

# Office of Records and Registration

## Policy and Procedure Manual



## 1. INTRODUCTION

### 1.1. Introduction

This document defines the guidelines for academic and record-keeping matters for current and former members of the Dillard University academic community. It provides an overview of the operations of the Office of Records & Registration.

The Office of Records & Registration provides support and service to the University's academic community through maintenance of accurate academic records, and promotes matriculation of students through effective registration processes, as well as assists the University faculty and administrators by providing student and course data, analysis and recommendations required for policy formation, curriculum planning, program development and advising.

Location	Rosenwald Hall, Room 116
Hours of operation	Monday – Friday, 8:00 am – 5:00 pm
Office	(504) 816-4705
Fax	(504) 816-4391
E-mail address	registrar@dillard.edu
Public web site	<a href="http://www.dillard.edu">www.dillard.edu</a>

## 2. PURPOSE & PHILOSOPHY

### 2.1. Dillard University Mission

Dillard University is a private, non-sectarian, liberal arts institution. As a liberal arts institution, Dillard has as its purpose the development of graduates who are broadly educated, culturally literate, concerned with improving the human condition, and able to meet the competitive demands of their respective professions. To achieve this purpose, the University strives to create and maintain an academic climate that is conducive to the pursuit of scholarship through programs of excellence anchored in the liberal arts.

### 2.2. Enrollment Management Mission

To attract, enroll and retain an optimal number of qualified students.

- Maintain institutional vitality by insuring a steady support to qualified students and provide exemplary enrollment.

- Serve as advocates in student’s best interest and foster successful learning outcomes.
- Student’s wellbeing and achievement of educational goals are our top priorities.
- Promote respect for all human beings and strive for a community of understanding. We encourage connections among the publics we serve to create an enriched campus life.

### **2.3. Office of Records and Registration Mission**

To support students, faculty and staff by providing secure and confidential academic records storage and evaluation; administering the registration, grade collection and distribution, and certification processes; facilitating requests for transcripts, certification and other information; acting as a policies-and-practices agent, especially in regard to those actions which are unclear in wording or purpose or inconsistent in application; and improving the personal and professional interpersonal skills and technical competencies of the office staff.

#### **2.3.1. Major Services**

- Academic Advising Support
- Enrollment Certification
- Registration Process
- Official record keeper of the University
- Graduation
- Transcript
- Class & Classroom Scheduling
- Grade Distribution and Processing

## **3. ADMINISTRATIVE ORGANIZATION**

### **3.1. Office of Records & Registration**



## 4. POLICIES AND PROCEDURES

### 4.1. Family Educational Rights and Privacy Act (FERPA)

#### Policy

Dillard University students have specific rights and privileges regarding the university's maintenance, release and disposal of personal information and records. These rights are covered under the Family Educational Rights and Privacy Act of 1974. The university maintains student personal information and records, and is responsible for their custody, release and alteration. The Family Educational Rights and Privacy Act requires that student be advised of their rights concerning certain personal or education records maintained by an institution or by a party acting on behalf of that institution.

#### Basics of the Act

Students have the right to...

- Inspect and review their education records.

- Challenge information in those education records as inaccurate, misleading, or in violation of their privacy rights.

- Request the institution not disclose directory information.

#### The university...

- May not disclose personally identifiable information about students nor permit inspection of their records without written permission, unless such action is covered by certain exception permitted by the ACT.

- May release information about a student to school officials without obtaining prior written consent.

  - Must publish what information the institution has designed as public or directory information.

  - Must provide annual notification to students of their FERPA rights.

  - Provide students access to their educational records.

This policy is not intended to replace or supersede any provisions of FERPA and must be interpreted in a manner consistent with it.

Students are notified of their FERPA rights annually during fall registration.

If there is any conflict or inconsistency between the provision of FERPA and this policy, the provisions of FERPA prevail.

### 4.2. Academic Advising Support

#### Policy

Act as a resource for faculty in the development of appropriate educational plans that are consistent with the student's academic, career, and personal goals.

### 4.3. Registration

#### Policy

Incoming, continuing, transfer and readmitted students must present themselves for registration in accordance with the plans of registration established for the current year and listed in the University calendar.

