I. Credits, Program Length, and Tuition

Section 3.10: The Commission shall expect an affiliated institution to be able to equate its learning experiences with semester or quarter credit hours using practices common to institutions of higher education, to justify the lengths of its programs in comparison to similar programs found in accredited institutions of higher education, and to justify any program-specific tuition in terms of program costs, program length, and program objectives. Affiliated institutions shall notify the Commission of any significant changes in the relationships among credits, program length, and tuition.

Credit Hours and Program Length

The Commission requires that an institution be able to demonstrate: 1) credit hour assignments for each class and overall credit hours requirements for each degree program while 2) demonstrating that these credit hour allocations are within a range of good practice currently in higher education and 3) justify any program specific tuition rates based on the costs and expenses, length of program and program objectives.

1. All Cleveland State University credit-bearing courses are offered on a semester credit hours basis.

As defined by the Ohio Board of Regents, fall and spring semesters are 16 weeks in duration including 15 weeks of instruction and one week of final examinations. The summer term includes five sessions as follows:

- One 12-week session
- One 10-week session
- One eight-week session
- Two six-week sessions

Semester credit hours are granted in adherence with the Ohio Board of Regents guidelines awarding one semester hour for the equivalent of a minimum of 750 minutes of formalized instruction that typically requires students to work on out-of-class assignments an average of twice the amount of time as the amount of formalized instruction (minimum 1500 minutes).

CSU’s course scheduling time blocks were approved by Faculty Senate and are distributed annually to all department chairs, course schedule liaisons and associate deans. The academic
calendar and final exam schedule, also approved by Faculty Senate, are available on-line at [http://www.csuohio.edu/enrollmentservices/Registrar/calendar/](http://www.csuohio.edu/enrollmentservices/Registrar/calendar/). All courses and corresponding credit hours appear in the undergraduate and graduate catalogs, available on-line at [http://www.csuohio.edu/undergradcatalog/](http://www.csuohio.edu/undergradcatalog/) or [http://graduatestudies.csuohio.edu/catalog](http://graduatestudies.csuohio.edu/catalog).

Credit hour values can also be found in the schedule of classes for each term, which can be accessed at [https://campusnet.csuohio.edu/guest/stage.htm](https://campusnet.csuohio.edu/guest/stage.htm).

Students academic transcripts record credit hours and grades earned for all courses attempted by semester and in cumulative totals.

2. The credit hour requirements for CSU degree programs have been reviewed and approved by the Cleveland State University Faculty Senate, Board of Trustees, and the Ohio Board of Regents. The length of CSU degree programs is within a comparable range of peer institutions.

The process for approving new programs at CSU involves extensive University review and, by State law, authorization by the Ohio Board of Regents. The Board of Regents database stores the credit hour requirements of all degrees in the State of Ohio, reports the number of degrees awarded by each school and the average number of credit hours accumulated by all degree recipients. Data to compare CSU degree programs and graduates can be found in the OBOR annual Performance Reports [http://regents.ohio.gov/perfrpt/performance_reports.php](http://regents.ohio.gov/perfrpt/performance_reports.php).

CSU offers bachelor’s degrees ranging from 125-154 semester credits, master’s degree programs ranging from 30-81 credit hours, doctoral degrees ranging from 60-112 credits and a Juris Doctor that requires a minimum of 90 credits. Some programs contain various concentrations or tracks resulting in minor variations in the number of credits required within a particular program.

Program requirements are published in the Undergraduate and Graduate Catalogs. Advisors and students pursuing undergraduate degrees use the University’s automated degree audit system to determine remaining requirements and track progress toward a degree.

**Tuition**

Cleveland State University charges tuition based on a student’s residency (in-state versus out-of-state); the number of credits taken (with a “band rate” for 12-16 credit hours); and the level of courses and programs (undergraduate, graduate, doctoral, law). Information about tuition and fees is accessible from the University’s website [http://www.csuohio.edu/offices/treasuryservices/tuition/](http://www.csuohio.edu/offices/treasuryservices/tuition/).

