

▶ ONLINE LEARNING AT WKU



Topper Orientation Program

Congratulations! You have completed the Topper Orientation Program for Online Learners! This guide includes all the information found in the orientation, plus supplemental information about your college, helpful links to resources around campus, and a brief overview of policies and procedures. We recommend saving this guide so you may refer back to it as needed.



This guide has been provided to you as a point of reference. For the most up-to-date, comprehensive information, please refer to the Undergraduate Catalog at www.wku.edu/undergraduatedcatalog.

WELCOME TO WKU

Welcome to WKU! This guide provides an easy reference with information that goes beyond what is required in TOP for Online Learners.

Next Steps

Knowing what to expect as you're returning to school is not only comforting, but also essential for getting off to a good start. We've included a brief outline below. You can also reach out to us anytime you have questions by phone, email, or chat.

- Now that you've completed your orientation, your TOP hold will be lifted.
- Within 48 hours, we will email your advisor's contact information to you. This will allow you to do the following.
 - Schedule an advising appointment
 - Prepare for your advising session
 - Create a "Plan B" course list

More information about each of these steps is included later in this guide.

- Placement Exams: If you have not completed your placement exams, you will need to do so. Additional information about placement exams is provided through the Academic Advising and Retention Center (AARC). If you have questions, please contact our office or contact AARC directly by email at college.readiness@wku.edu or by phone at 270-745-5065.

.....
Remember, the WKU College Catalog is your official source for information.

This guide is meant only as a reference tool. Requirements are subject to change without notice. Please refer to the most current college catalog for official University information.

Did You Know?

Certain degree options have additional admission requirements! These requirements are based on the college and/or major.



▶ GETTING STARTED AT WKU

Understanding Online Options at WKU

WKU has four physical campus locations in Kentucky: Bowling Green, Elizabethtown-Fort Knox, Glasgow, and Owensboro. We also offer online courses via “web” and “on demand.” Both web and on demand classes are delivered online, and are developed and taught by WKU faculty. The primary difference is how the academic calendar applies to these courses.

Courses listed with campus location “web” follow the same semester based calendar as face-to-face courses, have specific due dates for assignments, and regular interaction with classmates and the instructor via discussion boards.

Courses with campus location “on demand” are non-semester based online courses. They are self-paced, allowing students to enroll any day of the year and work at their own pace—independent of other classmates or deadlines. Courses can be completed in as little as 7 weeks or in an extended time frame.

**Certain financial aid restrictions apply.*

This flexibility in time and space provides freedom for students to choose what works best for them. It’s important to note that not all degree options are available online at WKU. To view a complete list of online degree programs, visit www.wku.edu/online/degrees.

Finding Your College

WKU is comprised of six colleges: Potter College of Arts & Letters (PCAL); Gordon Ford College of Business (GFCB); College of Education and Behavioral Sciences (CEBS); Ogden College of Science and Engineering (Ogden); College of Health and Human Services (CHHS) and University College (UC). Each college represents a particular focus and houses related academic departments. Understanding which college your major is housed in is integral to meeting any additional requirements for admission to your major and/or graduation.

Please note: Additional academic performance requirements may apply to specific majors within your College, including successful completion of specific courses or maintaining a certain GPA for program admission. You should refer to the University catalog for more information and work closely with your assigned advisor to ensure all requirements are met.

Potter College of Arts & Letters

Departments/School within PCAL include:

- Art
- Communication
- English
- Folk Studies and Anthropology
- History
- School of Journalism & Broadcasting
- Modern Languages
- Music
- Philosophy and Religion
- Political Science
- Sociology
- Theatre and Dance

To learn more about PCAL, including additional major/college requirements, visit **www.wku.edu/pcal**.

Gordon Ford College of Business

Departments within The Gordon Ford College of Business include:

- Accounting
- Economics
- Finance
- Information Systems
- Management
- Marketing

Gordon Ford College of Business Majors must meet the following requirements to gain admission to the College:

- earned a minimum of 60 hours
- completed ACCT 200 and 201, CIS 141, ECON 202, 203, and 206, MATH 116 or higher, and COMM 145 with a minimum grade point average of 2.5 in the courses listed above
- a minimum overall GPA of 2.5. Students with lower than a 2.5 grade point average will be allowed to take only those upper-division courses in the Gordon Ford College of Business they are repeating above the 12 hours allowed prior to admission.

To learn more about GFCB, including additional major/college requirements, visit: **www.wku.edu/business**.

College of Education and Behavioral Sciences

Departments within the College of Education and Behavioral Science include:

- School of Teacher Education
- Military Science and Leadership
- Psychology
- Counseling and Student Affairs
- Educational Administration, Leadership, and Research

To learn more about CEBS, including additional major/college requirements, visit **www.wku.edu/cebs**.

College of Health and Human Services

Departments within the college of Health and Human Services include:

- Allied Health
- Communication Sciences and Disorders
- Family and Consumer Sciences
- School of Kinesiology, Recreation and Sport
- School of Nursing
- Public Health
- Social Work

To learn more about CHHS, including additional major/college requirements, visit: **www.wku.edu/chhs**.

