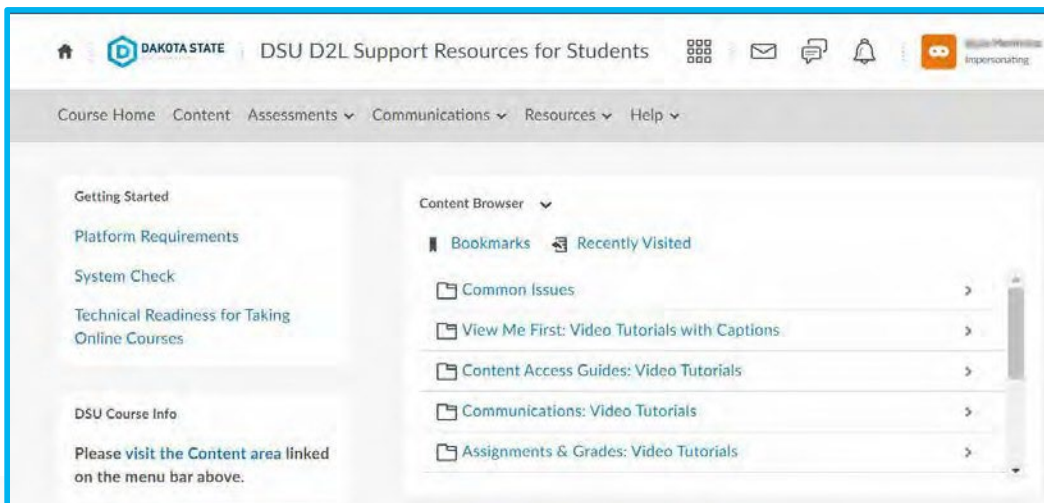
FOR HELP OR ASSISTANCE
DSU-D2L@sdbor.edu

BANNER SELF SERVICE

Banner Self Service provides registration, SDePay, course listings, grades and program evaluation information for all DSU faculty, students and their advisors. Banner Self Service uses your BORIS username/password, which is the same as your D2L account.

To access your grades, log into your student Banner Self Service account via the MyDSU Portal, and go to Academic Profile>Grades. Please note that your class schedule, transcript information and program evaluation can be found under the academic profile.

TROJAN CONNECT

TrojanConnect is a FREE mobile app that will help you thrive at Dakota State University, with customized content just for YOU- whether you are in your first semester or a graduating senior, it is like an advisor & all kind of other resources in your pocket!

Download the TrojanConnect App Today!
Search Navigate Student
Search Dakota State University
Enter your DSU Trojan login and DUO Authentication
Start using the App now!

DIRECTORY

Contact information for instructors, advisors or DSU staff can be found on our online directory.

BANNER SELF SERVICE REGISTRATION PROCESS

To view your registration, start time and to verify there are no holds on your record, click on "Prepare for Registration". All items displayed in green, and blue indicates you are eligible for registration at the date and time of your time ticket. Any messages appearing in red indicate holds preventing you from registering until the hold is resolved.

To register for classes, click "Register for Classes".

Then select the term for which you wish to register (Summer 2019 or Fall 2019).

To search for a DSU Main Campus course in Accounting:

To search for DSU Internet/Online course in Accounting:

When the results are returned, click on the course title to view all details related to that course section.

To choose a section for which you wish to register, click "Add".

Notice the course displayed in the Schedule (lower left) as grayed out and course(s) for which you are registered are displayed in bold color. Online courses will not show as a time block in this view.

Also, notice the course in the Summary (lower right) with Status of "Pending". If there were time conflicts or other errors, the system will present those errors. Courses for which you are registered show with the Status of "Registered".

A schedule with a confirmed waitlisted section

To complete your registration for this course, confirm the Action is set to "Register", then click "Submit" from bottom right.

To waitlist for a section, simply chose the "Waitlist" option from Action and click "Submit".

To Drop a section with a status of Registered, simply choose the "Drop" option from Action and click "Submit".

To view your current registrations or waitlisted sections, you can view your schedule by selecting Registration > View Registration Information.

ACADEMIC SUPPORT SERVICES

ORDERING TEXTBOOKS

One of the major functions of the bookstore is to provide the sale of required textbooks in direct support of the academic programs of the university. Used books are available for most courses at a substantial savings over new book prices. To access the book order site, simply log into the MyDSU Portal and click on bookstore link to the right side of your screen. Click on the "Buy Your Books" link and search by course. Additionally, you can order your books by phone, fax, mail, email. or online:

Phone: (605) 256-5238   Email: bookstore@dsu.edu

Fax: (605) 256-5020   Online: dsubookstore.com

Mail: 820 N. Washington Ave.
      Madison, SD 57042

LIBRARY SERVICES

The Karl E. Mundt Library's mission is to support the academic programs and information needs of all Dakota State University students, faculty and staff. One of the chief responsibilities of an academic library is to train undergraduate and graduate students in information literacy so they can find, evaluate and use information to solve problems and to make decisions effectively. Students need such knowledge and skill to function successfully as continuous learners in an ever-changing information world. To successfully meet its mission, the library provides excellent collections, information systems, services, instruction, and staff.

