

New courseroom FAQ's

Academic/Military Leave of Absence

How many Academic Leaves of Absence can I take and for how long?

Students in a master's degree program are allowed up to two (2) Academic Leaves of Absence (ALOA) and doctoral students may take up to three (3) ALOAs. The total number of ALOAs approved for undergraduate students is evaluated on a case-by-case basis.

All ALOA requests must be reviewed and approved by the NCU Academic Liaison. - The maximum number of calendar days for any approved ALOA is 90 days, and the Academic Liaison will determine the approved length of an ALOA on a case-by-case basis. Back-to-back leaves are not permitted.

Students requesting a Military Leave of Absence (MLOA) may request any length for their leave and are granted the longest possible leave once all required documentation is received. Academic Advisors ensure that the MLOA return date coincides with a valid course start date and does not exceed 90 days beyond their military assignment end date. Academic Advisors will contact students on Military Leave of Absence within 30 days after the end of their deployment to confirm or adjust the timing of their return as needed.

Accepting a course

What happens if I do not accept the course?

If you do not accept the course by the 7th day, the University will automatically drop you from that course. All courses begin on Monday so you have until Sunday to accept the course, otherwise the Registrar will drop you from the course on the following day, Monday.

Can I enter the Courseroom if I do not accept the course?

No. You must accept the course in order to enter the courseroom. By accepting the course you are accepting financial responsibility.

Administration

Who is my dean?

NCU has five (5) schools and each is led by a dean. If you are in a doctoral program, you will have two deans during your program of study. You will transition from having the dean of your discipline (i.e., Education, Business, Psychology, Marriage and Family Sciences) to having the dean for The Graduate School following successful completion of your Comprehensive Exam.

- Dean, School of Education: Dr. Cindy Guillaume (schoolofeducation@ncu.edu).

- Interim Dean, School of Business and Technology Management: Dr. James Dorris (schoolofbtm@ncu.edu).
- Dean, School of Psychology: Dr. Robert Haussmann (schoolofpsych@ncu.edu).
- Dean, School of Marriage and Family Sciences: Dr. Branden Henline (smfs@ncu.edu).
- Dean, The Graduate School: Dr. Greg Bradley (graduateschool@ncu.edu).

When is it appropriate to contact a dean?

If you feel you need to contact your dean due to a concern, please ensure you have exhausted all other methods for resolving your concern. A good place to start is with your Academic Advisor who can quickly determine which department can best resolve your concern. Should you require a meeting with your dean, please make that request through either your Academic Advisor or the general school email.

Assignments

Can I resubmit an assignment that has already been graded?

Faculty have the discretion to allow and request resubmission of any assignment, with the following provisos: Comprehensive Exam courses are excluded; graded assignments with objectively correct answers (e.g., statistics assignments) may not be resubmitted; the bulk loading policy may not be violated; and the policy that assignments may not be submitted after a course end date may not be violated. Students may decline to resubmit assignments. Faculty cannot request resubmissions in cases of suspected Academic Integrity violations.

How often will I have to complete an assignment in each course?

You can expect to participate in learning activities every week of your course, regardless of the course length.

Can I submit a late assignment?

Assignments have mandatory due dates. Submitting late assignments can result in a zero (0) for the assignment or a late penalty.

How long do faculty members have to return an assignment back to me?

In all courses except the Comprehensive Exam, Dissertation and Practicum courses, faculty have up to four (4) days after the mandatory due date to grade and return assignments. If an assignment is submitted prior to the due date, faculty members will still have 4 days from the mandatory due date to grade and return the assignment.

Can I upload two or more assignments at a time?

No. Submitting two (2) or more assignments at once or submitting a second assignment before the previous one has been graded and returned back to you is considered “bulk uploading.” Bulk loading is not permitted as it is inconsistent with our Teaching Through Feedback model where feedback from your faculty is critical to future activities.

What happens if my faculty does not return my graded assignment on time?

Please contact your faculty and/or your Academic Advisor.

Attendance Policy

What is NCU’s Attendance Policy?