Students should contact their academic advisor for assistance in preparing their schedules;

Students must assume the responsibility of studying his/her curriculum carefully and should register each semester according to its requirements;

Continuing students are expected to participate in pre-advisement/early registration for the succeeding semester.

No student has completed registration until he/she has paid fees as assessed by the Office of Business & Finance and cleared all registration requirements.

No student will be permitted to remain in class unless his/her name appears on the class roster generated by the Office of Records & Registration.

#### Procedure

1. Apply for readmission, if not a currently enrolled student.
2. Meet with the academic advisor to discuss and plan curriculum.
3. Logon to myDU using existing userid/name and password.
4. Click on 'Term' to select the term for registration.

Maximum credit hours a student can register for without permission listed below:

<b>Term</b>	<b>Credit Hours</b>	<b>Status</b>
Fall & Spring	1 to 11	Part time
	12 or more	Full time
Summer	1 to 5	Part time
	6 or more	Full time

Note: During Fall & Spring terms, students on probation (cumulative grade point average below 2.0) will be allowed to enroll in a maximum of 14 credit hours.

5. Click on 'Course Search' to begin registration process.  
A student may add or drop a course from their selection at any time during open registration – the course will be removed from the transcript.  
After open registration student must report to the Office of Records & Registration to drop a course.
  - i. No fee to drop a course(s).

- ii. The course will not be removed from the transcript. A grade of ‘W’ will be recorded.
6. Visit the Office of Financial Aid and Scholarships to complete aid packages.
  7. Visit the Office of Business and Finance.  
Failure to secure fiscal clearance by published deadline will result in the deletion of the class schedule.
    - i. If the class schedule is deleted the student will not be allowed to re-enter the classes until he/she clears their fiscal obligations.
 Check important dates to avoid a late fee.
  8. Logout – if not, data may be accessible by the next user of the system
  9. **REMEMBER:**  
It is the student’s responsibility to properly drop and add classes.  
Failure to follow the guidelines to withdraw from the University will result in tuition charges for the term.
    - i. Fiscal clearance from the Office of Business & Finance is the official check-in for the term.
    - ii. It is the student’s responsibility to periodically check the web to ensure the class schedule was not deleted.
    - iii. Students can not attend a class if not on the official class roster – no grade will be given.

#### 4.4. Enrollment Verification

##### Policy

In accordance with student’s rights as outlined in the Family Educational Rights and Privacy Act (FERPA), the University may release or verify without written consent the following directory information.

Student’s name	Telephone Number
Participation in officially recognized activities and sports	Major
Honors received	Height/Weight of athletic team members Date of attendance
Degrees and awards received	Class schedule (school official only)
Class roster (school official only)	E-mail address (school official only)

Other similar information as defined by the institution that would not normally be considered an invasion of a student's privacy (may include address information)

The following student information can be released with written consent:

Race	Gender
Social Security Number	Grades
Grade Point Averages	Country of Citizenship

### **Procedure**

Students can request a verification of enrollment by mail, fax or in person. Request must include the following information.

Student's full name  
Last four digits of Social Security Number  
Student Identification Number  
Address where verification is to be mailed or emailed

### Type of Requests

1. In Person/Mail - Monday through Friday, 8:00 am to 5:00 pm; or mail information to:

Dillard University  
Office of Records and Registration  
Rosenwald Hall, Room 116  
2601 Gentilly Boulevard  
New Orleans, LA 70122

2. Fax – send fax to 504-816-4391.

### Who to Contact?

Donna Harper  
Asst. Registrar for Records and Registration  
504-816-4705  
[dkharper@dillard.edu](mailto:dkharper@dillard.edu)

## **4.5. Transcripts**

### **Policy**

The transcript, maintained and certified by the University Registrar, is the official academic and permanent record of a student. The transcript includes identifying personal data and a record of all courses attempted, grades awarded, any academic discipline imposed, the major program, and the award of the degree when conferred. Access to records is regulated by the Family Educational Rights and Privacy Act of 1974.

Transcripts are issued only after students have fulfilled all financial obligations to the University. There is no charge for the first transcript for graduates.