The library provides access to an extensive collection of materials through its online catalog. In addition to its print holdings, the Mundt Library subscribes to numerous electronic indexes and full text research databases, most notably EBSCO's Academic Search Premier, IEEE Xplore Digital Library, ProQuest Research Library, ABI-Inform, MLA Bibliography and Lexis-Nexis. These databases are authoritative scholarly research tools needed to support DSU's academic programs. In addition, the library's collection of e-books continues to grow.

The library's website provides the on- and off-campus community with direct access to the information resources critical to the various disciplines. Materials held by other libraries are also readily available through the interlibrary loan, so the Mundt Library can quickly meet an individual's information needs. The library also provides online access to tutorials and other research aids for independent scholars.

The most important and best resource is the library staff. These trained professionals are available to help you fnd and use the resources you need. Reach them online by using the "Ask DSU Librarians" link on the library's website.
The library has 24-hour access for most resources and services available through its website. Visit the Mundt Library's homepage to search for information, request services, and learn more about this resource.

DSU WRITING CENTER

The DSU Writing Center & Writing Center Online provide reading and writing support to undergraduate students across a variety of disciplines. From interpreting a course text to developing or finalizing an essay, our learning assistants can assist you at any stage of the process. In addition to one-on-one consultations, the Writing Center offers walk-in hours (on campus) and group workshops in reading, study skills, scholarly formatting, research and a variety of other topics. Distance students may access these resources through the Writing Center Online page in D2L. Our learning assistants are available to meet via video conferencing, D2L Collaborate, or provide asynchronous feedback through a D2L drop box folder. Additional information and resources are available on our D2L page. To set up your student access, please email writingcenter@dsu.edu and a member of the staff will add you to the Writing Center Online and provide additional instructions for submitting your work.

INSTITUTIONAL RESEARCH & TESTING SERVICES

The Institutional Research Office serves as the repository and official reporting source for academic data for the university and manages the institution's survey process and schedule. The office also manages math and English placement and provides testing services for the following examinations:

» CLEP exams for course credit

» Course placement exams (ACCUPLACER, ACT Residual)

» Exit exams at the undergraduate level (ETS-MFT and D2L exams)

More information about testing services can be found under the testing services website or by contacting (605)256-5101 or testing@dsu.edu.

PROCTOR INFORMATION

Certain DSU courses may require proctoring such as the use of an internet browser that locks down the testing environment and may require a webcam to complete exams/quizzes. Proctoring (via online or face-to- face methods), essentially monitors a student as an exam is being taken and ensures that academic integrity is maintained. Please make sure to check the course syllabus or D2L regarding the specific requirements for proctoring of exams as they may vary by course/faculty. Students will be responsible for any proctoring expenses, if applicable.

Learn more about LockDown Browser and Respondus Monitor.

System Requirements for Respondus Monitor include:

» Windows: 10, 8, 7
» Mac: OS X 10.12 or higher
» iOS: 10.0+ (iPad only). Must have compatible LMS integration.
» Web camera (internal or external) & microphone
» A broadband internet connection

TUTOR.COM

TUTOR.COM is an online tutoring service available 24/7 to DSU students.
Login to Tutor.com or find TUTOR.COM within your course(s) in D2L.

With Tuor.com, you can:

» Connect one-on-one with one of our 3,000+highly qualified tutors.

» View recordings of your previous sessions.

» Drop off an essay for review and feedback.

» Save your favorite tutors and see their schedule of availability.

Questions? Please visit tutor.com/contact-us or Sarah Rasmussen, Director of Online Education.
Sarah.rasmussen@dsu.edu

How do I access tutoring services?

- Click on the "help" tab within the D2L course shell and then Click on DSU – Tutor.

- You will be able to sign into Tutor.com using your DSU login credentials.

- Going director to the tutor.com website will not allow students to sign up for tutoring, they must go to the link through their D2L course shell.

- Select your topic, subject, and fill out the question or concept you want help with. Make sure to have your question and any important notes in the pre-session questionnaire; this will save you time while you are in your tutoring session!

STUDENT SUPPORT SERVICES

MYDSU PORTAL

An academic advisor is assigned to each student, an example of Dakota State University's commitment to personalize education. New students are introduced to their advisor through their welcome letter. Subsequently, students should meet with their advisor to get acquainted and discuss career and educational plans. Thereafter, students should stay in contact with their advisor on a regular basis to assess progress and discuss pre-registration procedures for the next semester.

The advisor is the advisee's primary contact for planning and maintaining an academic program. Information related to curriculum changes, course schedules, grades, etc., is given to the advisor, who in turn informs the student. A student's questions should be directed to their advisor who will either answer them immediately or find a source for answers and relay them to the student. Advisors may refer students to the appropriate department with questions or concerns as needed. Students with a declared major are assigned an advisor who is a member of the college responsible for that major. A student with a declared major who wishes to change advisors should contact that college's office for the appropriate paperwork. Students without a declared major are assigned an advisor who is either an instructor in one of their initial courses or a faculty member in the College of Arts and Sciences. Each student is ultimately responsible for his/her own academic schedule and activities. The dean of each college is responsible for maintaining and evaluating the advising system within that academic unit. The provost/vice president for academic affairs is responsible for maintaining and evaluating the overall advising system.

ITS SUPPORT DESK

The ITS Support Desk provides all online and on-campus students with excellent support resources, and can assist with any sort of technical issues, such as:
  » Your user accounts are not working, or you are unable to log in to university resources;
  » You are having difficulties with your assigned DSU device or personal computer;
  » You are receiving error messages when accessing your online courses.
  » Help is available in several formats, all with a click on your computer.

