IMPORTANT SULLIVAN UNIVERSITY
DIRECT DIAL PHONE NUMBERS

- Accounting Office: 456-6507
- Administration: 456-6506
- Admissions: 456-6505
- Bookstore: 456-0030
- Business Office: 413-8310
- Career Services: 413-8600
- Department of Public Safety: 413-8888
- Faculty Center: 413-8673
- Financial Planning: 456-6771
- Gardiner Point Residence Hall Reception: 213-8333
- Graduate School: 413-8678
- Housing & Residence Life: 213-8330
- IT Helpdesk: 413-8800
- Library: 456-6773
- Main Campus: 456-6504
- National Center for Hospitality Studies: 456-0013
- Registrar/Enrollment Services: 456-6508
- Student Services: 413-8610
- The Bakery: 452-1210
- Wellness Center: 456-0029
- Winston’s Restaurant: 456-0980

HOURS OF OPERATION:

Under normal circumstances, the classrooms and computer labs will be unlocked and open during the following times:

- **Monday - Friday**: 6:30 a.m.–10 p.m.
- **Saturday**: 7 a.m.–9:40 p.m.
- **Sunday**: 8 a.m.–5 p.m.

TARC:

The Transit Authority of River City (TARC) is the metropolitan bus system for the city of Louisville and Southern Indiana. The system has many convenient bus stops including one directly in front of Sullivan University. Students are encouraged to utilize TARC as an economical alternative to their daily commute. Questions regarding TARC should be directed to the TARC customer service line at 502-585-1234. www.ridetarc.org

ENROLLMENT SERVICES/REGISTRAR

- **Monday-Thursday**: 7:30 a.m.–10 p.m.
- **Friday**: 7:30 a.m.–4:30 p.m.
- **Saturday**: 8 a.m.–1:30 p.m.

Services Offered:
- Transcripts
- Drop/Add Classes
- Turn In & Pick Up Schedule Cards
- Extension 8515

FINANCIAL PLANNING

- **Monday-Thursday**: 7:30 a.m.–8 p.m.
- **Friday**: 7:30 a.m.–4:30 p.m.
- **Saturday**: 8 a.m.–1 p.m.

Extension 8580

CAREER SERVICES

- **Monday-Thursday**: 7:30 a.m.–5:00 p.m.
- **Friday**: 7:30 a.m.–4:30 p.m.

BUSINESS OFFICE

- **Monday-Thursday**: 7:30 a.m.–6:30 p.m.
- **Friday**: 7:30 a.m.–4:30 p.m.

Services offered:
- Parking permits
- Pay parking fees
- Pay tuition

A LA CARTE CAFÉ

- **Monday-Thursday**: 6:45 a.m.–8 p.m.

Closed on Friday

STUDENT SERVICES/PUBLIC SAFETY

- **Monday-Friday**: 7:30 a.m.–5 p.m.

Services Offered:
- Student Life/Events & Activities
- Housing & Residence Life
- Lost & Found
- Public Safety/Security
- Educational Brochures/Literature

LIBRARY

- **Monday-Thursday**: 6:30 a.m.–9:45 p.m.
- **Friday**: 8:00 a.m.–4 p.m.
- **Sunday**: 12 p.m.–5 p.m.

library.sullivan.edu

BOOKSTORE

Our Bookstore is located at the rear of the Ala Carte Café.

- **Monday - Thursday**: 7:30 a.m.–3 p.m. & 5:00 p.m.–8:00 p.m.
- **Friday - Saturday**: 9:00 a.m.–12 p.m.
Note: The provisions of this guide will ordinarily be applied as stated, however, Sullivan University reserves the right to change any provision listed in this handbook without actual notice to individual students. Effort will be made to keep students advised of any such change. Information on changes will be available in the office of Student Services.
BAKERY MAP

Sullivan University
“The Bakery”

Note: The provisions of this guide will ordinarily be applied as stated, however, Sullivan University reserves the right to change any provision listed in this handbook without actual notice to individual students. Effort will be made to keep students advised of any such change. Information on changes will be available in the office of Student Services.
DISABLED STUDENT SERVICES:

Sullivan University is strongly committed to the success of students, faculty, staff and visitors with disabilities. The University and its staff also strongly support the tenets and the spirit of the Americans with Disabilities Act (ADA). To properly support those with disabilities and for responding to requests for disability-related accommodations, anyone enrolled or visiting the University in need of accommodation should see the following individuals for assistance:

- Undergraduate or Graduate students with academic-related disabilities: Contact administrative Associate Dean or Dean
- Mobility-related or other needs: Contact Vice President of Student Services

All individuals listed above may be contacted through the Administrative Office at 502-456-6506.