Almost all CSU programs fall within the regular tuition structure. Eight CSU programs have or will have program-specific tuition:

- Standard Accelerated MBA Program (SAMBA)
- Global Accelerated MBA Program (GAMBA)
- Executive MBA (EMBA)
- Doctor of Business Administration (DBA)
- Diversity Institute
- Master of Public Health (MPH)
- Master of Fine Arts - Creative Writing (MFA)
- Music Therapy Program

**Standard Accelerated MBA Program**

SAMBA has a program fee of $546.88 per credit hour.
Global Accelerated MBA Program
GAMBA is a new program beginning in Academic Year 2010. The program includes an international trip as part of the curriculum. The program fee of $640.63 per credit hour applies to both Ohio residents and non-residents.

Executive MBA Program
The EMBA program is a 22 month program. The program cost for the fall 2010 cohort is $36,900.

Doctor of Business Administration
The DBA program will soon be an international program offered jointly between Cleveland State University and Groupe ESC Clermont Graduate School of Management in Clermont-Ferrand, France. The five year program fee of $68,000 is paid over a four-year period ($17,000 per year). For students unable to complete the program in the allotted time, the tuition will be calculated at the current non-resident doctoral instructional rate after the fifth year. This joint program is expected to begin in the fall 2010 semester.

Diversity Institute
The Diversity Institute program includes both a certificate program ($15,006.80) and a masters degree ($20,883.67).

Master of Public Health
CSU’s MPH program is part of the Consortium of Eastern Ohio Master of Public Health - a multidisciplinary, interdepartmental consortium with courses and faculty at Cleveland State, Ohio University, Northeastern Ohio Universities and Colleges of Medicine and Pharmacy (NEOUCOM), the University of Akron, and Youngstown State University. Many courses are taught by distance learning, and students may take courses at any of the campuses. The $500 per credit hour tuition for the MPH consortium is based on NEOUCOM’s tuition, since the program is centered there.

Master of Fine Arts
The MFA in Creative Writing is part of the Northeast Ohio Universities Master of Fine Arts in Creative Writing—a multidisciplinary, interdepartmental consortium with courses and faculty at Cleveland State, Kent State, the University of Akron and Youngstown State University. Administrative responsibility for directing the program rotates among the universities, as stipulated in the initial proposal to the Ohio Board of Regents. The MFA in Creative Writing tuition and fees will be set annually by the consortium’s Administrative Committee in late winter/early spring and approved by the boards of trustees at each participating institution. Any increases will be implemented annually to all students enrolled in the program, not by cohort. Tuition will be determined on a per-credit-hour basis taking into consideration the current Ohio Board of Regents fee assumption rate and tuition rates of similar programs. A separate general fee cannot be charged. Tuition for the MFA consortium is $460 per credit hour. The MFA consortium tuition rate, which includes instructional fees and general fees, reflects the sum of the highest tuition and general fees among the participating institutions.

Music Therapy Program
The Music Therapy Program is offered in conjunction with Baldwin-Wallace College, home of the Cleveland Music Therapy Consortium. The instructional fees for the program apply only to Music Therapy courses taken at Baldwin-Wallace College in the Cleveland Music Therapy Consortium and are comprised of the CSU undergraduate tuition rate of $341.50 per credit hour plus the consortium “rider” of $476.50 per credit hour. The program rider applies to both Ohio residents and non-residents. Non-resident CSU undergraduate students are subject to the undergraduate out-of-state surcharge on the CSU portion of the fee.
II. Student Complaints

Section 13.3: The commission “expects an affiliated organization to provide a comprehensive evaluation team with an organizational account of the student complaints it has received and their disposition. This account should cover the two years of operation preceding the comprehensive evaluation… One manner of accounting is a log that tracks complaints from inception to disposition…[T]he commission believes that the reporting obligation should focus principally on nontrivial complaints, either academic or non-academic, made formally in writing, signed by a student, and addressed to and submitted to an organizational officer with the responsibility to handle the complaint.

Organizational Records of Student Complaints

Cleveland State University complies with the Commission’s expectations for maintaining records of student complaints and their disposition.

Informal student complaints are addressed as expeditiously as possible, typically within the office or department within which the complaint originates or by the University Ombudsperson or the Affirmative Action Office. Informal or “second-hand” complaints that come directly to the Office of the President or the Office of the Provost are generally referred to the appropriate office or department with responsibility for the area of the complaint.