DSU's Knowledge Base
Answers to many questions can be found in our knowledge base articles at support.dsu.edu.

Support Desk Quick Ticket
Need something that ITS provides? Submit a ticket to get assistance. Create an incident, make a request, or ask a question for any issues not found under Service categories. Your service ticket will be created and addressed during business hours.

Service Catalog
Need something that ITS provides? Ask for it through our service catalog. Information gets routed automatically to the team that can help you or browse the catalog to get the help you need with all your IT related problems or questions.

DSU's remote assistance
DSU utilizes the Bomgar product to provide remote assistance for those who need help configuring and troubleshooting hardware and software issues.

ITS SUPPORT DESK (CONTINUED)

After-hours help

Students can call 605-256-5675 and leave a detailed issue description. Your message will be forwarded as a service ticket, and the first available technician will respond first thing during business hours. You may also submit a service ticket online by emailing help@dsu.edu. to schedule a date/time for after-hours tech support. ITS Help Desk personnel will do their best to accommodate your support needs.

IMPORTANT

DSU HELP DESK'S OPERATIONAL HOURS ARE:

Monday – Friday

8 a.m. – 5 p.m. (during academic year)

7:30 a.m. – 4:30 p.m. (summer break)

Phone: 605-256-5675

DROPPING COURSES

A student may drop a class and receive tuition and fee refunds anytime during the official drop/add period. Check the academic calendar for semester add/drop dates.

WITHDRAWAL PROCESS

This section is applicable if dropping one or more courses, but not all courses for the semester. A student may withdraw from a class after the drop/add deadline, up until the last day to withdraw in the academic calendar. Students who withdraw during this time period earn a "WD" in the course and do not receive any refund. The "WD" grade does not affect the student's grade point average. A student is allowed a maximum of six WD grades; after the sixth single-course withdrawal, a grade of "WFL" is assigned, which counts toward the student's GPA the same as an "F" grade. Students are not allowed to withdraw from specific classes after the published last day to withdraw except under extenuating circumstances and only with the approval of the provost/vice president for academic affairs. Anticipated course failure does not constitute an extenuating circumstance.

For questions or assistance, contact the Office of Online Education at (605) 256-5049 or online@dsu.edu.

WITHDRAWAL FROM THE UNIVERSITY

When a student withdraws from all their courses in any academic term, they also withdraw from the university. If the withdrawal is after the add/drop period, a grade of "WW" will be posted for all courses for the term, and a partial refund may be calculated based on the date of withdrawal. If the withdrawal occurs after courses have begun but before the add/drop deadline for full refund, WD-101 or WD-801 will be posted to the transcript under the term to indicate enrollment. If a student is enrolled at more than one Board of Regents institution, the student must withdraw from all courses at all institutions.

To withdraw from all DSU's courses, students (undergraduate and graduate) must complete the online withdrawal form. The Registrar's Office will coordinate the notification process so that all appropriate offices and persons are made aware of the withdrawal.

The effective date of withdrawal is the date the student initiates the withdrawal process officially, either verbally or in writing, with the appropriate office. Failure to officially withdraw will result in failing grades in all courses, forfeiture of any possible refund of charges, and will impact federal financial aid eligibility. Additionally, a student is withdrawn from the university if classes have begun, and the university has administratively suspended a student for reasons such as non-payment of tuition and fees, disciplinary sanctions, etc.

Dates for withdrawal are found on the Academic Calendar located here on the DSU website.

FINANCIAL AID

Dakota State University makes every effort to help eligible students secure the finances needed to begin and complete their college education. The university provides financial aid assistance to qualifying students in the form of scholarships, grants, loans, and work study opportunities. In addition, all sources of student financial aid (agency, private, federal, state, and institutional) are coordinated through the Financial Aid Office. Any funding in addition to the student and family contribution is considered financial aid and is processed through this DSU office.

For a complete listing of financial aid programs, policies, and alternative financing options, visit the MyDSU Portal or the DSU website. Application information, eligibility requirements, loan counseling, and links to current loan information can be accessed via the MyDSU Portal. Eligibility is determined annually based on the results of the Free Application for Federal Student Aid (FAFSA), DSU scholarship application, student date of application and student financial aid satisfactory academic progress. Electronic applications for institutional, federal aid and other aid sources may be done through links found online.

Students may access consumer information required for DSU to participate in federal aid programs through this office such as Student Right to Know, Placement Statistics, Crime Report, Equity in Athletics and average graduate loan debt information. Professional staff are available to assist students in determining educational funding options and understanding available programs. If students have a change in their family situation during the school year, they should contact the Financial Aid Office regarding special circumstance consideration.

PAYING FOR TUITION/FEES

Dakota State University offers online billing and payment through SDePay. Details can be found on the student portal at MyDSU>Financial>Pay for College/Tuition & Fees or on the website. Students may also contact the DSU Cashier's Office at Cashier@dsu.edu or 605-256-5271.

COUNSELING

We realize there is more to college than remarkable academic achievements. It is about meeting goals in all areas of your life. The Student Success Center is here to help you overcome challenges, attain life goals and enhance your personal growth. Our counseling resources are here to help you succeed academically, socially and personally. On MyDSU, you can find more information about our services, staff and resources.