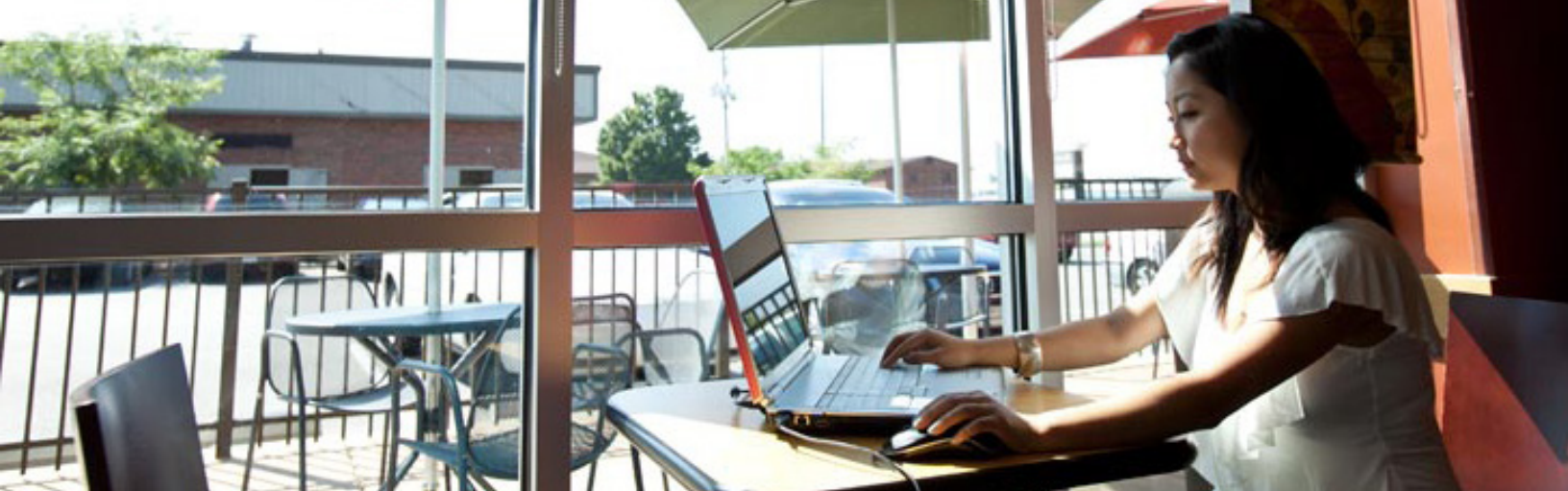
University College

Departments within University College include:

- Diversity and Community Studies
- Honors Academy
- School of Professional Studies
- School of University Studies

To learn more about UC, including additional major/college requirements, visit: **www.wku.edu/uc**.

*This guide has been provided to you as a point of reference. For the most up-to-date, comprehensive information, please refer to the Undergraduate Catalog at **www.wku.edu/undergraduatecatalog**.*



WKU Student Accounts and myWKU Portal

Upon admission to WKU, you were assigned a **NetID**, which acts as your “student pass” to a wide range of University resources. However, before you can access these areas, you will need to go through a simple process to look up your NetID and set a password. You can look-up your NetID and set your password at **www.wku.edu/it/accounts/netid/lookup.php** by using your last name, birth date and last four digits of your SSN. You may also watch the video provided or visit the **Quick Start Guide** to learn more. It is very important you keep your login information secure.

Now that you have your NetID and password, you may login to the myWKU Portal for single sign-on access to your student accounts, including:

- **Email/TopperMail:** New students are issued a WKU email account called TopperMail which is accessible 24-48 hours after initial class registration. You will receive official administrative and academic communications via TopperMail. *It is very important that you check your TopperMail account regularly!* Click **here** to see how to access TopperMail, how to forward your TopperMail email to a preferred email address, and learn why it's important to do so.
- **TopNet:** TopNet is a web-based, secure gateway to a large amount of your personal, academic and financial information. You may register for classes, view transcripts, grades, financial aid, tuition, fees and update emergency contact information. You may access TopNet through **myWKU** or **topnet.wku.edu**. Click **here** to learn more about the various things you can manage in TopNet.
- **Blackboard:** Blackboard is the online course delivery system used at WKU. It's also where you completed your Topper Orientation Program for Online Learners!
- **MyStuff:** Every enrolled WKU student has individual file storage space allocated for academic use. You can access your file space using a web browser anytime, anywhere through myWKU or **mystuff.wku.edu**.



Need Assistance?

Chat, email or call the **WKU Help Desk** by visiting **www.wku.edu/it** or calling **270-745-7000**.

WKU Student Email Account

Your student email account is of particular importance, since it is the primary avenue for communication between you and your professors. If you are a first-time WKU student, you will follow a different process from a returning WKU student. Detailed instructions are provided below:

First time WKU Students: Your WKU email address will be assigned 24-48 hours after class registration. Please follow the steps below for first-time access to your account.

1. Lookup your Toppermail email address at www.wku.edu/it/accounts/toppermail/lookup.php.
2. Go to webmail.wku.edu.
3. Click on the “TopperMail Login” button.
4. In the Window Live ID field, enter your entire TopperMail address (example: joe.student123@topper.wku.edu).
5. Enter your initial password which is the last 4 digits of your SSN + your 4 digit birth year (YYYY). (Note: if we do not have an SSN on file we will use last 4 digits of 800#.) You will be forced to change your password the first time you login.
6. Now that you have activated your email account by logging in, you may access it in the future through the myWKU Portal.

Returning WKU Students: If you are a former WKU student, and believe you have been assigned a student email account in the past, but do not know your login, you can lookup your Toppermail email address at www.wku.edu/it/accounts/toppermail/lookup.php and reset your password. If your account is not located, please follow the instructions for first time WKU students, above.