### **Procedure**

Students can request a transcript by mail, fax, in person or via [www.parchment.com](http://www.parchment.com). Request should include the following information:

Student's full name while enrolled	Student ID or SSN
Date of Birth	Last date enrolled or graduation date
Current address and telephone number	Recipient's address or email
Signature of student	

### How to Request a Transcript

1. In Person/Mail – Monday through Friday, 8:30 am to 4:30 pm (hours Cashier is available to accept payment); or mail information to:

Dillard University  
Office of Records & Registration  
Rosenwald Hall, Room 116  
2601 Gentilly Boulevard  
New Orleans, LA 70122

2. Electronic Request – visit [www.parchment.com](http://www.parchment.com) .
3. Third Person – if someone else is ordering and/or picking up a transcript for the student, an authorization letter or Authorization Release Form with the student's signature is required.

### Methods of Payment

Transcript requests will not be processed until payment is received.

Transcripts are mailed or ready for pick-up within 3 business days ***after receipt of payment and clearance from the Office of Business & Finance***

Transcripts are not processed if the student has an outstanding financial obligation.

1. Cash – do not send cash in the mail. All cash transactions must be in person.
2. Check or Money Order – be sure to include payment with the request.



3. Credit/Debit cards must be made in person.

Request for transcript must be submitted in writing and signed.

### Who to Contact?

Donna Harper  
Asst. Registrar for Records and Registration  
504-816-4705  
[dharp@millard.edu](mailto:dharp@millard.edu)

## 4.6. Veteran Affairs

### **Policy**

Veterans, military service personnel, and their qualified dependents intending to use VA benefits should contact the Office of Records and Registration prior to or upon enrollment at the University.

It is the student's responsibility to notify the Office of Records and Registration immediately when increasing or decreasing class load, withdrawing, or taking a leave of absence.

The VA considers its payments a reimbursement, not a subsidy. Students are expected to pay their own tuition and be reimbursed by the VA.

It usually takes six to eight weeks from the time a student's papers are processed by the Office of Records and Registration until a check is received.

All students using VA benefits must make satisfactory progress toward their educational objectives. In general, unsatisfactory progress for veteran's benefits is considered attainment of less than a 2.0 grade point average for two consecutive terms (3.0 for graduate students).

Students who withdraw from the university may have their benefits terminated as of the beginning of the term of withdrawal.

If a student is dismissed for academic reasons, benefits will be terminated as of the date of dismissal. Students who have had their benefits terminated in this manner must be counseled by the Veterans Administration before their benefits will be restored. Students who fail to complete all courses attempted in a term will have their benefits adjusted.

Students who withdraw from a course (or courses) in the middle of the term will have their benefits adjusted except in extenuating circumstances. In cases in which students do not return for the next term, benefits will be terminated on the ending date of the previous term.

### Procedure

Currently enrolled students who qualify for veteran benefits must contact the Office of Records & Registration to complete the necessary forms to verify enrollment.

Follow the steps listed below to ensure the benefits are processed in a timely manner.

1. Contact the Department of Veteran Affairs to find out eligibility to receive educational benefits.

VA Regional Office: 888-442-4551 (toll free)

2. Once eligibility has been established, contact the Office of Records & Registration to have enrollment certified by completing the VA 22-1999 Enrollment Certification Form. Once this form is completed, Dillard University's Certifying Officials will forward the information for processing to the Department of Veterans Affairs, VA Regional Office, and Muskogee, Oklahoma.

Certifying Officials:

Robert Mitchell Jr.

Office: 504-816-4705

Email: [rvmitchell@dillard.edu](mailto:rvmitchell@dillard.edu)

## **4.7. Class and Classroom Scheduling**

### **4.7.1. Class Attendance**

#### **Policy**

It is the student's responsibility to complete all course requirements even if a class is missed. If a student misses class for an officially excused reason, then he/she is entitled to make up the missed work but only at the convenience of the faculty member. Responsibility for materials presented in, assignments made for, and tests/quizzes given in regularly scheduled classes lies solely with the student.

#### **Procedure**

Students needing an official excuse must contact the Office of Academic Affairs to complete the *Illness and Hospitalization Form* or the *University Campus Absence Form*.