For more information, please contact the Student Success Center by calling 605-256-5121 or email success.center@dsu.edu. In an emergency, please call 911.

VETERANS AFFAIRS

As a veteran, you have many educational benefits available to you. DSU is accredited by the SAA (State Approving Agency) as a Program Eligible for Veterans Benefits. We have also been recognized for five years in a row as a Military Friendly School by Victory Media and are proud to serve our growing veteran and military student population. Along with providing you with one-on-one attention with our veteran benefits coordinator, we continue to support you during your DSU career with our Military Resource Center.

To help make your online education experience a success, we are happy to answer any questions. Give us a call at (605) 256-5815 or email veteran.assistant@dsu.edu.Feel free to visit our website at: dsu.edu/admissions/military.

ACADEMIC POLICIES

ACADEMIC APPEALS/FREEDOM IN LEARNING

Administrative offices of the university have the responsibility and authority to make decisions within their respective areas of jurisdiction. In the case of a concern or complaint regarding an academic matter, a student should first discuss the concern with the official directly responsible for the area involved (see Appealing Academic or Administrative Decisions policy and/or the Academic Integrity policy).

Students are responsible for learning the content of any course of study in which they are enrolled. Under the Board of Regents and Dakota State University policy, student academic performance shall be evaluated solely on an academic basis and students should be free to take reasoned exceptions to the data or views offered in any course of study. Students who believe that an academic evaluation is unrelated to academic standards but is instead related to judgment of their opinion or conduct should contact the dean of the college which offers the class to initiate a review of the evaluation.

DISABILITY SERVICES

To receive accommodations for a disability at DSU, students must:
1. Contact the Disability Services Office by:
    » Calling 605-256-5121,
    » Emailing success.center@dsu.edu
    » Completing the Disability Request Form or
    » Returning the Disability Notification card that comes with our registration materials.

2. Provide documentation of the disability. Students requesting accommodation need to forward copies of their testing/diagnosis records to DSU's Disability Services Office. Please call 605-256-5121 for details on what the records should include.

3. Mail the information to Disability Services, 820 N. Washington Ave., Madison, SD 57042 or fax 605-256-5854.

It is very important that students request accommodation and submit their documentation as soon as possible. Requests for accommodation must be made every semester the student registers for classes. The Americans with Disabilities Act and Section 504 of the Rehabilitation Act are very clear in stating that disability-related information is to be treated with strict confidentiality.

ACADEMIC INTEGRITY

Dakota State University is committed to providing students with a quality education. The faculty of DSU will not tolerate academic dishonesty in any form. The Academic Integrity Board policy clarifies the definition of academic dishonesty, the student's rights, and the faculties' rights and responsibilities to prohibit, limit and censure instances of academic dishonesty.

Academic Integrity policy

DIVERSITY SERVICES

Diversity is the key to excellence in education. DSU is committed to enriching the lives of our students, faculty and staff by providing a diverse campus where the exchange of ideas, knowledge and perspectives is an active part of learning. The goal of Diversity Services is to make your time at DSU a great experience by learning about yourself and others. We can assist you in many ways from admissions advice and registration help to scholarship identification..

STATE AUTHORIZATION

SD-SARA

The South Dakota Board of Regents, on behalf of the State of South Dakota, has entered into an agreement to participate in the National Council for State Authorization Reciprocity Agreements (NC-SARA). South Dakota's agreement is through the Western Interstate Commission for Higher Education (WICHE), which is one of the four regional education compacts who administer SARA.

SDBOR has been designed by the state as the portal agency for SD-SARA and administers SARA within South Dakota. SDBOR's responsibilities as a portal agency include the following: accepting, reviewing, and submitting applications from South Dakota institutions wishing to participate in SARA; reviewing. compliance; serving as liaison with SARA administrators from other states; and accepting and investigating student complaints.

NC-SARA establishes a state-level reciprocity process that supports the nation in its efforts to increase the educational attainment of its people by making state authorization more efficient, effective, and uniform. Membership in NC-SARA is voluntary for both states and institutions. Once a state becomes a member of NC-SARA, all degree-granting post-secondary institutions from all sectors (public colleges and universities as well as non-profit and for-profit independent institutions) accredited by an agency recognized by the U.S. Secretary of Education are eligible to participate in SARA. Institutions that participate in SARA are authorized in all states who are members of NC-SARA.

STUDENT COMPLAINTS & CONCERNS

Enrolled students can submit non-academic complaints. The complaints can be submitted electronically using the Concerns and Feedback form. Dakota State University seeks to resolve student concerns and complaints in a fair and prompt manner. Submissions will be processed and reviewed.

Notification of Complaint Process for Program Integrity
Complaints must first be processed through the institution's own procedures for resolution of complaints. Individual complaints can be submitted electronically using DSU Concerns and Feedback form. The submission will be processed and reviewed.

Any person may file a complaint with the Executive Director of the South Dakota Board of Regents to obtain a review and appropriate action on allegations that an institution governed by the Board:
- » Violated South Dakota consumer protection laws.
- » Engaged in fraud or false advertising.
- » Violated South Dakota laws relating to the licensure of post-secondary institutions or programs.
- » Failed to provide an educational program meeting contemporary standards for content and rigor.
- » Failed to assign qualified instructors; or
- » Violated one or more accreditation requirements.