Procedures and timelines for handling formal complaints are outlined in The Code of Student Conduct. This publication contains the Student Conduct Code, Academic Regulations and Procedures and Student Grievance Procedures, Credit by Examination, Grade Reporting, Incomplete Grades, and FERPA information. It can be accessed at the Student Life website (http://www.csuohio.edu/studentlife).

Records of formal, written student complaints where a hearing was held are kept in the office of Judicial Affairs and are maintained for 10 years.

Office of Judicial Affairs

The Office of Judicial Affairs and the Judicial Affairs Officer seek to foster a campus community that provides students with the opportunity to reach their educational goals and that protects the health, safety, property, and human rights of faculty, staff, and students. The Office of Judicial Affairs serves the University by helping to maintain a safe and secure campus community through the administration of the Student Conduct Code. To help carry out the mission of the University, the Office of Judicial Affairs enforces the appropriate rules, regulations and policies. When complaints about student behavior are made, students may be charged with violations of the Student Conduct Code.

Grievances filed by students are handled by either the University Ombudsperson or the Affirmative Action Office as follows:

University Ombudsperson

The University Ombudsperson has the official role of protecting the interests and rights of all members of the Cleveland State University community by being an impartial, trustworthy person to oversee conflict resolution procedures and assure due process for all parties involved in a conflict. The ombudsperson strives to achieve informal resolutions of disputes; provides informal, confidential mediation; advises complainants of their rights; identifies the correct bodies to which petitions and requests should be addressed; helps complainants prepare supporting paperwork in clear and concise form; and offers an avenue through which persons with grievances can express their concerns and develop a constructive perspective on their situation.
Affirmative Action Office
The Affirmative Action Office (AAO) is responsible for the administration of the University’s equal opportunity and affirmative action policies, programs and procedures. The AAO works cooperatively with all University departments and units to provide training and information on unlawful discrimination and affirmative action issues to increase awareness of these issues throughout the University community and promote the full participation, well-being and equitable treatment of all students, faculty and staff, regardless of age, race, color, religion, national origin, sex, sexual orientation, disability or veteran status.

The Affirmative Action Office is primarily responsible for the investigation and resolution of all complaints of unlawful discrimination, including complaints of sexual, racial and any other types of unlawful harassment. A fair and prompt resolution of discrimination complaints is usually completed within 15 working days. Appropriate action is taken when necessary.

The Affirmative Action Office reports directly to the President of the University.

In addition, the Dean of Students Office serves as the delegated authority for matters related to student complaints for out-of-classroom situations.

The Office of Graduate Studies and Research, handles graduate student complaints. Procedures and timelines are outlined in the Graduate Catalog.

Academic Regulations
Academic Regulations are found in both the Cleveland State University Undergraduate Bulletin and the Cleveland State University Graduate Bulletin. They can be assessed online at the Undergraduate website (http://www.csuohio.edu/undergradcatalog) or at the Graduate website (http://www.csuohio.edu/gradcollege/catalog).

Grade Disputes
If a student disagrees on a grade issued, the student may request a meeting with the faculty member and his or her superior, whether it is chairperson or dean. If the matter is not resolved, the issue then follows collegiate procedures and may come before a review committee. A recommendation is made to the University Admissions and Standards Committee of the Faculty Senate by the college.

Academic Misconduct
The policy on Academic Misconduct can be found on page 19 of the Student Code of Conduct (https://mycsu.csuohio.edu/studentlife/StudentCodeOfConduct.pdf). When students have disagreements about allegations of academic misconduct, they can petition the Academic Misconduct Review Committee for a hearing. The Review and Committee is a standing committee of two faculty members elected at large by the faculty, and draw from the entire University faculty; one student member of the University Judiciary, elected by members of that body; and the Judicial Affairs Officer, a non-voting, ex-officio member. The jurisdiction of the Review Committee is limited to academic misconduct grievances between a student and faculty member or academic administrator. In any matter brought before it, the Review Committee, with due notice, shall hear the matter. The student charged shall have the right to be present, with or without counsel, and to examine all evidence and witnesses. The hearing will be closed to the public unless the student specifically requests in writing that it should be open. The Judicial Affairs Officer shall serve as the repository of the records of this Committee.
The professional and graduate schools at Cleveland State University have adopted their own misconduct codes and procedures for resolution that are consistent with high academic principles and the standards of their professions or their accreditation organizations.