PLUS FRIDAY:

PLUS Friday is one of Sullivan University’s unique approaches to assist students academically. This academic “extra” is designed to provide more individualized help for students who are behind in their studies, miss class during the week, or just want to get ahead for the next week. Full time faculty are on campus from 8:00 a.m. to noon (part time faculty are available by appointment) to provide assistance. Attendance for some students on PLUS Friday may be mandatory at the discretion of the instructor.

I.D. CARDS:

During registration, each student is given a University photo I.D. card which gives entrance to University sponsored activities. In addition, a University I.D. is required to check out library materials and to make purchases in the Bookstore against one’s financial aid account. The University I.D. is also required for check cashing services and to use the discount I.D. program. Students needing a replacement I.D. should inquire at the Administrative Office. There will be a $3 replacement charge.

LOCKERS:

Lockers are available through the Bookstore on a first-come, first-served basis. Lockers are available on the Main Campus and at the West Campus. All locker fees are payable at registration or in the Bookstore. Questions regarding lockers should be directed to the Bookstore staff.
Sullivan University encourages and supports open and frequent communication between all individuals associated with the University. In keeping with that commitment, the University has several modes of communication as follows:

**STUDENT PORTAL:**
Students are expected to regularly access their Student Portal by logging in at studentportal.sullivan.edu. Several departments utilize the Student Portal to communicate news and events, as well as pertinent information regarding your schedule, grades, financial aid, etc. The portal contains helpful links to your email, online classes, student and public folders. Unofficial transcripts can be printed from the Student Portal. Graduates will continue to have access to the Portal and inactive students will have access for six months after their last quarter. Sullivan’s Student Portal is the primary communication tool to learn about academic and financial holds. More information on how to log onto the Student Portal is contained within this document. (page 10)

**BULLETIN BOARD:**
Students, clubs, faculty and administrators are encouraged to utilize the bulletin board located in the southeast stairwell for posting flyers and miscellaneous information.

**GUARANTEED ANSWER SUGGESTION BOX:**
University administrators and faculty urge students to use the Suggestion Box to make their concerns known. To submit a suggestion, drop your suggestion in the Suggestion Box by the Café or e-mail to suggestionbox@sullivan.edu. Suggestions will receive a prompt response by the appropriate individual. Suggestions, signed or unsigned, of general interest may be printed and responded to in the weekly newsletter.

**NEWSLETTER:**
The weekly newsletter, the “Student Scene,” allows the University to communicate both academic and social information to all students. This is the “key” method by which students receive information. Students are encouraged to pick up a newsletter each week. The newsletter is also available electronically through the Student Portal.

**SULLIVAN HERALD:**
The University newspaper is published and distributed several times per year. It informs students of past activities and upcoming events.

**DEAN ALERT:**
Students are encouraged to register for the Dean Alert notification system. Students can receive notifications via text (SMS), email, or phone regarding school closings or campus emergencies. Students can register by going to deanalert.com.

**SULLIVAN EMAIL:**
The Sullivan University e-mail system is considered an official means of communication. Everyone in the campus community is expected to check their e-mail on a regular basis. See the Computer Usage Policy for additional information, proper usage and responsibility.

**WHERE TO PARK**
Main Campus-any available parking place except visitors, disabled spaces, spaces marked with a "W" or library lot. If you have a state issued disabled placard that allows you to park in disabled parking, please remember to display the permit while parked in any space reserved for the disabled.

**West Campus shuttle service:**
Monday-Thursday
7:30 a.m. - 3:00 p.m.
& 5:00 p.m. - 10:00 p.m.
RESOURCES

LIBRARY
Monday-Thursday 7 a.m.–9:45 p.m.
Friday - Saturday 8 a.m.–4 p.m.
Sunday 12 p.m.–5 p.m.
library.sullivan.edu
Extension 8630

SERVICES OFFERED

Ask-A-Librarian: Sullivan students may contact librarians via the Library's homepage for online library support.