TopperMail How-To Videos can be accessed [here](#), including how to Login to TopperMail for the FIRST TIME, and how to Forward or Redirect Your WKU Email.



WKU at a Glance

WKU is Regionally Accredited by the Southern Association of Colleges and Schools. In addition, several of our degree programs have received discipline specific accreditations. We provide the ultimate flexibility, with more than 80 degree programs available through Online Learning and four campus locations: Bowling Green, Glasgow, Elizabethtown-Ft. Knox, and Owensboro - allowing you to choose what works best for you.

You may elect to attend face-to-face, online, on demand or a combination of the three. Regardless of your choice, you have access to dedicated faculty, advisors, student support staff, and online and face-to-face services designed to help you succeed in your classes.

This guide has been provided to you as a point of reference. For the most up-to-date, comprehensive information, please refer to the Undergraduate Catalog at www.wku.edu/undergraduatecatalog.

TopNet

TopNet is the student registration and information system at WKU and is accessed through myWKU Portal. It will be one of your main online stops during your time at WKU. TopNet is where you will register for your classes and change your class schedule (drop/add), view your financial aid status, accept financial aid awards, change your major and/or advisor, run degree audits through iCap (a tool within TopNet to see which classes you need to complete your current program of study, and “what if” audits to see which course requirements change if you change your major), view any holds on your account and learn how to resolve them, lookup your WKU Student ID number (which is used by faculty and advisors to access your records, when needed TopNet also houses all of your student contact information - allowing WKU faculty and staff to reach you, if needed).

Access the video tutorial for TopNet [here](#), and learn firsthand where each of these items are located.

Accessing Blackboard

Blackboard (Bb) is WKU’s Learning Management System for online course delivery - it is where your online courses are housed. Blackboard provides opportunities for classroom interaction with your professor and fellow classmates in an online environment. While each professor may choose the tools that lend themselves to the learning outcomes for a particular course, there are also things that you can expect to find (and do) in your Blackboard course, such as review your course syllabus, access videos and other course materials, participate in discussions via the Bb Discussion Board, submit assignments, take quizzes and stay up-to-date with important announcements. It’s important to check Blackboard frequently (at least 3 times each week), as new assignments may be announced. Blackboard can be accessed at **blackboard.wku.edu** or through the myWKU Portal, which is what we recommend. Both Blackboard and myWKU require your NetID and password to login.

New Blackboard Users: If you’re new to Blackboard, you can access helpful video tutorials and guides by logging into Blackboard, and clicking the Help tab from the top Blackboard menu, then selecting “Blackboard Help for Students.”

Additionally, here are a few direct links to videos that will answer some basic questions:

- Discussion Board Tutorial: **webapps.wku.edu/videotutorials/Bb9.1SP11UsingStudentDiscussion.htm**
- How to Submit an Assignment: **webapps.wku.edu/videotutorials/BB91SP14_Assignments_SubmittingAssignment.htm**
- How to Submit a Group Assignment: **webapps.wku.edu/videotutorials/BB91SP14_Assignments_SubmittingAGroupAssignment.htm**
- Using SafeAssign, an anti-plagiarism tool: **www.youtube.com/watch?v=ZS77FrgY-DE**
- Creating a Blog Entry: **ondemand.blackboard.com/r91/movies/bb91_student_creating_blog_entry.htm**
- Using the Email Feature in Blackboard: **webapps.wku.edu/videotutorials/Bb9UsingEmailasaStudent.htm**



WKU Classes: Advising and Registration

Academic advising is essential to fulfilling the teaching and learning mission of WKU and staying on track toward your degree. It is required for all degree-seeking students.

Each student is given a priority registration window that is based on last name and student classification (freshman, sophomore, junior, senior). Web classes fill quickly, so be sure to note your registration window (this can be found in the Registration Guide at www.wku.edu/registrar) and be ready to register as soon as it opens!

Getting Ready To Register

Being ready to register when your registration window opens is key to getting in the classes you need! Here are a few tips on how to ensure you're ready for priority registration:

- **Schedule an Advising Appointment:** Advising is your first step! You will schedule a meeting (phone, online or in-person) with your advisor. Scheduling early is important. Your advisor's calendar may fill quickly. Most advisors allow students to schedule the appointment through TopNet using the Advising Calendar. Simply login, select Student Services, click on Registration and choose Schedule an Advising Appointment. If you need to meet by phone or through email, please note that in the comments section.
- **Prepare For Your Advising Session:** Your advisor will help you navigate degree requirements and choose courses that both count toward your degree and compliment your career goals as you move toward graduation. He/she is also a great resource in learning about the processes and policies at WKU. If you need your advisor's contact information it can be found in **TopNet** under **Student Services > Registration > View Advisor Information**. However, it is also your responsibility, as a student, to understand degree requirements. Major requirements can be found in the university catalog in your College section; overall academic requirements, including Colonnade requirements, academic performance and related information are located under Academic Information in the catalog.
- **Create a "Plan B" Course List:** There will be classes you are required to take in a certain time frame; other classes will offer some amount of flexibility in time and/or topic. Be sure to create a back-up list of options, just in case one of your classes are full. Keep in mind, WKU On Demand offers distance friendly courses via web, email and print.

Registration

Once you have been cleared for registration by your advisor and your registration window has opened, you will be able to register for classes in TopNet.

