Your success as a student is our top priority! The following information is provided to answer questions most often asked by students. OSU faculty and staff want you to be successful in your educational pursuits. If you have questions or concerns, please seek help EARLY! We are here to assist you.

As a student, you may experience a range of issues that can cause barriers to learning. Mental health concerns, such as strained relationships, increased anxiety, alcohol/drug problems, difficulty concentrating, and/or a lack of motivation, can lead to diminished academic performance and/or feelings of distress. Additionally, a lack of access to basic needs, including food, housing, or hygiene products, can negatively affect your ability to do well in your courses. Whatever your need, the OSU community is here for you and wants to provide resources such as those listed below to best support your needs. You can request assistance in navigating resources or sharing concerns you might have about a peer at Student Support and Conduct (https://ssc.okstate.edu/).

- Mental health resources (including University Counseling Services, University Health Services, Marriage and Family Therapy Clinic, Psychological Services, Counseling and Counseling Psychology Clinic, and virtual resources)
- Health and wellness resources (including University Health Services, Department of Wellness, Student Accessibility Services, and community resources)
- Basic needs assistance (including on/off-campus food resources, housing and utility assistance, and hygiene assistance)

**IMPORTANT DATES**

- Last day to add a class (without instructor permission) 08/26/2024
- Last day to drop a class with no grade and 100% refund 08/26/2024
- Last day to add a class (requires instructor and advisor permission) 08/30/2024
- Last day to drop a class or withdraw from the University with no grade and receive a partial refund 08/30/2024
- Six-week grades due from faculty 10/02/2024
- Deadline to file graduation application (for name to appear in the fall commencement program) 11/01/2024
- Last day to drop a class or withdraw from the University with an automatic “W” 11/08/2024
- Last day to request to drop a class with an assigned grade of “W” or “F” (requires instructor and advisor permission) 12/02/2024
- Last day to withdraw from the University with an assigned grade of “W” or “F” 12/02/2024
- Final grades due from faculty 12/18/2024

Note: Outreach, Internet, and short courses have unique drop/add and refund deadlines. To find the drop/add and refund deadlines for a course in self-service, click on the class title or CRN to access the class details, then click on the Drop/Add and Refund Deadlines tab.

**FALL SEMESTER HOLIDAYS**

- University Holiday 09/02/2024
- Students’ Fall Break 11/25/2024-11/27/2024
- University Holiday 11/28/2024-11/29/2024

**ALERTS AND RESCHEDULING**

If the OSU campus officially closes due to inclement weather or other emergencies, alerts are provided to local news media and posted on the OSU website. Missed exams, classes, or assignments may be rescheduled at times outside the normal meeting schedule. If valid, documented circumstances prohibit students from attending the rescheduled classes, instructors should provide reasonable alternative means for makeup work.

**CAMPUS SAFETY**

OSU provides a service called Cowboy Alert that notifies students, faculty, and staff in the event of an emergency. In a situation deemed an emergency, OSU officials will send a message to members of the OSU community with information regarding the event and how they should proceed. This information may be a voice message, text message, and/or email. To ensure your contact number is correct, log into your O-Key account. From there, navigate to the left menu and select “Emergency Contacts.” If you have questions, please contact the IT Help Desk (helpdesk@okstate.edu).

In the event of an emergency or disturbance on campus, the OSU Campus Safety Facebook page (@OkstatePD) and Twitter (@OkstateSafety) will have regular updates when warranted. A Cowboy Alert might also include a link to the OSU Department of Public Safety webpage (safety.okstate.edu) for more information.

Also, as part of OSU’s commitment to campus safety, the campus adopted Rave Guardian, a free mobile app that turns any smartphone into a personal safety resource. Find it in the Apple or Google Play app stores. Rave Guardian provides a way to set a safety timer if you’re traveling, send anonymous tips to the OSU Police Department through a chat feature, request a SafeWalk, or see a list of important numbers.

**DROPPING A COURSE AND WITHDRAWING FROM THE UNIVERSITY**

Students often confuse these terms:

- **Dropping a course** refers to dropping one or more courses while remaining enrolled in at least one other OSU course for a given semester. Students may request to drop a course during the 13th and 14th weeks of the semester with instructor and advisor permission. The grade of “W” or “F” will be assigned by the instructor. Drop and refund dates are listed in self-service and can be accessed by clicking on the class title or CRN. Summer and short courses that vary from the standard 16-week semester follow proportionate drop and refund periods.