To stay in compliance with our 28 day attendance policy, you must be enrolled in a new course within 21 days from your last day of participation. You must accept your course before the 28th day to avoid being automatically dismissed from the University.

What will happen if I am out of attendance for more than 28 days?

If you are out of attendance for more than 28 days, you will automatically be dismissed from the University.

How much time can I take off in between courses to stay within the attendance policy?

You can take up to 21 days between each course.

I was dismissed from the University for being out of attendance and want to return. What should I do?

Contact the Re-entry department at returningstudent@ncu.edu.

Courses

Can I finish a course early?

With mandatory due dates, it is expected that students will finish all courses on the date the course is scheduled to end.

How many times can I retake a course?

You are allowed to retake a course one time. Students requesting to take the same course a third time will need dean’s approval. A student can use the option of repeating a course no more than 5 times over the course of their study (i.e., at most, 5 non-passing grades can be replaced).

If I am in a 12-week course can I switch to 8-week courses?

Yes, if 8-week courses are offered for your program.

If I am in an 8-week course, can I switch to 12-week courses?

No. If a program is offered in both 8 and 12-week formats, the 12-week format is being “taught out” and new enrollments will not be accepted.

What is the difference between 12 and 8-week courses?

The only difference between 12-week courses and 8-week courses is the length of the course. The credits earned are 3 semester credits.

Can I view the course syllabus for my course?

Yes, all courses that are approved will allow you to access to the course syllabus. If you would like to view a syllabus for an upcoming course that has not yet been approved, you will need to contact your Academic Advisor. Syllabi are continuously being updated, so it is best not to request a syllabus more than a month before the start of a course.

Degree Program

Can I change my degree program?

In most cases you can change your degree program. Contact your Academic Advisor for further assistance.

Can I change my specialization?

Yes, you can change your specialization. Contact your Academic Advisor for further assistance.

Dropping a course

What is NCU's Drop Policy?

If a course is dropped prior to the course start date or within the 7 days after the course starting, students will not be financially responsible for the course. If a student drops a course after the 7th day, the student becomes 100% responsible for the tuition cost. All dropped courses must be rescheduled within 14 days to avoid the \$100.00 drop fee.

What happens if I drop my course before it starts?

If you drop a course before it starts, you will not be financially responsible for tuition. You will need to reschedule the course within 14 days to avoid the \$100.00 drop fee.

What happens if I drop my course after the course start date?

You have up to 7 days after the course starts to drop the course without being financially responsible. If you drop a course after the 7th day (the following Monday) you become 100% financially vested in the course and are responsible for tuition. Your course must be rescheduled within 14 days to avoid the \$100.00 drop fee.

What happens if I drop my course after the 7th day?

You become financially vested in the course after the 7th day and will be responsible for 100% of the tuition cost. You will also be responsible for the \$100 drop fee if the course is not rescheduled within 14 days.

How many days do I have to drop a course before taking financial responsibility?

You must drop the course by the 7th day (Sunday evening by 11:59pm) to avoid taking financial responsibility.

Why was I automatically dropped from my course?

You were automatically dropped from your course because you did not accept the course by the 7th day from the course start date. You will need to contact your Academic Advisor to reschedule your course within 14 days to avoid the \$100.00 drop fee.

How do I drop my course?

You will need to contact your Academic Advisor to drop your course. You will need to reschedule your course within 14 days to avoid the \$100.00 drop fee.

If I drop a course will it show up on my transcripts?

No.

If I drop a course will it be calculated into my course completion rate?

No.

Who do I contact to drop a course?

Please contact your Academic Advisor if you need to drop a course. Your Academic Advisor information can be located on your student portal, or you can contact the Academic Advising team at 888-628-6911x8300.

What is a drop fee?

A drop fee is a fee that is applied to all courses that are dropped and not rescheduled within 14 days. A \$100.00 drop fee will be applied if dropped courses are not rescheduled within 14 days from the day the course is dropped.

Grade Appeal

What is the Grade Appeal Policy?

The University grade appeal policy states that students have the right to appeal their final grade (not an assignment grade) in a course and must do so within 10 days of the final grade posting. Please note that grade appeals are intended for students who believe a grade was unfairly given; they are not for requesting more time in the course. Please contact your Academic Advisor for grade concerns.