Acceptance of the above forms as an official excuse is at the discretion of the faculty.

### **4.7.2. Adding and Dropping Courses**

#### **Policy**

A student is permitted to add or discontinue attendance in specific classes during regular and summer sessions in accordance with University procedures and published dates.

Students will be allowed to add and drop a course without penalty during the stated open registration dates.

After the open registration date, students can drop a course by completing a drop form in the Office of Records & Registration.

- A grade of 'W' will be recorded on transcript.

A student may not drop a class during the 14 days prior to the scheduled final examination period during the fall and spring semesters, or 7 days prior to the final examination period during the summer session.

### **Procedures**

During the open registration period students may add or drop classes via the Online Registration system.

After the open registration period students must report to the Office of Records & Registration to complete the *Course Drop/Add Form*.

- *Course Drop/Add Form* must be signed by the student, academic advisor.

### **4.7.3. Course Restrictions**

#### **Policy**

Instructors may restrict enrollment to designated levels, major, and/or class standing. Students who do not meet the eligibility requirements and wish to enroll should contact the instructor and complete the appropriate form during open registration only.

#### **Procedures**

Print form via myDU, [www.dillard.edu](http://www.dillard.edu)

Complete form and secure appropriate signature.

Submit form to the Office of Records and Registration.

### **4.7.4. Prerequisite Requirements**

#### **Policy**

Students wanting to enroll in a course with a prerequisite must satisfactorily complete that prerequisite before they are allowed to register. A course has a prerequisite to ensure that a student has the appropriate body of knowledge to successfully take the course.

Students will not be allowed to enroll in a course and the prerequisite course in the same session.

Transfer students who have not had a transfer evaluation completed may experience some problems with prerequisites. Transfer students should report to the Office of Records & Registration if a problem occurs.

### **Procedure**

Students wishing an override a prerequisite requirement must complete an Overload/Prerequisite form and secure all signatures, including the Academic Advisor. The form must be submitted to the Office of Records and Registration within the open registration dates.

#### **4.7.5. Repeating Courses**

##### **Policy**

A student may repeat a course flagged as a repeatable course. Only the higher grade will be used to calculate the grade point average; however, the 'D' or 'F' or other grade will appear on the transcript with an asterisk indicating the course has been repeated.

#### **4.7.6. Time Conflict Courses**

##### **Policy**

Students may not register for courses that overlap in time. Students should consult the schedule of classes to make another course selection.

#### **4.7.7. Waitlist Courses**

##### **Policy**

Waitlists for courses are not maintained by the University. Course space will be offered on a first-come, first-served basis until the end of the open registration period.

#### **4.7.8. Overload Permission**

##### **Policy**

The normal load to be scheduled by students may not exceed 18 credit hours during the fall and spring semesters. Students with a cumulative grade point average of 3.0 or above may register in a maximum of 21 credit hours by completing the Prerequisite/Overload Form. In rare instances and on a case by case basis, a student who has less than a cumulative 3.0 GPA may be granted permission to take 19 hours.

Request for overload will only be granted during the open registration. Students must meet financial obligations for overload hours.

### **Procedure**

Student needing to request permission for an overload must complete a *Prerequisite/Overload Form* and secure appropriate signatures.

The form must be submitted to the Office of Records & Registration within the open registration dates.

## **4.7.9. Auditing Classes**

### **Policy**

A student may audit a course without credit by securing the consent of their academic advisor, the instructor, and the Vice President of Academic Affairs. Students must formally register for the audited course and pay course fees.

### **Procedure**

Student wishing to audit a course must complete a *Drop/Add Form* and secure all signatures.

The form must be submitted to the Office of Records & Registration within the open registration dates.

## **4.8. Grades**

### **Policy**

It is the practice of the Office of Records & Registration to keep students informed of their academic progress at all times. While the grading system requires all grades to be calculated at the end of each semester, students are provided a mid-semester report reflecting their progress to that point. At the end of each semester, a final course grade is given in each subject. The grade is based on the student's work during the semester and is entered on the student's transcript.

The Office of Records & Registration does not mail grade reports. Grades reports are available online via myDU. Students will not be allowed to view grades if a balance exists.