Electronic Database Classes: Classes on the use of the Library's electronic databases and card catalog are scheduled on Saturdays of weeks 2 - 9 each quarter. See the Library website for specific dates.

Interlibrary Loan: Materials not owned by the Library may be borrowed from other libraries in the region. For more information, call 502/456-6773.

Library Alert: A service designed to alert SUS users via passive email notices of the latest materials received in the Library. (http://library.sullivan.edu/libalert.htm)

Library Computer Lab: Contains 18 work-stations and a built-in computer/VCR projection system. Faculty may reserve this lab at the Library circulation desk.

Library Instruction: At the instructor's request, librarians will provide Library orientations in the use of general or specific resources.

PC for the Disabled: The Library has a workstation for use by the disabled. The height-adjustable workstation features a computer with adaptive software and hardware.

Faculty Reserves: Faculty may reserve materials for student use for a specified time period.

Smart Classrooms: The Library's four classrooms, L01, L02 and L08 (see map) are all smart classrooms, i.e. equipped with screens/TVs, VCRs and computers connected to the Internet. Faculty may reserve these rooms by contacting the librarians.
THE WELLNESS CENTER

The Sullivan Wellness Center (SWC) exists to help students balance personal and interpersonal stressors in an educational context.

Monday - Thursday for appointments usually between
10 a.m. and 6 p.m.
Fridays from 9 a.m.–3 p.m.
www.sullivan.edu/wellness_center

The SWC is housed on the lower level of Sullivan’s Main Library in Room L04.

To make an appointment or inquire about services, it is as simple as calling a direct confidential number:
From off campus to (502) 456-0029
On campus to Extension 8617
Out of the area toll-free: 1-800-844-1354 & request Extension 8617.

If you leave a message, the director promises to try to reach you within 24 hours or sooner.

DRESS STANDARDS

As a private institution, Sullivan University maintains very high expectations of its students, faculty and staff. One expectation is that students arrive for class dressed in a manner that is presentable and suitable for a learning environment. A description of acceptable and unacceptable attire may be found in the Student Handbook which is available through the Student Portal.

Every Wednesday, day school students are required to participate in Professional Dress Wednesday. This policy requires students to dress professionally, as though they were going on a professional job interview. Gentlemen are expected to wear dress slacks and a dress shirt with necktie and dress shoes. Ladies are expected to wear a professional pantsuit, dress or skirt and blouse with dress shoes. More information may be found in the Student Handbook; students who do not abide by the professional dress policy on Wednesdays will be asked to leave class. Students in a program with a prescribed uniform will be expected to wear their uniform each Wednesday.

CAREER SERVICES (CS)

Career Services Staff are here to assist all graduates with their employment. Graduates also have a FEE FREE lifetime assistance in their job search in their field of study. We also assist graduates in improving their career search marketing pieces such as resumes, cover letters and other correspondence to prepare them for their job search. We plan two Career Expos a year open to students and alumni who wish to attend.
TIPS FOR SUCCESS

ATTENDANCE
Sullivan cares that students attend classes. Just as showing up for work is critically important to job security and work effectiveness, showing up for classes is critically important for mastering the career skills and concepts necessary to get, hold, and be promoted on a job. Every effort should be made to attend every class and/or laboratory session. If an absence is unavoidable, the student should attempt to contact the University to alert the instructors of the absence and the reason for it. If it becomes necessary for a student to drop a class, an official withdrawal form must be acquired from the Enrollment Services Office, completed and given to the personnel in the Enrollment Services Office. Students with several absences that are considering withdrawing from the course, should ensure that withdrawal documents are processed as soon as possible.

Each quarter a census is taken to determine whether students who were in attendance at the beginning of the quarter are active or inactive in each of their classes. This takes place when 60+% of the quarter has been completed which is approximately the end of the seventh week. Students who are not considered “active” in a class at the time of the census will receive the grade of NF for that class.

Students who are determined to be inactive by an instructor will be dropped from the class. Inactive status can be caused by a combination of poor attendance, failure to turn in assignments, failing to take scheduled exams, failure to actively participate in class activities, or failure to complete other class requirements. The “NF” grade is placed on the student’s transcript and is the same as an “F” in calculating grade point average and program completion.