Where the institution has not already considered and acted upon the complaint, the Executive Director will refer the matter to the institutional president for review and action. If the complainant challenges an institutional disposition of the complaint. The Executive Director will provide for an independent review and disposition of the allegations.

The Office of the Executive Director of the South Dakota Board of Regents
306 East Capitol Avenue
Pierre, South Dakota, 57501-2545
Phone: 605-773-345
E-Mail: info@sdbor.edu

SARA Complaint Procedures for Out-of-State Students
Complaints must first be processed through DSU's procedures for resolution of complaints. The SD-SARA administrator will verify that all complaints have been received and processed by the institution and will not consider complaints that have not gone through the institutional complaint process. Complainants who processed their complaints through institutional complaint procedures but remain dissatisfied with the outcome of the institutional process may request that the SARA administrator review the institutional resolution of the complaint.

The complaint procedures for SD-SARA can be found in Section 7 of SDBOR SARA Policy 1:29.

Complaints to the SD-SARA administrator must specify:
1. The basis for believing that the institutional action is inconsistent with the accreditation or SARA requirements.
2. The harm caused to the complainant by virtue of the inconsistency, and the corrective action that the complainant seeks.
3. If the complainant alleges that institutional documents were misleading, the request should contain the portions of the catalog, letters or email exchanged between the complainant and the institution and should identify with specific statements that the complainant found to be misleading and what the complainant understood the statements to mean.

SARA Complaint Procedures Flow Chart
SARA Complaint Resolution Form

Contact Information for Out-of-State Students
Students residing in other states while enrolled in a course offered by DSU will utilize the institution's internal complaint or review policies and procedures prior to filing a complaint with the state agency or agencies. However, if the complaint is not resolved through these processes, a student may use the following list to identify the office(s) in the state in which the student resides to which the complaint against any public institution in South Dakota may be fled. the appropriate state agency for the individual resident state. State Agencies and forms are found below. The contact information for each state is subject to change.

Student Complaint Information by State and Agency (PDF)

California Contact for Complaint:
Bureau for Private Postsecondary Education
P.O. Box 980818
West Sacramento, CA 95798-0818

An alternative avenue for filing a Complaint is to utilize the California Department of Consumer Affairs' (DCA) online Complaint Form (Online Complaint Form). The DCA will forward the Online Complaint to the Bureau.

Print and File Complaint Form
Online Complaint Form

Accreditor Complaint Procedure

Institutional accreditation by the Higher Learning Commission (HLC) of the North Central Association (NCA) of Colleges and Schools provides assurance to prospective students, parents, and others that an institution of higher education meets the agency's clearly stated requirements and criteria. Dakota State University accredited by the Higher Learning Commission.

Institutional accreditation is the standard against which colleges and universities are evaluated for the quality of their education activities. The HLC is an independent organization founded in 1895 as one of six regional. institutional accreditors in the United States. The complaint process is designed to identify substantive problems with an institution's ability to meet the Criteria for Accreditation. HLC's policy on complaints provides a full description of the type of complaints that HLC will review.

Instructions for filing a complaint.

SD-SARA POLICY

State Authorization Reciprocity Agreement

LICENSURE CERTIFICATION DISCLOSURE

If you are a student or prospective student interested in an educational program that may lead to professional licensure or certificate, you should be aware of certain policies or information important for your success.

Dakota State University programs that lead to a professional licensure or certification are intended to prepare a student for potential licensure or certification in South Dakota. While the DSU programs meet the relevant academic requirements for the licensure or certification board/agency in South Dakota, they may or may not meet the educational requirements for a licensure or certification in another state. If you are planning to seek professional licensure or certification outside South Dakota, it is important for you to know the specific requirements of the state in which you intend to apply for licensure or certification. It is strongly recommended that you contact the applicable licensing entity in that state to seek information and guidance regarding licensure or certification requirements specific to that state.

Licensed Professions by State

If you are considering a program that leads to professional licensure or certification, it is important that you contact the DSU personnel with direct oversight of the academic program you are interested in for licensure and certification requirements.

College of Business and Information Systems
Professional Accountancy: 605-256-5165 or Email

College of Education
Education programs: 605-256-5177 or Email

LICENSURE CERTIFICATION DISCLOSURE (CONTINUED)

Dakota State University is working to expand the number of states in which each program is authorized for licensure or certification requirements. Even if the course or program you are interested in is not currently available in your state, it may be in the future. Please view the links for College of Education Program and College of Business & Information Systems to see whether the program of interest will meet licensure or certification requirements in the state you will be located while enrolled in DSU courses.

Again, it is strongly recommended that you contact the applicable licensing entity to seek information and guidance regarding licensure or certification requirements before beginning an academic program. Contact the Office of Online Education if you have further questions online@dsu.edu or 605-256-5239

LOCATION MATTERS

PROSPECTIVE AND CURRENT ONLINE & ON-CAMPUS STUDENT

Located Outside of South Dakota
Your location matters if you are taking an online course or an on-campus course with an experiential learning activity (such as, but not limited to, clinical, internships, externships, student teaching supervised feld experience, co-curricular courses, fellowships, seminars, etc.) outside of South Dakota. DSU does not provide the online programs or experiential learning activities in all states or countries.

Check these sites:
Online Programs by State and International
Licensure and Certification Disclosure
Approval in State or Out of Country

Report Location While Taking DSU Courses
Where will you be physically located while taking DSU courses? Every student shall report a correct current address or physical location at the time of initial enrollment in Dakota State courses. In situations where your educational plan changes after registration, you shall inform DSU of any change in physical location. You can update your address online. Feel free to contact online@dsu.edu.