- Login to my.wku.edu and select TopNet from the menu on the left side of the page.
- Click the "Student Services" tab at the top of the page, select "Registration," then "Register/Add/Drop Classes." Next you will select the term for which you are registering. You may register using the 5 digit CRN for the class(es), which is listed in the schedule of classes, or you may search for courses to add.

Registration Tip

As you search through the Schedule of Classes, please pay special attention to the campus location listed. As an online learner, you will search for campus location "web" or campus location "on demand." All delivery modes and locations are eligible for financial aid.

You may also find it helpful to review the Registration Guide for the upcoming semester. The Guide is available on the Registrar's Office website at www.wku.edu/registrar in the left hand column. The Guide provides information on priority registration dates, tuition and fee information, the academic calendar and more!



Placement Exams

Math Placement Exam: This exam is required for all students (regardless of previous math credit) and will be used in conjunction with your chosen major and ACT/SAT math scores to determine your required math course. Complete the Math Placement Exam at least four business days before your TOP date. There is a 45-minute time limit that begins when you start the exam, so be sure to have enough time to read the instructions and take the exam before you begin. You will need your WKU ID# (begins with “800” or “801”) and TopNet PIN to take the exam.

Visit www.wku.edu/math/mpe.php to take a practice exam.

When you are ready to take the MPE, go to topnet.wku.edu.

Questions about the MPE? Email top@wku.edu or call 270-745-4242.

Foreign Language Exams: A placement exam is highly recommended before signing up for a language course.

Visit www.wku.edu/modernlanguages/placement for information on exam options.

Questions about the Foreign Language Placement Exam? Call Modern Languages at 270-745-2401.

ACCUPLACER and Other Exams: *This exam is required for students who do not have ACT or SAT scores or who have been out of school for an extended period of time. You will be notified either by the TOP office staff or the Academic Advising and Retention Center before (or rarely at) your orientation date. This exam is only available in a proctored environment.* If you need to take the ACCUPLACER, you may do so in your area. See a complete list of approved locations across the U.S. and access materials to help you prepare at www.wku.edu/online/srp/accuplacer-testing-sites.php. **Questions about the Accuplacer? Call 270-780-2536.**

Class Attendance

Class attendance is critical for success! Attendance policies not only apply to face-to-face classes, but they also apply to semester-based web classes.

- Registration in a course obligates the student to attend regularly. In a semester-based online class, this means signing into Blackboard for class review and/or participation at least twice each week. While On Demand classes do not have an attendance policy, we recommend setting a calendar based on your goals and adhering to that calendar, as there are time limits for course completion.
- Students enrolled in online semester-based classes who, without previous arrangement with the instructor or department, fail to login to Blackboard during the first week of classes MAY be dropped from the course.
- Instructors may drop a student for nonattendance ONLY during the regular drop/add period of the term.
- Nonattendance does NOT release students from the responsibility to officially drop any course for which they have enrolled and chose not to complete.

Track Progress Toward Your Degree

Your advisor will use a tool in TopNet called iCAP. iCAP is an acronym for Interactive Curriculum and Academic Progress. As a student, you also have access to this tool under the Student Services tab in TopNet. iCAP does not replace your advisor; however, it can help you track your progress. You can request personalized, interactive audits that display progress toward your degree. iCAP will also allow you to run a “what if” audit, so you can see how your earned credits will count toward a different major, should you decide to change majors.

iCap Capabilities:

- Shows completed coursework including grades and hours earned
- Displays transfer work and applies it to degree requirements
- Provides a list of “Select From” courses for easy course selection
- Calculates overall total hours and GPA
- Calculates major/minor hours and GPA
- Indicates missing requirements
- Allows students to run “What-If” audits to compare coursework against other majors and minors

What iCap Cannot Do:

- Check for prerequisites or corequisites
- Automatically apply transfer coursework without an equivalency
- Allow students to change majors, minors, or concentrations
- Serve as an advisor
- Allow courses with “0” hours to fulfill requirements (labs, etc.)
- Show test scores

This guide has been provided to you as a point of reference. For the most up-to-date, comprehensive information, please refer to the Undergraduate Catalog at www.wku.edu/undergraduatecatalog.

IT Helpdesk

The IT Helpdesk can assist with problems such as:

- Accessing the internet
- Account access (TopNet, Blackboard, email, etc.)
- General hardware and software troubleshooting
- Student Computer Support through TopperTech, including software support, data backup and recovery, diagnostic testing, virus and spyware removal, and hardware support

In addition, discounts on software, hardware, and cellular devices are available through the IT Division at www.wku.edu/it.

Tools for Success

At WKU, we make every effort to ensure that online learners have access to support across campus. Our Student Resource Portal (SRP) connects you with more than 65 resources designed specifically for online learners with a single-click! The Portal can be accessed through Blackboard from your online course menu or by visiting www.wku.edu/online/srp. Here are a few of the things you'll find in the SRP:

- Access to proctored exams through the DL Testing Center at locations around the world, allowing you to test close to home, even when a proctor is required.
- Academic Calendar, which lists important dates for registration, billing, drop/add, etc.
- Accessibility Resources through the Student Accessibility Resource Center, which facilitates and coordinates support services and programs that enable students with disabilities to maximize their educational potential
- Writing and Research Assistance
- Library Services & Quick Start Guide
- Online Tutoring
- Time Management and Organizational Tools
- Helpful Hints for succeeding online

Accessing Required Materials

Understanding how and where to access required materials when you're studying at a distance is critical to success. Below is a list of the most common materials that you will need, and where you can find them. The most important thing to remember is to ask questions, if you're unsure where or how to access something! You can ask your professor or contact WKU Online at learn.online@wku.edu or **270-745-5173**.