**III. Transfer of Credit**

Section 3.11: Each institution shall determine its own policies and procedures for accepting transfer credits, including credits from accredited and non-accredited institutions, from foreign institutions, and from institutions which grant credit for experiential learning and for non-traditional adult learner programs. An institution’s periodic review of its transfer policies and procedures should include evaluation of their clarity to those who administer them, to the students who follow them, and to employers and other stakeholders. It should also include the consistency of their interpretation and application throughout the institution, as well as their responsiveness to new types of learning opportunities outside institutions of higher education.

At the time of initial accreditation or reaffirmation of accreditation, the Commission will confirm that an institution has transfer policies that are publicly disclosed and that such policies include a statement of criteria established by the institution regarding transfer of credit earned at another institution.

Admission requirements for transfer students at CSU are clearly listed on the transfer admission web page, the online undergraduate catalog, and the “Next Steps” publication that is mailed to all prospective transfer students. If denied, students may initiate the openly disclosed appeals process. They may also follow the personalized recommendations listed on their admission decision letter to fulfill requirements to gain future admission to CSU.

**IV. Verification of Student Identity**

Sections 3.12 and 3.12(a): Institutions offering distance education or correspondence education, as specified in the federal definitions reproduced herein solely for reference, shall have processes through which the institution establishes that the student who registers in the distance education or correspondence education courses or programs is the same student who participates in and completes and receives the academic credit.

In verifying the identity of students who participate in class or coursework the institution may make use of a variety of methods, including but not limited to: (1) secure login and pass code; (2) proctored examinations; and (3) new or other technologies and practices that are effective in verifying the identity of students. Such methods must have reasonable and appropriate safeguards to protect student privacy. Institutions must notify students at the time of registration or enrollment of any projected additional student charges associated with the verification of student identity, such as separate fees charged by proctoring services, etc.

Cleveland State University primarily uses Student Identification/User Identification and password or paraphrase for Distance, Online, or Correspondence Education. The University also uses the following:

- Physical proctoring for exams (e.g. test centers)
- Webcam monitoring devices
- In-person presentations or other interactions including voice recognition
- Writing style software for anti-plagiarism (Turnitin.com)
- Answering questions in the midst of testing
As of March 2010, the University does not have a system to re-verify student identity at exams or other evaluations. The University is currently developing such a system and plans on having it in operation in fall semester 2010. CSU plans on implementing Student ID and password/webcam proctoring by that time.

V. Title IV Programs and Related Responsibilities

Applicable Commission Policies: 1.6, Institutional Compliance With The Higher Education Reauthorization Act; 3.2(D)1, Changes In Institutional Mission Or Characteristics.

The commission “expects that its affiliated institutions comply if required with the Title IV requirements of the Higher Education Reauthorization Act. Therefore, institutions will provide teams for review and consideration the most recent default rates (and any default reduction plans approved by the Department of Education) and any other documents concerning the institution’s program responsibilities under Title IV of the Act, including any results of financial or compliance audits and program reviews.”

The commission expects institutions receiving Title IV funds…

[1] “to provide copies of documents relevant to Title IV compliance or…a clear index of where those documents might be readily found”;

[2] to “evaluate the…default rate, if any, and…plans for reducing default;” and

[3] to comment on “other Title IV-mandated student notification requirements such as campus crime-reporting and release of completion/graduation rates, with particular focus on deficiencies or corrective actions demanded by the USDE or other governmental agencies.”

“If renewal of eligibility, program audits, or other USDE actions raise significant issues, the organization will…address those issues and subsequent corrective measures in the self study report.” (Handbook of Accreditation, p. 8.2-2).

1. General Program Responsibilities.

*Cleveland State University will provide copies of documents relevant to Title IV compliance to the Higher Learning Commission site team.*

Documents relevant to Title IV compliance are available in the Office of Financial Aid (Program Participation Agreement; and Eligibility and Certification Approval Report). The Office of General Accounting is able to provide the annual A-133 audit results. Copies of some documents are available in the Virtual Resource Room.