- **Withdrawing** from the university means dropping all courses, and you are no longer enrolled for the current semester. The withdrawal process is initiated with your academic advisor. Withdrawal deadlines can be found within the Academic Calendar. Withdrawal deadlines involving summer and short courses that vary from the standard 16-week semester follow proportionate withdrawal periods.

Exceptions to the deadlines above may only be considered by petition due to documented extraordinary circumstances and committee approval. The Retroactive Drop/Withdraw and Refund of Tuition and Fees Petition is available on the Academic Affairs website.

**ACADEMIC INTEGRITY**

101 Whitehurst/405-744-5627 (https://academicintegrity.okstate.edu)

OSU is committed to maintaining the highest standards of integrity and
educational record, and being suspended from the university. Students transcript, having the academic integrity violation become part of your receiving a notation of a violation of academic integrity on your discussed in OSU's Attendance Policy for Students include details in their course syllabus. Many instructors consider attendance essential; your absence may affect your grade, and some departments and professors have mandatory attendance policies. If no written attendance policy is provided before the last day to add a class without instructor permission, no penalty may be assessed for class absences, although you may not be permitted to make up certain in-class activities.

If you are ill, you should stay home. Faculty are expected to treat a positive COVID test result as appropriate documentation for an excused absence and are encouraged to remain flexible for students who need to miss class for other COVID-related issues (e.g., member of household instructed to isolate). Although instructors may be willing to livestream in-person courses through an online platform, livestreaming is not required or expected. Each instructor will determine how to best assist students with excused absences (including absences due to isolation for illness) for in-person classes and should include details in their course syllabus.

If you are required to participate in official university-sponsored activities or military training, you should receive an excused absence as discussed in OSU’s Attendance Policy for Students. If you will be absent from class for sponsored activities, you must provide prior notification of the planned absence to the instructor. You may be required to submit assignments or take examinations before the planned absence.

PRE-FINALS WEEK POLICY
Final examinations are scheduled at the end of each semester and preceded by pre-finals week, which begins seven days before the first day of finals. During pre-finals week, all normal class activities will continue; however, no assignment, test, or examination accounting for more than 5% of the course grade may be given, and no activity or field trip may be scheduled that conflicts with another class. This excludes makeup and laboratory examinations, out-of-class assignments (or projects) made prior to pre-finals week, and independent study courses. No student or campus organization may hold meetings, banquets, receptions, or sponsor or participate in any activity, program, or related function requiring student participation. For additional information, contact the Office of Academic Affairs, 405-744-5627, 101 Whitehurst.

FINAL EXAM OVERLOAD POLICY
In the event you have three or more final exams scheduled for a single day, you are entitled to arrange with the instructor of the highest numbered course (4-digit course number) or two highest, if you have four finals on one day, to re-schedule that examination(s) at a time of mutual convenience during final exam week. If the final exam overload includes a common final exam, the common final exam is excluded from rescheduling unless multiple common exams are scheduled at the same time. You should submit this request in writing, with a copy of your class schedule, at least two weeks prior to the beginning of final exam week. The instructor has one week before the beginning of final exam week to arrange a mutually convenient time to administer the final exam. After one week, if an agreement cannot be reached, take the request to the department head.

INFORMATION TECHNOLOGY
Student Email - OSU uses your OKSTATE.EDU email address as a primary form of communication. Students are expected to check their OSU email frequently and consistently to remain informed of their official university business. If you do not use the OSU email system, you must redirect your okstate.edu email using the Orange-Key System. Failure to maintain an accurate email address may result in missed or lost university communications. Contact the IT Helpdesk at 405-744-HELP (4357) for email assistance.

Computer Labs - A complete description of computer labs and hours of operations are available at their website: https://it.okstate.edu/services/computer-labs/index.html Lab information is also available by calling the IT Helpdesk at 405-744-HELP (4357).