Update Address:
Self-Service Banner (SSB) by accessing the Student's Personal Information and "Student Personal Information."

Change in Location During the Semester
Prospective and current students should keep in mind that licensing and authorization requirements vary by state. Your admission into a program is granted at the time of initial acceptance into the DSU program. In situations where your educational plan changes after registration, you shall inform DSU of any change in physical location. You shall update your address online through Self-Service Banner (SSB). You can also contact online@dsu.edu.

Impact with Change in Physical Location:
Receipt of financial aid or benefits
Ability to complete the degree program or course
Ability to sit for professional licensure or certification
Possibility the program may not meet the eligibility
requirements of the applicable state.

LOCATION MATTERS (CONTINUED)

Contacts for Change in Physical Location:
Enrolled Students should inform advisor of change in location and online@dsu.edu
Prospective Students should contact the Office of Online Education with questions (online@dsu.edu)

Student Responsibility
It is your responsibility to contact DSU personnel with direct oversight of your program if there is a change in physical location or contact online@dsu.edu. By doing this, you shall ensure that the educational program and activity you are pursuing or considering pursuing outside of South Dakota has authorization.

Enrolling in Experiential Learning Activity Course Outside of South Dakota
Before registering for an experiential learning activity course in a state other than that of your physical location, you shall frst need to check a few things before you start the activity as distance education regulations and authorization are subject to change.

Consult:
Advisor to make sure you can do activity outside SD
Appropriate Faculty member
Program Administrator
DSU experiential learning activity advisor for the program activity
Online Programs by State and International
Licensure and Certification
Disclosure online@dsu.edu

Register Early for Experiential Learning Activity:
Determine with your advisor if the educational experience activity meets federal, state, reciprocity agreement, or international laws if applicable.
Determines whether or not the educational program meets the licensure or certification requirements of the applicable state.
Ensures you can sit for licensure or certification upon completion of the academic program and or participate in an experiential learning activity outside of South Dakota.
If applicable, ensures receipt of financial aid.

Enrolling in a Program That Leads to Licensure or Certification
Prior to enrolling in a program that leads to licensure or certification, such as, but not limited to, clinical, internships, externships, student teaching, supervised field experience, co-curricular courses, fellowships, seminars, etc. there are a few things to do.

Consult:
Your advisor
Contact DSU personnel with direct oversight of the academic program
College of Business and Information Systems Professional Accountancy: 605-256-5165 or Email
College of Education Academic Programs: 605-256-5177 or Email
Office of Online Education 605-256-5239 or Email

LOCATION MATTERS (CONTINUED)

Impact for Checking Prior to Enrolling:

Determines whether or not the educational program meets the licensure or certification requirements of the applicable state.

Ensures you can sit for licensure or certification upon completion of the academic program and or participate in an experiential learning activity outside of South Dakota.

If applicable, ensure receipt of financial aid.

CONSUMER PROTECTION

Allegations involving violation of consumer protection laws may also be filed with the Office of Attorney General.

SD Attorney General's Office Address:

Office of the Attorney General
1302 E Hwy 14
Suite 1
Pierre SD 57501-8501

Phone (Routine Business):
(605) 773-3215
TTY: (605) 773-6585 (For the Hearing Impaired)
Fax: (605) 773-4106

ONLINE COMPLAINT FORM

Division of Consumer Protection
1302 E Hwy 14
Suite 3
Pierre SD 57501-8501
Division of Consumer Protection Phone: (605) 773-4400
Consumer Help Line: 1-800-300-1986 (South Dakota only)
Fax: 773-7163
Email: consumerhelp@state.sd.us

DISCLOSURE

Adverse Actions Initiated by a State Agency or by an Accrediting Agency

Dakota State University education programs have no previous, current, or pending adverse actions initiated by any state entity or accreditation agency as of June 22nd, 2020.

Refund Policies
Dakota State University follows the refund policy published by the South Dakota Board of Regents.
South Dakota Board of Regents Policy 5:7

Additional Information:

Financial Aid
Tuition and Fees
Refund Policy
Add/Drop/Withdrawal (Class Change) – Changes may be made in Self Service Banner

University Withdrawal – When a student withdraws from all their courses in any academic term, they also withdraw from the University. If a student is enrolled at more than one Board of Regents institution, the student must withdraw from all courses at all institutions.

To withdraw from all DSU's courses, students (undergraduate and graduate) must complete the online withdrawal form. The Registrar's Office will coordinate the notification process so that all appropriate offices and persons are made aware of the withdrawal.

The effective date of withdrawal is the date such a request is initiated. Failure to officially withdraw will result in failing grades for all courses in which the student was enrolled.

Students Who Receive Federal Title IV Financial Aid (R2T4 Policy)

General Information: The U.S. Department of Education requires institutions to apply the Return to Title IV Funds policy for students withdrawing from a university who receive Title IV financial aid. Title IV funds include the following financial aid programs: Direct Stafford Loans, Direct PLUS Loans, Federal Perkins Loans, Federal Pell Grants, Iraq and Afghanistan Service Grants, TEACH Grants, Federal Supplemental Educational Opportunity Grants, and other Title IV assistance. The requirements for Title IV program funds when withdrawing are separate from the DSU refund policy. Therefore, the student may still owe funds to the school to cover unpaid institutional charges. DSU may also charge the student for any Title IV program funds that were required to be returned that were initially used to cover institutional charges.