### **4.8.1 Incomplete Grades/ Challenging a Grade / Miscalculation of a Student's Grade**

#### **Incomplete Grades**

If a student's work is of passing quality but cannot be completed during the regular semester due to circumstances beyond the student's control, the instructor issues a grade of "I" (Incomplete). The student should initiate the *Removal of Incomplete/Change of Grade form* by contacting the professor in whose course the student received an "Incomplete." The student must arrange with the professor to complete the work in a timely manner so that the "I" may be removed from the

student's record before the last day of registration in the semester following the one in which the "I" was given. See University Calendar for dates. If the appropriate coursework is not completed and the *Removal of Incomplete/Change of Grade form* not submitted within the time frame for change, the "I" becomes an "F".

## **Challenging a Grade**

A student may challenge a grade under the following conditions: 1) lack of clarity regarding the grading policies in the syllabus or 2) evidence of grade miscalculation.

The student must submit a Grade Challenge Form (also available in the program, school, dean, and academic affairs offices and myDU) within thirty (30) days of the start of the semester that proceeds the semester in which the grade was earned. For summer sessions, the students are held to the same time period for the following semester.

The faculty must set up a meeting with the student within five (5) business days after the receipt of the challenge form. If the student is not pleased with the results, then he/she can appeal to the next administrative level (program coordinator) within seven (7) business days. This process may be repeated (school chair, college dean, Dean of Faculty and Student Academic Support Services) to the Academic Affairs level at which any decision is final. Students are not allowed to submit additional work to change a grade during a grade challenge.

## **Miscalculation of a Student's Grade**

A faculty member may not change a grade except in cases of documented clerical or mathematical error. Documentation must accompany the Change of Grade Form and be approved by the School Chair, the College Dean and the Dean of Faculty and Student Academic Services. Requests for a change of grade must be made for the previous semester in which the grade was posted within thirty (30) days of the start of the proceeding semester.

In such cases where the 'I' grade is awarded, the unfinished work must be completed satisfactorily within six weeks of the following semester, excluding summer sessions. If the unfinished work is not completed the following term, the grade will revert to a failing grade in the course.

### **4.8.2 Withdrawal from the University**

#### **Policy**

A student who wishes to discontinue his/her course work prior to the end of a semester must complete and file with the Office of Records & Registration an Official Withdrawal

Form. The student must provide a valid reason for withdrawing and must satisfy all accounts due to the University through the Office of Business and Finance.

If the Official Withdrawal form is filed 14 days prior to the final examination period in the fall and spring semesters for 7 days prior to the final examination period of the summer sessions, a grade of 'W' will be recorded after the filing of the Official Withdrawal Form.

A student who discontinues attending classes but who fails to withdraw officially in a timely manner will receive a 'FA' in all courses for which he/she is registered.

A student must relinquish all University identification cards and dormitory and mailbox keys.

### **Withdrawal from University without penalty**

A student will be allowed to drop all courses from their transcript, without penalty, during the open registration period only. Student will receive 100% tuition reimbursement.

### **Withdrawal from University with penalty**

A grade of 'W' on the transcript.

Tuition fees, room and board, and financial aid awards will be prorated.

Prorated calculation is based on the number of calendar days completed for the semester divided by the number of days in the semester.

Refund will consist of a pro rata share of the tuition and fees paid; less charges prior to official withdrawal date in accordance with the current Return of Title IV Aid Refund Policy.

No adjustments will be made to tuition, fees, or Title IV Financial Aid for a student who withdraws after the 60% point in the semester.

### **Procedure**

Students wishing to withdraw from the University after the open registration period must complete an Official Withdrawal Form and secure all signatures.

Students who are unable to report to the Office of Records & Registration due to medical or other personal reasons must contact the Office of Records & Registration immediately via email or fax.

Name, id number, classification, mailing address, telephone numbers, including cell phones must be included.

Email address: [registrar@dillard.edu](mailto:registrar@dillard.edu)

Fax number: 504-816-4391

Official Withdrawal Form must be returned to the Office the Records & Registration for processing.