How do I request a grade appeal?

To request a grade appeal, please click [here](#).

Who reviews my grade appeal?

Your faculty and the dean of your School will review your grade appeal. The dean's decision is final.

Graduation

Where is the graduation ceremony held?

In the past, the graduation ceremony was held in Prescott Valley, Arizona. Moving forward, the graduation ceremony will occur in the Phoenix area to reduce travel time and expenses to graduates and their families

How many graduation ceremonies do you have each year?

We have one annually, usually taking place in June.

Where can I find graduation information?

All commencement information can be located on your student portal or by using the following link http://learners.ncu.edu/public_images/2014_Commencement_Info.pdf.

Do you have to attend the graduation ceremony?

No

Scheduling

How do I schedule my next course?

If your next course has not been scheduled, or if you need to re-schedule the start date for your next course, please contact your Academic Advisor.

Who do I contact to get my schedule changed?

To change your schedule, please contact your Academic Advisor.

Transcripts

What is an official transcript?

An official transcript is a document that the issuing institution deems official and that has never been handled by anyone other than the issuing institution and Northcentral University. An official transcript sent by post must arrive in the original sealed envelope. Official transcripts can sometimes be sent electronically.

What documents can be used for a transfer credit evaluation?

Only an official or unofficial transcript can be used for a transfer credit evaluation. Grade reports, degree audit reports and course schedules are examples of documents that will not be used as sources of transfer credit.

I've looked at the courses required for my chosen program and I already took some of these as part of my last degree. Can they be waived?

Credits from conferred degrees, with the exception of credits from associate's degrees, cannot be applied to your new degree.

Note: Please always refer to the latest published catalog for credit policy.

Can I use my Quantitative/Qualitative Methods course from another institution to satisfy the methods course in my doctoral program at Northcentral University?

No. Research methods courses are not eligible for transfer into a doctoral program.

If I am "All But Dissertation" at another institution, can I just complete my Dissertation at Northcentral University and graduate with my doctoral degree?

No. The maximum number of credits of a PhD that can be satisfied in transfer is 12; the maximum number of credits of a DBA or EdD that can be satisfied in transfer is 9.

If I enroll before all of my earned credits at other institutions have been recorded, can I request a reevaluation of my transcripts to obtain more transfer credit?

Yes. Once a student is enrolled, we can still review official transcripts from other institutions upon request to see if any more credits will transfer. If you request an evaluation after enrolled, NCU will not be responsible for any course duplication.

I took doctorate-level courses as a non-degree student at another institution. Can these be considered for transfer?

No. Only credits earned while the student was enrolled in a post-master's degree program (such as a doctoral degree program or specialist degree program) can be considered.

Withdraw Policy

What is NCU's Withdraw Policy?

The University's withdraw policy states that students in a 12-week course have up to 60 days (up to 40 days in an 8-week course) from the course start date to withdraw from the course without a final grade being posted by the faculty. Students withdrawing from a course will be given a "W" for that course.

What is the difference between dropping a course and withdrawing from a course?

A drop (DR) is given when students drop their course before the course begins or within seven (7) days from the course start date. A withdraw (W) is given to students who drop the course after the 7th day, but within 60 days from the course start date for 12-week courses and within 40 days for 8-week courses. If a student withdraws from a course, the student is 100% responsible for the tuition cost.

If I withdraw from the University, can I come back?

Yes, unless you were dismissed for violation(s) of the Code of Conduct or Academic Integrity Violations.

If I withdraw, can I re-enter under the same catalog I enrolled under?

You can come back to the University under the same catalog only if you have 75% of your courses completed in your degree program prior to leaving the University and you re-enter within 90 days from the date of the withdrawal.

Does withdrawing from a course or the University impact my financial aid?

Withdrawing from a course and/or the University can have a negative impact on your financial aid. Please contact our financial aid department for questions.

Does withdrawing from a course or the University impact my SAP status?

Withdrawing from a course and/or the University can have a negative impact on your SAP status. Please contact your Academic Advisor for questions.