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 to best support your needs. You can request assistance in navigating resources or share 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) 01/23/2024
Last day to drop a class with no grade and 100% refund 01/23/2024
Last day to add a class (requires instructor and advisor permission) 01/26/2024
Last day to drop a class or withdraw from the University with no grade and receive a partial refund 01/26/2024
Six-week grades due from faculty 02/28/2024
Deadline to file graduation application (for name to appear in the spring commencement program) 04/01/2024
Last day to drop a class or withdraw from the University with an automatic “W” 04/12/2024
Last day to request to drop a class with an assigned grade of “W” or “F” (requires instructor and advisor permission) 04/26/2024
Last day to withdraw from the University with an assigned grade of “W” or “F” 04/26/2024
Final grades due from faculty 05/15/2024

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.

Spring Semester Holidays
University Holiday 01/15/2024
Students’ Spring Break 03/18/2024-03/22/2024

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 classes 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/http://academicintegrity.okstate.edu
OSU is committed to maintaining the highest standards of integrity and ethical conduct. All OSU courses will maintain this level of ethical
behavior and integrity. Participating in behavior that violates academic integrity (e.g., unauthorized collaboration, plagiarism, multiple submissions, cheating on examinations, fabricating information, helping another person cheat, unauthorized advance access to examinations, altering or destroying the work of others, and altering academic records) will result in an official academic sanction. Violations may subject you to disciplinary action, including the following: receiving a failing grade on an assignment, failing a course, receiving a notation of a violation of academic integrity on your transcript, having the academic integrity violation become part of your educational record, and being suspended from the university. Students have the right to appeal the charge.

COPYRIGHT & FAIR USE POLICY OF COURSE MATERIALS
Course materials may not be published, leased, sold to others, or used for any purpose other than appropriate OSU-related individual or group study without the written permission of the faculty member in charge of the course and other copyright holders. This paragraph grants you a limited license giving you access to materials for this course, including PowerPoint slides, audio/video recordings, written, or other materials, for appropriate OSU-related educational use only. Lectures should not be recorded without permission from the faculty member and must not be further disseminated or shared. Assignments, quizzes, and exams (individual questions or in their entirety) should not be uploaded to websites offering note-sharing, tutoring, or other academic help (free or paid subscription).

CLASS ATTENDANCE AND PARTICIPATION
Class attendance is a critical learning component; therefore, you are expected to attend and participate fully in all scheduled class meetings. Many instructors consider attendance essential; your grade may be affected by your absence, 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 precede 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 (www.okkey.okstate.edu). 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

*Contact the following for information on hours of operation:
Architecture Library 405-744-6047
Education and Teaching Library 405-744-6310
Veterinary Medicine Library 405-744-6655

EQUAL OPPORTUNITY
409 General Academic Building/405-744-7607
https://is2many.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.
DIVERSITY AND INCLUSION
Oklahoma State University is a land-grant institution committed to excellence in diversity and inclusion. We strive to maintain a welcoming and inclusive environment that appreciates and values all members of the University community. We define diversity as engagement in meaningful actions, behaviors, and conversations that reflect a commitment to recognizing, understanding, and respecting the differences among students, faculty, staff, and visitors throughout the OSU system. We do not condone acts, behavior, language, or symbols that represent or reflect intolerance or discrimination. OSU is dedicated to cultivating and enriching the competitive advantages that diversity and inclusion provide all members of the University community. We identify diversity as a quality-of-life issue, as well as an important economic driver for the prosperity and well-being of the state, nation, and world.

STUDENT ACCESSIBILITY SERVICES
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/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 by 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. If you need to see an advisor in person, please contact your advisor or college advising office to let them know so arrangements can be made.

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

Career Services
360 Student Union/405-744-5253
http://hireosugrads.com

Language Placement Test
206 Gunderson Hall/405-744-9547
http://languages.okstate.edu/
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.

Multicultural Affairs
240 Student Union/405-744-5481
http://oma.okstate.edu/
Academic, career, and personal success programs are available. Student organizations representing diverse communities and annual events are offered.

Pre-Professional Health and Law Support Services
University College/040 Student Union/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/405-744-6876
http://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/405-744-6604
http://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.

Student Veteran Success
061 Student Union/405-744-8118
https://universitycollege.okstate.edu/transfer-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.

Transfer Student Success
University College/061 Student Union/405-744-9737
https://universitycollege.okstate.edu/transfer-veteran-success/
This office provides undergraduate transfer students with a seamless transition to OSU by collaborating with various departments on campus, including Undergraduate Admissions, the LASSO Center, the Office of the Registrar, and Scholarships and Financial Aid.
University Assessment and Testing
107 University Assessment and Testing Building/405-744-5958
http://uat.okstate.edu/
Campus and national tests, as well as testing accommodations, are provided.

Veteran Benefit Services
322 Student Union/405-744-6343
http://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 Office/405-744-6980
https://education.okstate.edu/ccp_clinic/index.html
Faculty and graduate students offer high-quality and cost-efficient psychological and mental health services to students Monday through Friday.

Psychological Services Center
118 Psychology Building/405-744-5975
https://psychology.okstate.edu/osupsc
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/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/405-744-7665
http://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.

Wellness Department
405-744-5510
http://wellness.okstate.edu/
Intramurals, group fitness, and sports clubs are among the many programs and services available through the Wellness Department.

ACADEMIC SUPPORT RESOURCES AND TUTORING
Learning and Student Success Opportunity (LASSO) Tutoring Center
021 Classroom Building/405-744-3309
https://universitycollege.okstate.edu/lasso/
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
136 Agricultural Hall/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/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/staff/index.html
Academic support, advisement, and career counseling are available to all Education and Human Sciences majors.

Engineering, Architecture and Technology
109 Advanced Technology Research Center/405-744-5276
Contact: Lance Millis
https://studentservices.okstate.edu/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/405-744-2772
Contact: Marissa McIntyre
https://business.okstate.edu/bsse/index.html
Academic advisement is provided for first-year students through seniors in all business major areas.

University College Advising
214 Student Union/405-744-5333
Contact: Nick Holmes
University College Advising has academic advisors to help with your academic needs, whether planning your semester schedule, looking at degree options, or helping to bridge the gap between student life and academic success.

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

**DISCIPLINE-SPECIFIC TUTORING**

**The Language Lab**
205 Gunderson Hall/405-744-9547
http://languages.okstate.edu/
Two 28-user labs fully equipped with personal computers and listening/recording devices are available. Students may practice vocabulary building and grammar in the target language.

**Graduate Research and Writing Lab**
306 Edmon Low Library/405-744-1241
http://info.library.okstate.edu/RLS/grads
Offers one-on-one consultations, workshops, and other services for graduate students.

**Mathematics Learning Success Center**
5th Floor Edmon Low Library/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/405-744-6671
http://osuwritingcenter.okstate.edu
The Writing Center helps writers throughout the composing process; plan to visit early and often throughout the semester, not just the day before an assignment is due. Tutors work with students to improve brainstorming, organizational, and composing techniques. Please check the website or call the Center about online tutoring options.

**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 10/10/2023**