### 4.8.3 Grading System

#### Policy

Either a letter grade or status report is assigned each semester for every course for which a student is registered. The term 'letter grade' refers to A through F and in certain circumstances to P grades. Grades of P, I, W and NC are not counted as credits attempted in computing grade point averages.

Quality points for each semester hour of credit earned are assigned as follows:

Grade	Quality Point
A – Excellent	4 quality points per semester
B – Good	3 quality points per semester
C – Average	2 quality points per semester
D – Passing	1 quality points per semester
F – Failure	0 quality points per semester
I – Incomplete	
P – Pass	
NC – No Credit	
W – Withdrawal, Passing	
WF – Withdrawal, Failing	
FA- Failure for excessive absences	

### 4.9. Full-Time/Part -Time Status



## Policy

To be classified as full-time in the fall or spring semesters, a student must enroll in a minimum of 12 credit hours. To be classified as a full-time in the summer sessions, a student must be enrolled in a minimum of 6 credit hours. Students taking fewer than the hours of full-time enrollment are part-time students.

### 4.10. Classification of Students

#### Policy

Academic classification of students is based upon the number of credit hours satisfactorily earned as follows:

First-Year Students (Fresh persons)	0 – 29 semester hours earned
Second-Year Students (Sophomores)	30 – 60 semester hours earned
Third-Year Students (Juniors)	61 – 89 semester hours earned
Fourth-Year Students (Seniors)	90 + semester hours earned

### 4.11. Majors/Minors

#### 4.11.1. Declaration of Major

##### Policy

Students are expected to identify a major by the end of the second semester of the freshman year and to complete a *Declaration of Major Form* for recordation in the Office of Records and Registration.

A major consists of 36-42 hours of course credit hours determined by the department. No grade below 'C' is allowed in any course in the major.

Students who have evidenced the ability and commitment to study in two disciplines may petition, through their academic advisors in each major, for permission to double major.

- The petition must be approved by the deans for each department and by the Office of the Provost.
- The double major calls for completion of requirements, cognate and major, in each discipline.

- Students who complete the second major within the same degree program (Bachelor of Arts, Bachelor of Science, Bachelor of Science in Nursing) will have both majors recorded on the transcript; however, only one diploma will be issued

### **Procedures**

Upon consultation with their academic advisors student should complete a *Declaration of Major Form*.

Completed form, with all signatures, should be filed in the Office of Records and Registration as well as with the respective academic division.

### **4.11.2. Change of Major**

#### **Policy**

Students who wish to change a major must consult with an academic advisor and complete the *Change of Major Form*

#### **Procedures**

Upon consultation with their academic advisors student should complete a *Change of Major Form*.

Completed form, with all signatures, should be filed in the Office of Records & Registration, as well as with the respective academic division.

### **4.11.3. Double Majors**

#### **Policy**

Double majors may be composed of two majors with the Academic Division or across more than one Academic Division. Students who wish to complete two majors must obtain the approval of the two departments. Students must take the number of credits necessary to fulfill the requirements of both majors.

#### **Procedure**

Upon consultation with their academic advisors student should complete a *Declaration of Major Form* for each major.

Completed form, with all signatures, should be filed in the Office of the University as well as with the respective academic division.

### **4.11.4. Cross-Divisional Major**

## **Policy**

Cross-divisional majors are offered through the Division of the Humanities and the Division of Business. Students who desire more information about these majors should refer to the descriptions found in the catalog under the Division of the Humanities and the Division of Business.

### **4.11.5. Graduation Policy**

Students must complete a minimum of 60 credit hours of the total hours required for graduation at the university, and must be registered at the university for their senior year. A candidate for graduation must complete all requirements of their curriculum, and be enrolled in all remaining required courses by the last day of the add/drop period of the spring semester. In addition they are required to have a cumulative GPA of 2.0 or better as defined by the degree. Candidates must complete all comprehensive and proficiency exams, 30 hours of service learning, 90 hours of approved community service, and pay all financial indebtedness to the university.

### **Procedure**

Students of junior standing should consult with their academic advisors to confirm an accurate review of their academic record, and complete a junior audit. If the student has completed 85 or more credit hours, the student may submit an *Application for Graduation* with all appropriate signatures to the Office of Records and Registration.