EDMON LOW LIBRARY HOURS
405-744-9775 or 405-744-9741 For a complete list of the library’s hours, please visit http://library.okstate.edu/about/hours For information about the library’s services and how to utilize research tools, please visit www.library.okstate.edu

EQUAL OPPORTUNITY
201 General Academic Building (GAB)/405-744-7607 https://1is2many.okstate.edu/
OSU is committed to maintaining a learning environment that is free from discriminatory conduct based on race, color, religion, sex, sexual orientation, gender identity, pregnancy, status as a parent, national origin, disability (physical or mental), age, family medical history or genetic information, political affiliation, military service, protected veteran status, or other non-merit based factors. OSU does not discriminate based on sex in its educational programs and activities. Examples of sexual misconduct and/or sex discrimination include sexual violence, sexual harassment, sexual assault, domestic and intimate partner violence, stalking, or gender-based discrimination. OSU encourages any student who thinks that they may have been a victim of sexual misconduct or sexual discrimination to immediately report the incident to the Title IX Coordinator (405-744-9153) or Deputy Title IX Coordinator (405-744-5470). If a reporting student wants to keep the details confidential, the student may speak with staff in the Student Counseling Center (405-744-5472) or one of the University’s Sexual Assault Victim Advocates 24/7.Call or Text 405-564-2129.
ACCESS AND COMMUNITY IMPACT
408 Whitehurst (WH)/405-744-9154/https://community.okstate.edu/
Oklahoma State University strives to maintain a welcoming and inclusive environment that appreciates and values all members of the university community. The Division of Access and Community Impact is committed to providing results-oriented, engaging, invigorating, and inspiring opportunities for all students, faculty, staff, and administrators to create a better and brighter future at OSU. Our department provides seminars, workshop courses, and other activities that allow students, staff, faculty, and community members to broaden their perspectives regarding differences and notions of inclusion.

STUDENT ACCESSIBILITY SERVICES
103 Seretean Wellness Center (WC)/1514 W. Hall of Fame/405-744-7116/ https://accessibility.okstate.edu/
According to the Americans with Disabilities Act, each student with a disability is responsible for notifying the university of the disability and requesting accommodations. If you think you have a qualifying disability and need accommodations, contact the Office of Student Accessibility Services to start the registration process and to ensure the timely implementation of appropriate accommodations. To receive services, you must submit appropriate documentation and complete an intake process to verify the existence of a qualified disability and identify reasonable accommodations. Faculty are obligated to respond when they receive official notice of accommodations but are not obligated to provide retroactive accommodations.

STUDENT SUPPORT AND CONDUCT
328 Student Union (SU)/405-744-5470/ https://ssc.okstate.edu/
By enrolling at Oklahoma State University, you accept responsibility for complying with all University policies and contracts and for local, state, and federal laws related to the University’s mission on- or off-campus. The Student Code of Conduct educates students about their civic and social responsibilities, including policies and procedures involving student misconduct.

In general, the university expects students to aspire to follow and promote the Cowboy Community Standards of integrity, community, social justice, respect, and responsibility.

WHERE TO GO FOR HELP

ACADEMIC RELATED SERVICES
Instructor - Talk to your instructor if you have questions regarding your class. Faculty members usually include their office hours, e-mail, and/or phone number in the class syllabus. If you cannot locate this information, set a time to meet with your instructor by speaking with them before or immediately following your class session or check with the departmental office on when the instructor may be available. Office hours may be in person or virtual, so students are strongly encouraged to confirm the format and available times with their instructor.

Academic Advisor - All students will benefit from conferring with an advisor regularly. If you do not know your advisor, you may log in to my.okstate.edu to locate their contact information. Advising appointments may be in person or virtual, so students are strongly encouraged to confirm the format when requesting an appointment.

Bursar
113 Student Union (SU)/405-744-5993 https://bursar.okstate.edu/
The Bursar’s Office bills and collects tuition, fees, campus housing, and other university-related charges. It also processes and disburses all federal and campus-based funds to students' bursar accounts and refunds any overpayments on those accounts.

Career Services
360 Student Union (SU)/405-744-5253 https://hireosugrads.com

Language Placement Test
206 Gunderson Hall (GU)/405-744-9547 https://cas.okstate.edu/lanuages
Students with prior language experience in French, German, or Spanish who take the placement exam and then score a ‘B’ or higher in a more advanced class will get up to 6 credit hours for the classes below it. Schedule your free test by emailing Nick Howland at nick.howland@okstate.edu.

Military Affiliated Student Support
061 Student Union (SU)/405-744-8118 https://campuslife.okstate.edu/student-veteran-success/
This office works with veteran and military-affiliated students to aid in their transition from military service to successful careers by ensuring they succeed academically by coordinating support services from both on- and off-campus entities.