TUTORS
Tutors are available in Room 238 to give you extra assistance. Use of the Tutoring Center is a free service.

THESE TAXES CAN BE SUBJECTED TO A CLASS
Please go to the Enrollment Services Office and complete the necessary paperwork. Do not assume that if you stop attending class, you have officially withdrawn. If you do not officially withdraw, you will be charged full tuition for that class, and you will receive a grade of “F.”

IF YOU MUST WITHDRAW FROM SCHOOL
Please make an appointment with the Associate Registrar in Enrollment Services for an exit interview. Again, do not just stop attending class because it will negatively impact both your finances and your GPA.

TUITION RATE GUARANTEE
Typically, Sullivan University, like other universities, increases tuition rates annually. However, unlike other universities, if you continue to take classes, without taking a quarter off, your credit hour or contract rate will remain the same throughout your undergraduate program.

CARPOOLING
Students interested in participating in carpooling can visit a website where Sullivan University students can connect with others interested in sharing transportation costs. To post or review carpooling information, visit the website listed below. Students can sign up for a free carpooling account and communicate with others interested in carpooling to and from school. Remember to review the site’s information on carpooling safety and how to properly set-up and participate in a carpooling agreement.

Visit: http://sucarpool.erideshare.com
Group Password: suride (all lowercase letters)

NO SHOW POLICY:
Any student that does not attend a scheduled class at the start of the term will have that class deleted from their schedule. Day division students will be deleted after the first full week of classes has been completed, while evening division students must attend by the end of the second week.

Notification of those never attending will be made by instructors to the Office of the Registrar, and appropriate schedule changes made prior to the start of the third week of the quarter. Students should sign in to each class period attended during the first two weeks to avoid any questions concerning their attendance.
ACADEMIC CALENDAR

YEAR BY QUARTER | 2012 | 2013 | 2014
---|---|---|---
Winter Quarter | January 3 - March 18 | January 2 - March 17 | January 6 - March 23
Holidays | | | |
ML King, Jr. Holiday | January 16 | January 21 | January 20
Spring Break | March 19 - 23 | March 18 - 22 | March 24 - March 28
Spring Quarter | March 26 - June 10 | March 25 - June 9 | March 31 - June 15
Holidays | | | |
Memorial Day | May 28 | May 27 | June 26
Summer Break | June 11 - 22 | June 10 - 21 | June 16 - June 27
Summer Quarter | June 25 - September 9 | June 24 - September 8 | June 30 - September 14
Holidays | | | |
Independence Day | July 4 | July 4 | July 4
Labor Day | September 3 | September 2 | September 1
Fall Break | September 10 - 21 | September 9 - 20 | September 15 - September 26
Fall Quarter | September 24 - December 16 | September 23 - December 15 | September 29 - December 21
Holidays | | | |
Thanksgiving Week | November 19 - 23 | November 25 - 29 | November 24 - November 28
Winter Break | December 17 - 31 | December 16 - 31 | December 22 - December 31

DAY DIVISION REGULAR & INCLEMENT WEATHER SCHEDULE:

<table>
<thead>
<tr>
<th>Class Period</th>
<th>Regular Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Period A</td>
<td>7:00 a.m. – 7:50 a.m.</td>
</tr>
<tr>
<td>First Period</td>
<td>8:00 a.m. – 8:50 a.m.</td>
</tr>
<tr>
<td>Second Period</td>
<td>9:00 a.m. – 9:50 a.m.</td>
</tr>
<tr>
<td>Third Period</td>
<td>10:00 a.m. – 10:50 a.m.</td>
</tr>
<tr>
<td>Fourth Period</td>
<td>11:00 a.m. – 11:50 a.m.</td>
</tr>
<tr>
<td>Fifth Period</td>
<td>12:00 p.m. – 12:50 p.m.</td>
</tr>
<tr>
<td>Sixth Period</td>
<td>1:00 p.m. – 1:50 p.m.</td>
</tr>
<tr>
<td>Seventh Period</td>
<td>2:00 p.m. – 2:50 p.m.</td>
</tr>
<tr>
<td>Eighth Period</td>
<td>2:50 p.m. – 3:40 p.m.</td>
</tr>
<tr>
<td>Ninth Period</td>
<td>3:40 p.m. – 4:30 p.m.</td>
</tr>
<tr>
<td>Tenth Period</td>
<td>4:30 p.m. - 5:20 p.m.</td>
</tr>
</tbody>
</table>