2. Financial Responsibility Requirements

CSU is considered financially responsible by virtue of being part of the University System of Ohio. CSU is subject to annual audits under the guidelines of OMB Circular A-133. Among other things, this audit tests CSU’s compliance with Title IV regulations. Audits are performed by accounting firms under contract with CSU and the State of Ohio Auditor.

The last two audits, in 2008 and 2009, were performed by Plante & Moran. There were no findings in either audit that were considered material weaknesses or significant deficiencies in CSU’s internal controls over its administration of Title IV programs. In fact, the 2009 audit contained no findings whatsoever related to Title IV programs. In 2008, there was one minor finding where one request for a deferment of a Perkins Loan was not dated and signed.
3. Campus Crime Information and Related Disclosure of Consumer Information

Cleveland State University prints the following information in the annual *Policies for a Safer Campus* Brochure, which is a compilation of information mandated by federal law:

The brochure contains the following information:

- University drug and alcohol regulations; information about the effects of selected “date rape,” prescription, and other drugs; and abuse prevention programs
- Drug and Alcohol Abuse prevention
- Uses and Effects of Drugs of Abuse
- Drug and Alcohol Counseling Treatment and Rehabilitation Programs
- Drug and Alcohol Education Programs
- Local State and Federal Sanctions for Unlawful Drug Use
- State Law
- Alcohol Related Offenses
- Federal Trafficking Penalties (including Marijuana)
- Ohio’s Criminal Penalties for Illegal Drug Selling and Possession
- Descriptions of campus/community safety, and security services
- Crime-reporting information
- Campus crime rates
- Information about the Federal Sex Crimes Prevention Act and
- State and local sexual-offender registries.

As noted in the publication, the information on crime rates is compiled as follows:

- University Police Department compiles the crime statistics data from the Uniform Crime Reports and the report files. Input data are received from the Department of Residence Life, the Office of Student Judicial Affairs, the Cleveland Police Department and surrounding area law enforcement agencies. The other policy disclosures required by the Cleary Act are received from the appropriate offices for inclusion in the *Policies for a Safer Campus* Brochure. As with the Uniform Crime Reports, data are compiled for the previous calendar year. The Cleary Act also requires that the data for the two years prior to the current year be published and is included in the publication.

The *Policies for a Safer Campus* Brochure is posted online at [http://www.csuohio.edu/offices/police/safety/09PoliciesSaferCampus.pdf](http://www.csuohio.edu/offices/police/safety/09PoliciesSaferCampus.pdf) and available annually to all CSU students, faculty, and staff. The publication is mailed to all currently enrolled students by October 1 and sent to faculty and staff through CSU campus mail. In addition, the *Policies for a Safer Campus* Brochure is distributed to all campus offices and made available in plain view for anyone visiting those offices. The Human Resources Department mails the publication to all new hires.

Campus crime alerts, links to area sexual-offender registries, and a link to comparative statistics on campus crime are posted on the Cleveland State University Police Department website at [http://www.csuohio.edu/offices/police](http://www.csuohio.edu/offices/police). The CSU Police Department maintains mutual-aid agreements with the Cleveland City Police Department and other state universities in Ohio to facilitate cooperation and exchange of information.

To comply with the Drug Free Schools Act, the Office of Judicial Affairs collaborates with CSU Health Services, to compile information for the Biennial...
Drug Free Schools Report. Copies of the report are maintained in both offices.

4. Student Loan Default Rates
Cleveland State University’s FY 2005, FY 2006, and FY 2007 federal loan default rates were below national averages. The official default rates for the following three years, computed by the U.S. Department of Education are:

**Fiscal Year 2005**
- Number of borrowers entering repayment: 3,742
- Number of borrowers who entered repayment and defaulted: 114
- Official cohort default rate: 3.0%

**Fiscal Year 2006**
- Number of borrowers entering repayment: 4,250
- Number of borrowers who entered repayment and defaulted: 124
- Official cohort default rate: 2.9%

**Fiscal Year 2007**
- Number of borrowers entering repayment: 3,509
- Number of borrowers who entered repayment and defaulted: 124
- Official cohort default rate: 3.5%

Cleveland State University also submits, through the Fiscal Operations Report and Application to Participate (FISAP), default rates for the Perkins Loan Program.