Textbooks: Required textbooks for online courses are listed on your syllabus, which should be available in Blackboard. However, if you are ordering early, you can also access the list of required textbooks through the WKU Bookstore's website at www.wkustore.com. The WKU Store houses the information for all required textbooks, providing you the option of renting, purchasing or simply learning what's required so you can compare prices.

WKU Library Books and Articles on Reserve: You may request books, reserved materials and other print materials that are not readily available online by submitting a request to Library Services. Please note: Turnaround time will normally take 24-48 hours, with mail items taking up to 5 business days, depending on your location. Requests are processed in the order they are received, so please plan accordingly. Visit www.wku.edu/online/documents/dlresearch.pdf to learn more.

Library Databases: Library databases are accessible wherever there is an internet connection available! The first thing to remember when trying to access any WKU Library resource online from an off campus location is that you must login. At the time of your search you will have an opportunity to select "Off Campus Login" from the WKU Library Homepage: www.wku.edu/library. Once you make the selection, you will be taken to a login screen where you will use your NetID and password to login and search library databases, ejournals, ebooks, and more!

Technology Support

Access to technology support is especially important for online learners, since your courses are dependent on adequate resources. WKU provides support via the Online Service Catalog, live chat, or by calling 270-745-7000. The IT Helpdesk serves as the initial point of contact for technology support and provides the first level of response for technology-related problems and questions. The Helpdesk is open extended hours to meet your needs, and is staffed with trained personnel to provide technical information and assistance.



► MONEY MATTERS

Financial Aid: Getting it and Keeping it

Financial Aid - Eligibility Requirements and the Application Process: Financial Aid includes grants, scholarships, and loans for educational purposes. To qualify for federal student aid you must meet certain requirements. General eligibility requirements can be reviewed on the Federal Student Aid website at www.studentaid.ed.gov/eligibility/basic-criteria. First, your eligibility is determined through an application process. Your first step is to fill out the Free Application for Federal Student Aid at www.fafsa.ed.gov. Even if you doubt your eligibility, apply. Approximately 90% of those who apply qualify for some form of aid. A step-by-step guide through the application process can be found at www.wku.edu/financialaid/applyfa.php. One of the most common questions we receive is regarding financial aid eligibility for online learning courses. Online courses are treated the same as face-to-face courses. Meaning, if your application is approved, you may elect to take web, on demand, or face-to-face courses. Online courses through On Demand require same semester completion and an On Demand Agreement (www.wku.edu/financialaid/il.php).

Here are a few basics to keep in mind:

- You must be classified as a degree-seeking student to qualify for financial aid. Degree seeking normally refers to an associate, baccalaureate, or master degree. However, some stand-alone certificates are also eligible.
- Certificate Program Eligibility: As a general rule, if you are seeking an undergraduate certificate (certificate only; no degree), the program must require at least 16 credit hours, 15 weeks of instruction, and be clearly tied to a profession. For additional information on certificate eligibility, please email fa.questions@wku.edu. Certificates may also be earned in conjunction with degrees at the associate, baccalaureate, and master levels. Degree seeking students at the associate, bachelor, and master levels will be awarded financial aid based on the primary degree listed.
- You must be registered at least half-time to receive aid (6 credit hours for undergrad students; 4.5 credit hours for grad students).
- You must meet federal and state regulations regarding Satisfactory Academic Progress (SAP) to remain eligible. The complete SAP Policy is available at www.wku.edu/financialaid/sap.php.
- The WKU School Code for the FAFSA application is 002002.

Veterans and Active Military: WKU is a military friendly school. Veterans and active military are required to file additional forms for military tuition assistance. The Office of Veterans Affairs unit that helps ensure all appropriate information is on file. For additional information visit www.wku.edu/veteran/ or email va.questions@wku.edu.

This guide has been provided to you as a point of reference. For the most up-to-date, comprehensive information, please refer to the Undergraduate Catalog at www.wku.edu/undergraduatematerials/.

Helpful Resources

- Financial Aid 101, developed by WKU's Office of Student Financial Assistance, provides information on the application process, and the different types of loans, grants, and scholarships available. More information is available at www.wku.edu/financialaid/news/index.php?view=article&articleid=3603.
- Student Financial Assistance | Email: fa.questions@wku.edu | Phone: 270-745-2755 | Website: www.wku.edu/financialaid
- Guide to Financial Aid: www.finaid.org
- FAFSA Worksheets, Tips and Pointers: studentaid.ed.gov/fafsa/filling-out
- Student Aid: Types, who qualifies and how to apply: studentaid.ed.gov
- WKU Online's article on filing early to reduce long-term debt: wkuonline.wordpress.com/2015/01/13/one-simple-step-to-reduce-your-college-debt/

Scholarships

Scholarships are an excellent way to help you pay for your education, and reduce your debt and out-of-pocket expenses. The WKU TOPDollar Scholarship Source allows you to search for various opportunities that exist and complete one General Scholarship Application to “automatch” you to available scholarship opportunities for which you meet the specified criteria. Some scholarship opportunities that exist may require you to provide materials in addition to the General Scholarship Application (i.e. an essay, resume, letters of recommendation, interview, etc.). *All students interested in qualifying for WKU scholarships are required to complete the TopDollar scholarship application.*

Scholarship opportunities may have varying award amounts, and they may be based on a variety of factors such as whether or not you're a transfer student, your geographic location, major field of study, involvement in extracurricular activities, hobbies and interests, associations and memberships, specific personal characteristics, academic merit, or financial need. The TopDollar tool connects you with opportunities in the College Heights Foundation that have been established through private funds donated by alumni and friends, academic departments or programs throughout the University, and by community organizations and professional associations, including scholarships for adult learners and returning students.