A student who withdraws after the 60% point of a semester is entitled to retain all Title IV aid for that semester. However, if the student withdraws prior to the 60% point of the term, unearned Title IV funds as determined by the federal policy must be returned to the various programs. These funds must be returned even if the University provides no refund to the student. This means the student could owe the University and/or the U.S. Department of Education a significant amount of money.

Post Withdrawal Disbursement: If the student did not receive all of the funds that were earned prior to withdrawing, a post-withdrawal disbursement may be due. If the post-withdrawal disbursement includes loan funds, the student must give permission before the funds can be disbursed. DSU may automatically use all or a portion of the post-withdrawal disbursement of grant funds for tuition, fees, and room and board charges. Permission is required to use the post-withdrawal grant disbursement for all other school charges. Students will be notified of post-withdrawal disbursement eligibility within 30 days of the date of withdrawal determination.

Determining Earned Aid: Title IV financial aid is earned by the calendar day, not class day. This includes weekends, holidays, and breaks of less than five consecutive days. The University is required to determine the amount of Title IV aid the withdrawing student has earned and then either disburse any additional funds the student may be entitled to up to the amount earned or return funds in excess of the amount earned which the student has already received. If an amount to be returned to a federal program is determined, then a further calculation is made to determine how much of the amount needs to be returned by the University and how much, if any, needs to be returned by the student. For example: If $1,000 in federal aid is disbursed, and the student withdraws at the 30% point of the term, $700 of the aid is unearned and needs to be returned to the identified aid program. Order of Aid to be Returned: The amount to be returned is distributed in a specified order – Unsubsidized Stafford Loan, Subsidized Stafford Loan, Perkins Loan, PLUS Loan, Pell Grant, SEOG, TEACH Grant, Iraq & Afghanistan Service Grant, other Title IV assistance, and last to the student.

Grant Overpayment: Any amount of unearned grant funds that the student must return is called an overpayment. The maximum amount of a grant overpayment the student must repay is half of the grant funds that were received or scheduled to receive. The student does not have to repay a grant overpayment if the original amount of the overpayment is $50 or less. Arrangements must be made with DSU or the Department of Education to return the unearned grant funds. The student will be notified of any grant overpayment within 30 days of the date the school

determined the student withdrew.

Timeframe for Returning Title IV Aid: The Return of Title IV Funds calculation will occur as soon as possible but no later than 45 days after the date the University determined the student withdrew.

Notification to Student: Once the Return to Title IV Funds calculation has occurred, the DSU Business Office will notify the student of the results of the calculation, the aid that was returned, and any outstanding balance now due to the institution as a result. The University strongly encourages students and parents to consult with the Financial Aid Office to determine the financial impact of withdrawing before making a final decision.

Unofficial withdrawals (all failing unearned grades): Title IV aid recipients who fail to withdraw but stop attending class are considered unofficial withdrawals. Either the last day of academically related activity or mid-point of the term will be used to determine the amount of Title IV assistance that must be returned. If the student stopped attending prior to the 60% point of the term, the student will be billed for the outstanding charges as a result of the Return of Title IV funds. The last date of attendance for unofficial withdrawals is calculated within 30 days of determining the student was an unofficial withdrawal and the Return of Title IV funds is processed within 45 days.

DISTANCE EDUCATION: STUDENT OUT-OF-STATE LOCATION POLICY
I. REASON FOR THIS POLICY
The 2019 state authorization federal regulations (effective July 1, 2020) require institutions to meet requirements for state reciprocity agreements [34-CFR 600.2], state authorization [34 CFR 600.9(c)], and professional licensure notifications [34 CFR 668.43(a)(5)(v) and 34 CFR 668.43(c)] in order to grant federal aid to a student participating in postsecondary education in a state for which the institution is not located.

II. DEFINITIONS

4. **CONSEQUENCES OF RESIDENCY CHANGE**. The effects of relocating to a state where the institution does not meet state requirements, or in the case of a gainful employment program, where the program does not meet licensure or certification requirements in the state.

5. **DISTANCE EDUCATION**. Instruction offered by any means where the student and faculty member are in separate physical locations. It includes, but is not limited to, online, interactive video and correspondence courses or programs.

DISTANCE EDUCATION: STUDENT OUT-OF-STATE LOCATION POLICY (CONTINUED)

6. **EXPERIENTIAL LEARNING ACTIVITY.** Out-of-state learning placement such as, but not limited to, clinicals, internships, externships, supervised field experience, co-curricular courses, fellowships, seminars, or student teaching offered by SARA participating institution in locations outside the home state.

7. **LICENSURE AND CERTIFICATION CHANGES.** To prospective and enrolled students, any determination by the institution that the program ceases to meet licensure or certification prerequisites of a state within 14 calendar days of that determination.

8. **LICENSURE AND CERTIFICATION DETERMINATIONS**. To prospective students, any determination by the institution that the program does not meet licensure or certification prerequisites in the state of the student's residence.

9. **LICENSURE AND CERTIFICATION PREREQUISITES**. Applicable licensure or certification requirements for the occupation the program prepares a student to enter and whether the program meets those requirements:

- Applicable educational prerequisites for professional licensure or certification for the occupation for which the program prepares students to enter in any state in which the program's enrolled students reside and for any other state for which the institution has made a determination regarding such prerequisites.