In the event of an announced weather-related **DELAY** as opposed to a weather-related **CLOSING**, for day school classes, periods A, 1 and 2 will not meet and the academic day will begin with the third period class at 10:00 a.m. Mandatory make-up days may be required for Periods A, 1 and 2 which are missed due to a delayed schedule. Make-up sessions are usually held during a Plus Friday or Saturday session. Check the “weather watch” website listed below for specific details on closures, delays and/or class make-up information.

http://weatherwatch.sullivan.edu
SULLIVAN SAFETY

The Department of Public Safety is available to students on campus 24 hours a day 7 days a week. Our officers enforce parking rules and regulations, maintain lost and found items for seven business days, respond to emergencies, provide minor medical treatment, conduct routine rounds of the campus, report motor vehicle accidents utilizing the Commonwealth of Kentucky civilian collision report, and work in collaboration with local, state and federal law enforcement agencies. Public Safety provides personal escort services to students, staff and faculty upon request, as well as assist with any safety or security issues that may arise. Public Safety works with all other departments to provide students, staff and faculty the best quality of campus life possible.

HOW TO GET INVOLVED

Intramural Sports
- Basketball
- Softball
- Volleyball
- Bowling
- Soccer

Clubs
- Student Activities Committee
- Student Paralegal Association
- Student Veterans Association
- Step Team
- Gospel Choir
- Outdoor Club

Student Activities
- Welcome Week
- Ice Cream Social
- Walk of Fame
- Spring Luau
- Summer Picnic
- Blood Drive
- Canoe Trip
- Study Night

Activities are open for all students as the University believes sponsored events can provide an enjoyable and beneficial “extra” to each student’s education. Activities also afford the student an opportunity to meet different people and interact with the faculty and staff in a less structured environment. To find out more about how you can get involved on campus; stop by the Student Services office or contact Kim Richardson, Student Life Coordinator, at kdrichardson@sullivan.edu.
LOGGING ON TO YOUR ACCOUNT AT SULLIVAN

Accessing Your Student Mail

Each student has a school e-mail that should be checked regularly. Teachers and staff send messages to this account. You can access by typing into the url:

http://studentportal.sullivan.edu

Click on Communication Center and select email. Click on the blue My Email link.

If you are off campus you will see the following authentication. If you are on campus you will bypass this step.

Username - This is the same as your Student ID. The format is: The first letter of your first name; up to the first five letters of your last name; followed by four numbers (i.e. jstude1234).

Password - This is your social security number without any dashes or spaces (123456789).

Log on to is “SUSCORP”.

To Log Off, click the “Start” button and select the log off option.

Email Address

Your email address is your Student ID followed by "my" and the educational institution you are attending.

Examples: jstude1234@my.sullivan.edu

Select the My Mail button

Once you successfully login, you will be able to view your email from this window below.
Your Student Locker

Each student has a Student Locker. This folder is your personal space on the campus file server. This folder can be used to store your files and will be accessible from classroom and library computers on the campus network. We recommend placing your data here because it is backed up regularly. Once you log into a campus computer you will see an icon of your Home Folder that has been created as a mapped drive (H:).

To access your Student Locker on campus:
1. Log on to a campus computer with your User name and Password.

2. On the desktop, or in the start menu, double-click My Computer.

3. Double-click the network drive icon, as pictured below.

For access to your Student Locker while off-campus, please see the section for accessing your Student Locker from the Student Portal.

Accessing your Home Folder from the Student Portal

Go to:
http://studentportal.sullivan.edu

You are directed to the Student Portal. You will see a login as shown below:

Type your User name (Student ID number) and your Password and click on the login button. Once logged in, go to the Campus Resources section and select the Student Lockers option. After you have selected Student Lockers, you will see a series of buttons like the one shown below.

Select the button for the school you are attending. A pop-up box will appear where you will need to enter: SUSCORP"your user name", and password

You will see your Student Locker listed if your login information was correct.

