

**Pertinent Policy Information for
All Texas College Students**

Class Attendance Policy

The *Class Attendance Policy* can be found on page 37 of the 2023-2028 College Catalog:

The student is responsible for attending all lectures, seminars, laboratories, and field work for each registered class (beginning with the first day of class scheduled) in order to verify registration with instructors, and to complete all work assigned for the course. If a student does not attend class during the first week (first five instructional days) of the semester, or does not attend five consecutive class sessions and does not give prior notification to the instructor of reasons for absence and intent to attend the class, the student may be recommended to the Vice President of Academic Affairs to be administratively withdrawn from the course.

The student will be held accountable for adhering to the College Attendance Policy and are expected to attend class as scheduled. Instructors are not obligated to allow students to submit late assignments because of their absence unless the absence(s) have been officially excused. An officially excused absence, however, gives the individual who missed the class an opportunity to do the work assignment late but in no way excuses him/her from the work required. Official excuses are granted by the Vice President for Academic Affairs for authorized College activities, verified personal illness, or illness or death in the student's immediate family.

Students should understand that absences may jeopardize their grades. **A student will be permitted one unexcused absence per credit hour of the course in which he/she is enrolled. Any student whose unexcused absences exceed the number permitted may, at the discretion of the instructor, be assigned a grade of —F or be dismissed from the class.**

Absences may count from the first official date of classes and not from the first day the student attends. It is the responsibility of the instructor to keep an accurate attendance record of all students enrolled. Students receiving veterans' benefits are required to attend classes according to the regulations of the Veterans Administration in addition to those regulations set by the College for all students.

Students absent from class for any of the reasons listed below may, at the discretion of the instructor, receive an **Excused absence** by presenting the proper documentation as indicated in the Table below:

Excused absences and acceptable documentation (Samples)

Reason	Documentation
Personal illness or illness of immediate family member	Physician's statement
Death in immediate family	Funeral program
Patriotic duty (military or jury duty; court Appearance, etc.)	Copy of notice or summons
Performance of co- or extra-curricular obligations to the College (travel with athletic Teams, class field trips, conferences, seminars, fine arts performance, etc.)	Written statement from sponsor or notice from either the Office of Academic Affairs or Student Affairs

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Student Refund Policy

The ***Student Refund Policy*** can be found on page 12 of the 2023-2028 College Catalog:

A refund is defined as financial aid and/or cash payments minus the amount retained by the institution for the student's actual period of enrollment. Any student who withdraws from the institution may be eligible for a refund of institutional charges, according to the published refund policy. However, a student who received financial aid and withdraws from the institution may be required to refund all or a portion of the financial aid awards to the appropriate financial aid programs.

The effective date of withdrawal will be the date when the withdrawal is officially completed and recorded by the Office of the Registrar. In order to receive a full refund, the official withdrawal must be completed and recorded in the Office of the Registrar on or before the 12th class day for the fall or spring terms. For the summer term the withdrawal must be completed by the 2nd day of the summer term.

If the school determines that a student did not begin the withdrawal process or otherwise notify the school of the intent to withdraw, the school may determine the appropriate withdrawal date. The school may use as the student's withdrawal date the student's last date of attendance at an academically-related activity. The school must document that the activity is academically-related and document the student's attendance at the activity.

Examples of academically-related activities include, but are not limited to: an examination; a tutorial; computer- assisted instruction; academic counseling; and turning in a class assignment.

Cost of Attendance

Texas College reserves the right to adjust College costs during the year, should conditions so warrant and with timely notification(s) to students. Students whose accounts are not current with the Office of Business and Finance and whose financial aid forms are incomplete, incorrect, or late may be denied any and all College services. A student may not receive transcripts, grade reports, or other educational records until all accounts with the College are satisfied.

Tuition and Required Fees. This consist of the annual cost of tuition, student fees, room and board, when applicable and other charges for the upcoming year Tuition and fees do not include amounts for books, supplies, travel expenses, and other miscellaneous personal items. Students are expected to meet their financial obligations. The College reserves the right to withhold services and accommodations, deny transcript requests and/or place students on financial hold if payments are not made as scheduled. The Office of Business and Finance sends monthly statements to students.