Multicultural Affairs
240 Student Union (SU)/405-744-5481 https://community.okstate.edu/departments/multicultural-affairs/
Academic, career, and personal success programs are available. Student organizations representing diverse communities and annual events are offered.

Non-Traditional and Transfer Student Support
211 Student Union (SU)/405-744-8118 https://campuslife.okstate.edu/transfer-student-success/
This office provides services and opportunities for non-traditional and transfer students to belong and succeed throughout their college experience.

Pre-Professional Health and Law Support Services
040 Student Union (SU)/405-744-9965 https://preprofessional.okstate.edu
Support services are available to all OSU students who want to pursue a health care or law professional education regardless of their major.

Registrar
322 Student Union (SU)/405-744-6876 https://registrar.okstate.edu/
The Office of the Registrar provides services related to creating and maintaining student academic records. Staff in the Registrar’s Office are available to assist students with enrollment, official transcript requests, degree and enrollment verification, updating personal information in the Student Information System, graduation, and other services.

Scholarships and Financial Aid
119 Student Union (SU)/405-744-6604 https://financialaid.okstate.edu
Over 80 percent of Oklahoma State University students received scholarships, grants, work, and low-interest loans totaling over $320 million last year. Contact the Office of Scholarships and Financial Aid to apply for financial aid or to meet with a financial aid counselor.

University Assessment and Testing
107 University Assessment and Testing Building (UAT)/405-744-5956/ https://uat.okstate.edu/
Campus and national tests, as well as testing accommodations, are provided.

STUDENT SUPPORT AND CONDUCT
Military and Veteran Benefit Services  
322 Student Union (SU)/405-744-6343  
https://registrar.okstate.edu/Veteran-Benefit-Services  
This office provides information and assistance in completing the appropriate forms to apply for educational benefits through the U.S. Department of Veterans Affairs and the State of Oklahoma.

Health-Related Services

Counseling and Counseling Psychology Clinic  
107 Public Information (PI)/405-744-6980  
https://education.okstate.edu/outreach/counseling-psychology-clinic/  
Faculty and graduate students offer high-quality and cost-efficient psychological and mental health services to students Monday through Friday.

Psychological Services Center  
116 Psychology Building (PSY)/405-744-6027  
https://cas.okstate.edu/psychology/psychological_services_center/  
Graduate students in the Clinical Psychology Ph.D. program offer low-cost, evidence-based therapy as well as assessment for ADHD and learning disabilities.

University Counseling Services  
320 Student Union (SU)/405-744-5458  
https://ucs.okstate.edu/  
Services include personal counseling, the Alcohol and Substance Abuse Center, and stress management through the Reboot Center.

University Health Services  
1202 W. Farm Road (UHS)/405-744-7665  
https://uhs.okstate.edu/  
Anyone who feels they have concerning symptoms (fever, cough, difficulty breathing) or has been around someone being investigated for COVID can call UHS at 405-744-7665. This campus outpatient medical clinic offers an allergy clinic, lab services, x-ray, travel clinic, women’s clinic, and pharmacy.

Department of Wellness  
101 Colvin Center (CRC)/405-744-5510  
https://wellness.okstate.edu/  
The Department of Wellness offers programs and services for complete health and wellness including intramurals, group fitness, and sports clubs.

Campus Life-Related Services

Campus Life  
211 Student Union (SU)/405-744-5488  
https://campuslink.okstate.edu/  
Campus Life is here to enhance the student experience through intentional opportunities that promote belonging, engagement, and support.

Fraternity and Sorority Affairs  
321 Student Union (SU)/405-744-5490  
https://campuslife.okstate.edu/fraternity-sorority-affairs/  
For questions and comments about fraternity and sorority organizations, contact Fraternity and Sorority Affairs.

Housing and Residential Life  
100 Iba Hall/405-744-5592  
https://reslife.okstate.edu/  
Contact the Housing administration office with questions and comments about housing and residential life.

Service-Learning Volunteer Center  
211 Student Union (SU)/405-744-7158  
https://campuslife.okstate.edu/  
Find volunteer opportunities and earn the recognition C.O.R.D. to wear at graduation.