Begin your search at www.wku.edu/topdollar.



Tuition & Fees

Tuition rates are based on:

- Student Classification (undergraduate or graduate)
- Enrollment Status (full-time or part-time)
- Delivery Mode (Web, On Demand or face-to-face).

We understand that it can be difficult to identify ways in which the tuition structure applies to you. Our hope is that by providing additional information you will be better informed and know what to expect when your tuition bill arrives.

Here are a few key items to keep in mind as you're reviewing current tuition rates on the Bursar's website:

- **Semester-based web students:** Students enrolling exclusively in semester based web courses are charged the standard online learning per credit hour rate, regardless of location (no out-of-state tuition is ever charged).
- **On Demand students:** Students enrolling exclusively in On Demand classes are charged the current in-state per credit hour tuition rate for the On Demand class(es), regardless of location (no out-of-state tuition is ever charged).
- **Semester-based web + On Demand:** Students enrolling in a combination of semester-based web and on demand classes are charged the applicable per credit hour rate for each course (the online learning rate for semester-based web credit hours, and the current, per credit hour, in-state tuition rate for on demand credit hours). There is no full-time tuition rate for online learning courses.
- **Semester-based web + face-to-face:** Full-time undergraduate students who enroll in a combination of face-to-face classes + web will be charged the applicable in-state or out-of-state tuition rate + an additional per credit hour fee for the web class; Part-time undergraduate students who enroll in a combination are charged the applicable per credit hour rate for each course.
- **On Demand + face-to-face:** Full-time undergraduate students who enroll in a combination of face-to-face classes + on demand are charged per credit hour, based on class type (face-to-face or on demand) for all hours taken up to 12 credit hours. Those enrolling in at least 12 hours of face-to-face classes + on demand classes are charged the applicable full-time tuition rate + the per credit hour rate for the additional on demand classes. On Demand credit hours are not included in full-time tuition. Part-time undergraduate students who enroll in a combination are charged the applicable per credit hour rate for each course.

Payments

The Office of the Bursar manages all billings and receivables for tuition and fees. Their website provides information on payment options, payment plans, expenses, refund schedules and online payments.

Visit: www.wku.edu/bursar

Email: billings.receivables@wku.edu

Call: 270-745-6381



► ONLINE LEARNING PROCESSES & POLICIES

Repeating Courses

An undergraduate student is permitted to repeat a maximum of 6 courses. Restrictions apply based on original grade earned, delivery mode, and course type. Please see below:

- Only 6 of the hours or 2 courses, whichever comes first, in which a grade of “C” or above has been earned, may be repeated. It is the student’s responsibility to notify the Office of the Registrar when a course has been repeated.
- A failing grade may not be removed by WKU On Demand.
- A student may not repeat by proficiency testing a course which has been previously taken or failed at WKU or another accredited institution.
- Credit for a course in which a grade of “F” has been received can be earned only by repeating the course at WKU unless prior approval is given by the head of the department in which the course was taken.
- A course in which a grade of “D” has been received may be repeated at another accredited institution.
- A student may attempt a single course no more than three times.

Multiple Repeats & GPA Calculation

- If a course is repeated, only the second grade will be counted in computing the grade point average
- If a course is repeated, the higher of the two grades will be counted in computing the grade point average; if the course is repeated a second time, the two higher grades combined will be used in computing the grade point average. The grade received for each attempt will appear on the student’s academic record.

Filing an Appeal

The Committee on Credits and Graduation has the responsibility for hearing appeals from students regarding the application of these regulations. Instructions for filing an appeal are available at www.wku.edu/registrar/forms_students.php. Select Committee on Credits and Graduation Appeal Instructions from the list of choices. An appeal for special permission to repeat a course in the major or minor beyond the third attempt will be considered only upon the recommendation of the head of the department involved and then only if special consideration is needed to raise the average in that subject to the minimum required. Students seeking special consideration to repeat a course beyond the third attempt in the general education requirements and in free electives must first consult with the Registrar of the University. If after this conference an appeal is deemed appropriate, the Committee on Credits and Graduation will consider the student’s request. Additional information may be found at www.wku.edu/advising/academicstanding.php.

This guide has been provided to you as a point of reference. For the most up-to-date, comprehensive information, please refer to the Undergraduate Catalog at www.wku.edu/undergraduatedcatalog.

Resolution Process

Should you experience any difficulties during your time at WKU, we are here to assist you, and will make every effort to find a resolution. We recommend that you first contact the professor for the course. If, after contacting the professor, the issue has not been satisfactorily resolved, you may call or email WKU Online at **270-745-5173** or **learn.online@wku.edu** or WKU On Demand at **270-745-4158** or **ondemand@wku.edu**. We will make every effort to work as a liaison between you and the faculty member to resolve the issue at hand. If you are unsure whom to contact please email WKU Online and a member of the online learning staff will contact you with additional information, and forward your complaint to the appropriate WKU administrative authority. The official student complaint procedure for resolving a complaint concerning a faculty member is outlined below in four steps. Additional information for online learners, military personnel, veterans, and family members is also located below.

.....