Payments to Texas College for tuition and fees should be made by certified or cashier's checks, drafts, money orders, or credit/debit cards. Online credit/debit card payments can be made at www.texascollege.edu. Texas College does not accept personal checks. Cash should not be mailed to the College. Texas College disclaims any liability for cash (currency) that is sent through the mail. Payments should be sent to Texas College, Office of Business and Finance, 2404 North Grand Avenue, Tyler, TX 75702

Student Complaint Policy

The ***Student Complaint Policy*** can be found on page 84 of the Student Handbook:

Texas College has adequate procedures for addressing written complaints by students and can demonstrate that the procedures for resolving complaints are followed. The College has engaged a codified and systematic process to make certain that all students who have a grievance can have the opportunity for review and resolve. A student grievance is any complaint made in writing by a student to an appropriate administrative officer of the College alleging unfair, unreasonable, arbitrary, capricious, and/or discriminatory applications of College policies. A grievance may result from academic experiences, non-academic matters involving administrators, staff, or student organizations or matters related to alleged discrimination on the basis of race, color, national origin, age, gender, disability, creed, or marital status.

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Students may file a grievance or register a formal complaint by presenting the complaint in writing to the appropriate administrative officer of the College.

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| • Sexual Harassment (Employee-Student) | Human Resources Officer |
| • Sexual Harassment (Student-Student) | Vice President/Dean of Students |
| • Academic Matters | Vice-President/Academic Affairs |
| • Financial Matters | Vice-President/Business and Finance |
| • Others | Vice President/Dean of Student Affairs |

Office Locations to File Written Complaints.

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| • Human Resources Officer | Martin Hall, First Floor |
| • Vice President for Academic Affairs | Martin Hall, First Floor |
| • Vice President for Business and Finance | Martin Hall, First Floor |
| • Vice President/Dean of Student Affairs | McKinney Hall, First Floor |

Grading Policies

The *Grading Policies* can be found on page 33 of the 2023-2028 College Catalog:

Grading Policy: The final semester grades are determined by the instructor based on the grades earned by the student for all course work. Grades are reported officially by the instructors to the Office of Registrar, at mid-semester and at the end of the course according to the following grading system:

A = (90-100)	This grade indicates outstanding performance combined with intellectual alertness and initiative.
B = (80-89)	This grade indicates above average work that is performed in a sustained and creative manner according to all requirements of the course.
C = (70-79)	This grade represents the minimum accepted performance for course work in the major or minor area.
D = (60-69)	This grade represents work in the lowest passing quality through which a student can fulfill the minimum requirements of a course. It is considered to be borderline.
F = (Below 60)	This grade indicates that the student has failed. If the course is required, the student must repeat the course for a passing grade. If a student earns an “F” in a course that extends over two semesters, he or she may not continue in the same or higher subject area until the first course is taken again and passed.
I = (Incomplete)	This grade is assigned when circumstances beyond the control of the student make it impossible for the student to complete all work of the course. It is the student’s responsibility to conference with the instructor to ensure that the grade of “I” is changed when the work is completed. The student has one (1) semester following the incomplete being issued to complete course work.
I = (Incomplete)	This grade is assigned when circumstances beyond the control of the student make it impossible for the student to complete all work of the course. It is the student’s responsibility to conference with the instructor to ensure that the grade of “I” is changed when the work is completed. The student has one (1) semester following the incomplete being issued to complete course work.
NC= (No Credit)	This is assigned as the grade for the student who has not fulfilled requirements of a developmental education (or remedial) course which he/she has attended regularly.
W = (Withdrawal)	This indicates that the student has officially withdrawn from the course. If the course is required, the student must retake the course at a later date in order to receive credit. Additionally, a “W” may be assigned by administration for extenuating circumstances.
FX = (No Grade)	This indicates that a student has not officially withdrawn from the college, nor completed satisfactory coursework for a letter grade/credit. The FX indication is administratively assigned.