On June 30, 2008, the cohort default rate for the Perkins Loan Program was 12.12%. Cleveland State employs an Account Clerk on a full-time basis who has coordination responsibility for the Federal Perkins Loan program; she performs the daily administration and has repayment negotiation responsibilities for the Program. In addition, ECSI Corporation, a third-party billing agent, performs all billing, invoicing and collections on behalf of Cleveland State University students in the Perkins Loan repayment program.

By Ohio statute, Cleveland State University must use the Office of the State Attorney General for collection of delinquent loans. The University assigns delinquent Perkins Loans to the Department of Education.

5. Satisfactory Academic Progress and Attendance Policies
Cleveland State University’s Standard of Academic Progress (SAP) Policy complies with Federal Regulations, cited below at it pertains to SAP.

- HEA Sec. 484(c),
- 34 CFR 668.16(e)
- 34 CFR 668.32(f)
- 34 CFR 668.34

Cleveland State University’s Standard of Academic Progress Policy is available for all students from Campus 411, our one-stop enrollment services center, and the Financial Aid Office. The policy is located on the Enrollment Services website [http://www.csuohio.edu/enrollmentservices/financialaid/sap.html](http://www.csuohio.edu/enrollmentservices/financialaid/sap.html) and is available for download.

6. Contractual Relationships
CSU does not contract with any non-accredited third-party provider for 25-50% of academic content associated with any degree or certificate program.
VI. Disclosures in Advertising and Recruiting Materials

Sections 12.5 and 12.5 (a): The Commission will require that an affiliated organization provide fair and accurate information regarding its programs and its policies affecting students. Advertising and recruiting materials must evidence the same fairness and accuracy the Commission expects in an organization’s catalog and student handbooks.

If the organization chooses to reference its accreditation status in advertising and recruitment materials, it will accompany that reference with information on how to contact the Commission. The organization shall provide the Commission’s address and telephone number, or it may use the Commission’s website address in lieu of this information. Electronic materials shall use the Commission’s collective membership mark.

The University has revised any references to affiliation with the Higher Learning Commission to list the URL of the Commission’s website rather than its street address, and the Commission’s local, rather than toll-free, phone number. Statements in any publications that still use the street address and “800” telephone number will be amended when those publications are reprinted.

The University lists the Commission’s URL and local phone number as directed in the Handbook of Accreditation in its Undergraduate Bulletin (www.csuohio.edu/undergradcatalog) and Graduate Bulletin (http://graduatestudies.csuohio.edu/catalog).

All official CSU publications include the contact information for Cleveland State University—both URL and phone number—so that potential and current students are aware of how to reach the University.

In addition, Cleveland State’s address and phone number appear on many pages of the University’s official website and in many university publications, including recruiting, fundraising, events, and community partnership publications.

VII. Relationships with Other Accrediting Agencies and State Regulatory Boards

CSU programs that have specialized accreditation are listed in Appendix 5.2 and on the office of Institutional Research and Analysis website (http://www.csuohio.edu/offices/iraa/bot/bot2009.pdf).

All schools and programs that have specialized accreditation are in good standing with their respective accrediting bodies. The Office of Planning, Assessment and Information Resource Management collects and reports this information annually in their publication, Book of Trends (http://www.csuohio.edu/offices/iraa/bot/bot2009.pdf).

VIII. Public Notification of Comprehensive Evaluation Visit and Third Party Comment

Section 12.6. The Commission shall seek comment from third parties about institutions being evaluated for accreditation or candidacy. Institutions scheduled for comprehensive evaluations shall publicize the forthcoming evaluation in accordance with established Commission procedures regarding content, dissemination, and timing.

In order to reach a wide constituent audience, the University placed an advertisement in three area newspapers seeking third party comment. The announcement, which was placed in The Plain Dealer, Call & Post, Cleveland Jewish News, and Crain’s Cleveland Business, ran during the week of August 1, 2010.