1 Faculty Member

The first step is for the student to discuss the complaint with the faculty member involved. If the faculty member is no longer employed by the University, the student should go directly to the department head who will contact and represent the former faculty member. If the complaint involves a grade, the student must take the complaint to the faculty member within the first two weeks of the first regular semester (fall; spring) following the assignment of the grade. It is hoped that the complaint may be satisfactorily dealt with at this level.

2 Department Level

If the student and the faculty member are unable to resolve the complaint, the student may take the complaint to the faculty member's department head. Written notification of the complaint must be given to the department head within two weeks after meeting with faculty member (Step 1). It is the responsibility of the department head to arrange for a conference where the student, faculty member, and the department head will be present for discussion. Neither the faculty member nor the student will be allowed representation at the conference. The department head shall hear both sides of the complaint and shall attempt to mediate a settlement. The department head shall keep a written record of the proceedings, including the recommended solution. The department head's recommended solution is to be considered by both the faculty member and the student as a recommendation and not as a decision that is binding.

3 College Level

Should the student be unable to receive the satisfaction desired at the departmental level, the complaint may be taken to the college level. Written notification of the complaint must be submitted to the college dean or his/her designated representative within two weeks after the conference with the department head (Step 2). Upon receipt of the notification, the college dean or his/her representative shall provide the student a copy of the procedural guidelines to be followed by the College Complaint Committee. The procedural guidelines shall provide for a conference with both the student and the faculty member present for joint discussion of the complaint with the Committee.

4 University Level

Should the student or faculty member desire to appeal the decision of the College Complaint Committee, a formal written notice of appeal may be submitted to the University Complaint Committee chair, with a copy to the Provost/Vice President for Academic Affairs within two weeks of the decision of the College Complaint Committee. The chair of the University Complaint Committee will provide the student and faculty member involved with a copy of the University Complaint Committee's procedural guidelines. The University Complaint Committee will secure copies of the written proceedings from the department head and the College Complaint Committee. The University Complaint Committee will schedule a conference where the faculty member and the student jointly discuss the issue. Neither the faculty member nor the student will be allowed representation at the conference. The Committee's decision will be sent to the Vice President for Academic Affairs, with a copy being sent as a matter of record to the student, faculty member, faculty member's department head, and the faculty member's college dean. The Office of the Provost/Vice President for Academic Affairs will see that decisions of the University Complaint Committee are carried out. The University Complaint Committee's decision is final.

Out of State Online Learners

Students enrolled in online learning courses at WKU should attempt to resolve complaints by using the policies and procedures outlined above. If the issue has not been satisfactorily resolved, the student may call or email WKU Online at **270-745-5173** or **learn.online@wku.edu**. WKU Online will make every effort to work as a liaison between you and the faculty member to resolve the issue at hand. Students may also review information in the WKU Student Handbook. However, if the issue cannot be resolved internally, students can file a complaint about the institution with their state of residence by referring to the following list of State Agencies. Additionally, students may file a complaint with WKU's accrediting body, The Southern Association of Colleges and Schools Commission on Colleges (SACS) by downloading the SACS Complaint Procedures Form (PDF). Additional information for complaint resolution for online learners is available at **www.wku.edu/online/srp/studentcomplaint.php**.

► ABOUT WKU

History & Traditions

WKU enjoys a rich history dating back more than 100 years, to March 21, 1906, when the Kentucky General Assembly approved legislation to establish two teacher training institutions, or "normal schools," in the state. A locating commission chose Bowling Green to be the site of one, and the Western Kentucky State Normal School was created.

The new state-supported school took over the building and student body of the privately owned Southern Normal School. The owner of the Southern Normal School, Henry Hardin Cherry, had been actively involved in the campaign to establish teacher training schools and became WKU's first president. Classes began on January 22, 1907. On February 4, 1911, the school moved to its present site on "the Hill," approximately 125 feet above downtown Bowling Green and the former home of The Pleasant J. Potter College. More colleges and reorganization followed throughout the years as WKU continued to expand, and the number and variety of degrees have increased to include more than 80 fully online certificate and degree programs, including the state's first Competency Based Education program in Advanced Manufacturing.

A century of growth has made WKU a respected center of learning and a place where students can succeed on a global level.

*This guide has been provided to you as a point of reference. For the most up-to-date, comprehensive information, please refer to the Undergraduate Catalog at **www.wku.edu/undergraduatecatalog**.*



WKU Accreditation

Western Kentucky University is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools (SACS) to award associate, baccalaureate, master's, specialist degrees, along with a doctor of education (Ed.D.). SACS is one of six regional accreditation organizations recognized by the United States Department of Education and the Council for Higher Education Accreditation. Accreditation is very important because it ensures that an institution meets or exceeds an established set of educational standards. As a result, courses from an accredited university are transferable to other colleges, and degrees from an accredited university are more likely to be valued by both current and future employers. Remember, not all accreditation is the same! Many questionable "accrediting agencies" exist. Look for the words "Regionally Accredited," as regional accreditation is approved by the United States Department of Education.

Program Accreditation

Certain programs at WKU have received additional accreditation for their program of study, meaning they meet some of the highest standards in the nation through their curriculum, course quality and faculty credentials.