University Dining Services  
076 Student Union (SU)/405-744-4424  
https://dining.okstate.edu/  
For questions and comments about meal plans or University dining operations, contact University Dining Services.

Academic Support Resources and Tutoring

Learning and Student Success Opportunity (LASSO) Tutoring Center  
021 Classroom Building (CLB)/405-744-3309  
https://success.okstate.edu/lasso-center/index.html  
LASSO offers free individual and group tutoring for a variety of courses. Tutoring, supplemental instruction, and Academic Success Coaching appointments are available in person or online.

Student Academic Services Centers

Ferguson College of Agriculture  
101 Agricultural Hall (AG)/405-744-5395  
Contact: Dr. Danielle Bellmer  
https://agriculture.okstate.edu/students/  
Academic support and career guidance resources are available for Agriculture students.

Arts and Sciences  
213 Life Sciences East (LSE)/405-744-5658  
Contact: Dr. Amy Martindale  
https://cas.okstate.edu/advising  
Academic support and career guidance resources are available for Arts and Sciences students.

Education and Human Sciences  
101 Nancy Randolph Davis (NRD)/405-744-5053  
Contact: Kristi Seuhs  
https://education.okstate.edu/undergraduate-students/  
Academic support, advisement, and career counseling are available to all Education and Human Sciences majors.

Engineering, Architecture and Technology  
109 Advanced Technology Research Center (ATRC)/405-744-5276  
Contact: Lance Millis  
https://ceat.okstate.edu/studentservices/advising/  
Academic advising and career services are available for all CEAT students. Tutoring is offered for general math, science, and engineering courses.

Spears School of Business  
155 Business Building (BU)/405-744-2772  
Contact: Dr. Marissa McIntyre  
https://business.okstate.edu/  
Academic advisement is provided for first-year students through seniors in all business major areas.

Office of Student Success

First-Year and Exploratory Academic Advising  
103 Legacy Hall (LH)/405-744-5333  
Contact: Nick Holmes  
https://success.okstate.edu/
The Office of Student Success offers academic advising to first-year students and exploratory advising to any student who is considering their academic options at OSU.

**OSU-Tulsa Advising**
North Hall 130/918-594-8271
Contact: Beverly Morris
https://tulsa.okstate.edu/undergraduate-academics/advising/
OSU-Tulsa’s academic advisors can assist OSU-Tulsa students through their college experience.

**DISCIPLINE-SPECIFIC TUTORING**

**Edmon Low Library Research and Learning Services**
https://info.library.okstate.edu/RLS
Research and Learning Librarians provide services and programming for undergraduate and graduate students.

**Graduate Student Success Center**
101 General Academic Building (GAB)/405-744-6368
https://gradcollege.okstate.edu/professional-development/graduate-student-success-center.html
The Graduate Student Success Center is a space for graduate students to gather, work on group projects, access the Graduate Writing Center, and attend activities for the 360° Critical Skills for Career Success program and more.

**Graduate Writing Center**
101 General Academic Building (GAB)/405-744-6368
https://gradcollege.okstate.edu/professional-development/graduate-student-success-center.html
Offers one-on-one consultations to help graduate students develop writing skills and techniques. The OSU Writing Center supports the Center.

**The Language Learning Center**
104 Gundersen Hall (GU)/405-744-9547
https://cas.okstate.edu/languages/
The Language Learning Center serves as both a study area and a meeting space for language clubs. The Media Library is located in 102 Gundersen and provides DVDs, Blu-rays, and Japanese manga available for checkout by language students and faculty.

**Mathematics Learning Success Center**
5th Floor Edmon Low Library (LIB)/405-744-5818
https://cas.okstate.edu/mlsc/
The MLSC offers free drop-in tutoring for students enrolled in MATH-prefix courses at OSU and NOC. For more information and hours of operation, please visit our website.

**Writing Center**
440 Student Union (SU)/405-744-6671
https://cas.okstate.edu/osu_writing_center/
The OSU Writing Center is here to serve the OSU community. We help you understand and practice many strategies effective writers use – from brainstorming to drafting to editing techniques. Please visit our website for hours and locations and to schedule an appointment.

FOR MORE INFORMATION

my.okstate.edu
This portal connects students to various campus services, including links to student email, the library, and the Online Classroom and Community (Canvas).

For other comments and inquiries, please contact academics@okstate.edu.

Office of Academic Affairs
Revised 07/26/2024