- Whether the institution's distance education program or correspondence course satisfies those applicable educational prerequisites for professional licensure or certification.

- For any state for which the institution has not made a determination with respect to the licensure or certification requirement, an institution is required to disclose a statement to that effect.

10. **NC-SARA.** The national council for SARA.

11. **OPERATE**. Activities conducted by an institution in support offering distance education degree or non-degree course or programs in a state, including but not limited to, instruction, marketing, recruiting, tutoring, supervised field experiences, experiential learning placements, out-of-state learning placements, and other student support services.

12. **PHYSICAL PRESENCE.** A measure by which a state defines the status of an educational institution's presence within the state.

13. **PROFESSIONAL LICENSURE (LICENSURE)**. A process of state or other governmental entities that establishes standards or practice and gives legal permission to practice a profession by providing licenses to individuals who meet those standards.

14. **PROFESSIONAL LICENSURE NOTIFICATION.** Required and readily available disclosures by institutions regarding educational requirements for programs leading to professional licensure or certification regardless of modality pursuant to 2019 federal regulations and SARA.

15. **SARA.** State Authorization Reciprocity Agreement.

16. **STATE AUTHORIZATION.** An institution that is approved by a state in which its enrolled students reside to offer a postsecondary education through distance or correspondence education to students in another state in which it has no physical location.

State Reciprocity Agreement (SARA). An agreement between two or more states that authorizes an institution to provide postsecondary education through distance education to students residing in those states and does not

prohibit any state in the agreement from enforcing its own statutes and regulations.

17. **STUDENT LOCATION DETERMINATION**. The home state of the student upon initial enrollment or, if applicable, a change of state location obtained due to formal receipt of information from a student through DSU institutional procedures.

18. **SUPERVISED FIELD EXPERIENCE**. Student learning occurrences in a host state that are comprised primarily of the practical application of previously studied theories and skills, under the oversight of a supervisor, mentor, faculty member, or other qualified professional who has a direct or indirect reporting responsibility to the Institution where the student is enrolled, whether or not credit is granted. The Supervised Field Experience is part of a program of study offered by the enrolling SARA Institution. Examples include practica, student teaching, clinical placements, or internships.

<u>III.</u> STATEMENT OF POLICY

1. **STATE AUTHORIZATION.** The institution shall comply with federal regulations for state authorization to ensure the granting of Title IV federal financial aid to students participating in postsecondary learning opportunities outside of South Dakota.

2. **PHYSICAL LOCATION OF STUDENT UPON ENROLLMENT.** The institution shall implement a location determination process for all students during initial enrollment.

3. **CHANGE OF PHYSICAL LOCATION WHILE ENROLLED**. The institution shall collect any change of current address or physical location while a student is enrolled at DSU.

4. **EXPERIENTIAL ACTIVITY.**

   - The institution shall determine what, if any, federal, state, reciprocity agreement, or international laws are applicable to student participation in experiential activities outside of South Dakota.

   - The institution shall track the location of its enrolled students involved in experiential activities.

5. **PROGRAMS LEADING TO LICENSURE OR CERTIFICATION.**

   - The institution shall determine what, if any, federal, state, reciprocity agreement, or international laws are applicable to students located outside of South Dakota enrolled in a DSU program leading to licensure or certification.

   - The institution shall track the location of its enrolled students involved in programs leading to licensure or certification.

6. **WRITTEN DOCUMENTATION.** The institution shall provide written documentation of the determination of a student's location to the Secretary of State upon request.

<u>IV.</u>   Exclusions

<u>V.</u> Independent off-campus study by individual students not engaged in a supervised field experience is exempt from requirements of SARA and does not constitute a physical presence of a postsecondary institution in a SARA member state.

Exceptions

None

VI. PROCEDURES (MAJOR)

1. Distance Education Information. Prospective and current students shall, but are not limited to, check the websites below for distance education details. If a prospective online student will be located outside of South Dakota, the student shall, prior to application at DSU, verify that DSU is authorized to offer distance education courses in his/her respective state or international location.

   • Online Programs by State and International (source: Office of Online Education)

   • Licensure and Certification Disclosure (source: DSU State Authorization Coordinator)

2. Initial Student Location Determination. All students shall report their physical location by state or outside the country during the enrollment process for each semester.

3. Student Change of Location During Semester. In situations where a student's educational plan changes after registration, that student shall inform the institution of any change in physical location. A student can change his/her address in Self-Service Banner by using the Student Personal Information feature.

4. Enrolling in Experiential Activity. Prior to registering for experiential learning activity classes in a state other than that of physical location, each semester a student shall consult his/her advisor or DSU personnel with direct oversight of the academic program as distance education regulations and authorization are subject to change.

5. Enrolling in a Program That Leads to Licensure. Prior to enrolling in a program that leads to licensure or certification, a student shall consult with his/her advisor, appropriate faculty member, program administrator, or personnel in the Office of Online Education prior to enrolling in that program and prior to any relocation to ensure that the students can sit for licensure or certification upon completion of the academic program.

POLICIES

These policies are important documents that provide you with key information regarding academics, enrollment, and student policies and procedures pertinent to your DSU education. To view these various policies, please visit our DSU student handbook.