To learn more, visit: www.wku.edu/about/accreditations.php

Student Handbook

The Student Handbook provides an overview of the University, its history and traditions, connects you with helpful resources, and introduces you to the processes, policies and support systems in place at WKU, including:

- Campus Directory
- Campus Map
- Crisis Response & Emergency Communication
- Campus Resources
- Code of Conduct

© 2015 Western Kentucky University. WKU is a regionally accredited university. Western Kentucky University is an equal opportunity institution of higher education and upon request provides reasonable accommodations to individuals with disabilities. www.wku.edu/eoo

This guide has been provided to you as a point of reference. For the most up-to-date, comprehensive information, please refer to the Undergraduate Catalog at www.wku.edu/undergraduatecatalog.



Alma Mater

WKU's alma mater, "College Heights," was originally written by 16-year old schoolgirl Mary Frances Bradley as a poem to be entered in a contest on the campus in 1924. Miss Bradley combined her poignant words with a beautiful melody composed by her father, Ben J. Bradley, an accomplished songwriter and musician from nearby Franklin, KY. On March 12, 1925, "College Heights" was first performed at chapel assembly in Van Meter Auditorium by Miss Bradley and, thus an alma mater was born. The music was subsequently published and then copyrighted by WKU in 1930. On the music is the notation that the song is dedicated to WKU's first president, Dr. Henry Hardin Cherry.

Read the "College Heights" in full and learn more about WKU traditions by visiting www.wku.edu/wkuhistory/traditions.php

► CONTACT INFORMATION & HELPFUL LINKS

Academic Advising and Retention Center (AARC)

AARC provides a wide range of academic services to undergraduate students, including advising for transfer students and all exploratory/generally undeclared students.

Call: 270-745-5065

Email: academic.advising@wku.edu

Visit: www.wku.edu/advising

Academic Calendar

The academic calendar provides access to important dates for semester-based online and face-to-face courses, including registration dates, payment deadlines, university holidays and deadlines for changing your class schedule.

Visit: www.wku.edu/registrar/academic_calendars

Accessibility Resources

The Student Accessibility Resource Center (SARC) coordinates services and accommodations for students with documented disabilities.

Call: 270-745-5004 or TTY: 270-745-3030

Email: sarc.connect@wku.edu

Visit: www.wku.edu/sarc

Billing (WKU Bursar's Office)

The Office of the Bursar manages all billings and receivables for tuition and fees. Their website provides information on payment options, payment plans, expenses, refund schedules and online payments.

Call: 270-745-6381

Email: billings.receivables@wku.edu

Visit: www.wku.edu/bursar

Blackboard

Blackboard is the learning management system for online courses at WKU, and where you will access your On Demand and semester-based online classes.

Visit: blackboard.wku.edu or access Bb through myWKU Portal at my.wku.edu

Bookstore (WKU Store)

Whether you're ready to order your books, shop for WKU merchandise or just learn which books are required for your class(es) you'll find what you need at the WKU Store.

Call: 270-745-2466

Email: wkustore@wku.edu

Visit: www.wkustore.com

DL Testing Center

If you find that you're required to have your class exams proctored, the DL Testing Center will help you find approved locations that are convenient for you, so you can meet your requirements at a time/place that works best for you.

Call: 270-745-5123 or toll free at 1-800-544-2280

Email: dltesting@wku.edu

Visit: www.wku.edu/testing

Financial Aid

WKU's Office of Student Financial Assistance reviews your Free Application for Federal Student Aid or FAFSA (<https://fafsa.ed.gov/>) works with you to determine eligibility and make financial awards, including loans, grants, and scholarships.

Call: 270-745-2755

Email: fa.questions@wku.edu

Visit: www.wku.edu/financialaid

Library Services

The WKU Library has a vast amount of resources for online learners at WKU, allowing you to complete your research online in a timely manner. You can also borrow books and check out reserved materials by mail!

Call: 270-745-6125

Email: web.reference@wku.edu

Visit: www.wku.edu/library

myWKU Portal

MyWKU Portal connects you with TopNet, your WKU email (Top-perMail), technology support, Blackboard, and more, with a single sign-in process.

Visit: my.wku.edu

Registrar's Office

The Registrar's Office is responsible for the schedule of classes, student registration, enrollment verification, iCAP degree audit, degree certification, academic calendars and the undergraduate catalog. They are your official source of information at WKU!

Call: 270-745-3351

Email: registrar@wku.edu

Visit: www.wku.edu/registrar

Student Resource Portal (SRP)

The SRP connects you to nationally recognized student services across campus, including: the Online Writing Center, Online Tutoring, Presentation Coaching, the WKU Bookstore, Library Resources, Career Services, Exam Services, and Technology Support.

Visit: www.wku.edu/online/srp

Technology Support

The IT Helpdesk serves as the initial point of contact for technology support and provides the first level of response for technology-related problems and questions.

Call: 270-745-7000

Visit: www.wku.edu/it/helpdesk

Chat: www.wku.edu/it/chat

TopNet

TopNet is the student registration and information system at WKU. This is where you will register for classes, drop/add classes, accept financial aid awards, change your major and/or advisor, track degree progress, view holds on your account and learn how to resolve them, and access advisor information.

Visit: my.wku.edu or topnet.wku.edu

WKU Online

WKU Online is here to help you navigate the university as an online learner. We will assist with paperwork, questions, account set-up, general information and connect you with tools and resources you need along the way.

Call: 270-745-5173

Email: learn.online@wku.edu

Visit: www.wku.edu/online

WKU On Demand

WKU On Demand is here to support you with questions related to classes offered through On Demand, the registration process, completion process and On Demand financial aid requirements.

Call: 270-745-4158

Email: ondemand@wku.edu

Visit: www.wku.edu/ondemand