Grade Appeals Process

The *Grade Appeals Process* can be found on Page 34 of the College Catalog:

If a student wishes to appeal a grade after the initial grade has been reported, the following steps should be followed:

- The initial appeal for posted grades begins with a discussion between the instructor and the student;
- If a grade change is granted, the instructor must complete a Change of Grade Form and submit it to the Registrar's Office after it has been approved by the Vice President of Academic Affairs;
- However, if there is no resolve for the grade in question, a written statement should be submitted to the division chair for consideration; and
- The Vice President of Academic Affairs has the final decision in grade resolutions that cannot be settled in the aforementioned steps.

STATUTE OF LIMITATION: Texas College has a statute of limitation that grants a student six (6) years to complete an academic degree plan.

SATISFACTORY ACADEMIC PROGRESS REVIEW: A review of academic progress is conducted by the Office of Academic Affairs. Students in jeopardy receive notice of their standing if they are not progressing academically. To remain in good standing and receive financial aid, the student must complete at least 67% of the expected course work by the end of each academic year and must achieve a minimum cumulative grade point average of 2.00 each semester.

NON-DISCLOSURE OF EDUCATIONAL RECORDS

Information protected by the Family Educational Rights and Privacy Act (FERPA) of 1974 may be made available to persons with the written authorization of the student. Under FERPA, employees of the College may be given access to student information based on having legitimate educational need. For additional information regarding FERPA regulations, you may go the web address: <http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>; you may call 1-800-USA-LEARN (1-800-872- 5327) (voice); individuals who use TDD may call 1-800-437-0833; or you may write at the following address:

Family Policy Compliance Office
U.S. Department of Education 400
Maryland Avenue, SW Washington,
D.C. 20202-8520

AMERICAN WITH DISABILITIES ACT (ADA)

Texas College provides equal opportunity to qualified disabled persons in accordance with the requirements of the American with Disabilities Act (ADA). This Act ensures that individuals with current disabling conditions are provided reasonable accommodations to enable them to enjoy the programs, activities, services and employment opportunities offered by the College. Texas College adheres to this provision once a student/employee self identifies. Students may contact the Office of Academic Affairs for information/assistance.

Distance Learning
(With options for hybrid and face-to-face delivery modalities)

Distance Education Policy can be found on page 42 of the 2023-2028 College Catalog:

The College offers an online program through distance education with options for hybrid and face-to-face course modalities. The program uses an authentication software *Biometric Signature ID*, for identifying students and ensuring integrity. The software ensures that the student who registers is the individual who actively participates, completes the course or program, and receives the course credit. Following are essential components of the authentication process:

- The *Information Technology (IT) department* provides the technical support for distance education. IT provides students with login credentials and an orientation to help them access and navigate the learning management system. The IT department conducts regular system upgrades and provides technical support for students and faculty on a 24/7 basis.
- Texas College uses *Biometric Signature ID*, an authentication software for identifying students and ensuring integrity when they log on, take exams, or submit work. Tuition and fees online students remain the same as for traditional students, and no additional charges will be added for distance education.
- All online students participate in a *virtual orientation* during which they may ask questions and interact with faculty and staff. Online forms for applying and registering, and directions for the registration process are provided through video, handouts, emails, and websites postings. Academic advisors guide students through their degree plan in sessions during virtual office hours using Zoom, Microsoft Team, and ezTalks, as well as through emails.
- Every student is provided with unique login credentials for accessing the online learning platform. It is crucial to handle these credentials confidentially and avoid sharing them.

We recognize the unique challenges and opportunities in distance learning and are committed to providing you with a secure and enriching educational experience. To maintain the integrity of our academic programs, we have put in place various measures to verify and authenticate the identity of each student throughout the course.

By taking these steps, we aim to create a learning environment where your accomplishments truly highlights your knowledge and commitment. Academic integrity benefits not only individual students but also enhances the credibility and reputation of our distance learning program.