Make sure you are using Internet Explorer as your web browser. If you are an AOL user, minimize the AOL browser and run Internet Explorer.
EMERGENCY MESSAGES:
The University will make reasonable effort to contact students with emergency messages only. Callers asserting a need to contact a student on an emergency basis will be asked the nature of the emergency by office staff to ensure the requirements of this policy are met. Callers wishing to have a message delivered to a student will not be processed unless the message is of an emergency nature.

PERSONAL PHONE CALLS:
The University’s office phones are not for student use. Personal calls for students, from family or friends, will not be accepted. Students are given messages for extreme emergencies only in accordance with the policy governing emergency messages. While in class, students are asked to turn cell phones off. Should a student forget to turn their cell phone off and it rings, then, to not disturb other students, the student will be asked to leave to take the call. A courtesy phone is available for free local calls and may be found in the northeast stairwell near the disability ramp.

EATING/DRINKING IN THE BUILDING:
Due to the carpeted halls and classrooms of the buildings, eating and drinking are only permitted in the A la Carte Café, and, of course, outdoors. Food and drink are not permitted in classrooms with the exception of capped, bottled water which is to be kept out of sight.

SMOKING POLICY:
Sullivan University believes that education and health are important to every individual and the University has therefore implemented a Smoke Free Campus Policy. Hence, Sullivan University does not permit smoking anywhere inside the building. Smoking is also prohibited within 20 feet of the north cafeteria entrance as well as the walkway and the entrance to the library. Smoking is also prohibited on the disability ramps and landings on the northeast end of the main building as well as on the front entrances where the white columns are located. Your cooperation is greatly appreciated.

TRANSCRIPTS:
A transcript is a permanent and official record of a student’s University courses and grades. Official transcript requests must be submitted online via sullivan.edu/registrar. For each transcript there is a $5 fee which must be paid online with a credit/debit card. Transcripts will only be released if the student’s account is in good standing. It is the responsibility of the student to verify their financial standing prior to submitting a request. Refunds will not be given once the request has been submitted. It is the responsibility of the student to provide Sullivan University with an official copy of any transcript of grades for all classes (secondary and post-secondary) taken prior to attending Sullivan University. These documents should be forwarded from the previous school(s) directly to the Registrar’s Office. A student may be admitted on a provisional basis for one term until the transcript is received. No transcript or diploma will be released until all financial obligations are met.
FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA):

The Family Educational Rights and Privacy Act of 1974, as amended, is a federal law which states: (a) that a written institutional policy must be established and (b) that a statement of adopted procedures covering the privacy rights of students be made available. The law provides that the institution will maintain the confidentiality of student education records.

REGISTER TO VOTE:

Students are encouraged to exercise their right to participate in the democratic process. Voting in local, state and national elections is one of the most direct ways of participating in the process. Voter registration information and the application for a voter registration card are available through a web site sponsored by the Commonwealth of Kentucky's State Board of Elections. The application and information can be accessed by viewing the State Board of Elections web site at: http://www.kysos.com/index/main/elecdiv.asp
FREQUENTLY ASKED QUESTIONS (FAQ’S)

How do I register for classes next term?  
Students attending during the day will need to meet with an academic advisor from the department in which they are majoring prior to submitting a schedule request to the Enrollment Services Office. Once advised and approved, the Advisor will sign-off on the schedule request and the student may submit the schedule request card to Enrollment Services. Evening and weekend students may complete a schedule request card without academic advising, however, such is strongly encouraged for all students. Watch the newsletter for information on academic advising. Not submitting a schedule by week ten could result in cancelled classes due to low enrollment.

Where do I go for questions regarding my account or my financial statement?  
Students receiving financial aid should always discuss their account with their Financial Planning Coordinator. All self pay or company pay students should speak with the Business Manager who is located in Enrollment Services.

When can I expect to receive my expense check?  
Upon completion of your financial aid package, your Financial Planning Coordinator will give you an estimated date of disbursement. Expense funds are not released, however, until funds arrive and all criteria are met. Questions about expense funds should be directed to the Financial Planning office.

Where do I purchase my parking permit?  
Parking permits are purchased in the Bookstore.

I've lost a cell phone, textbook or other valuable item; where should I go?  
The Department of Public Safety maintains a lost and found system; if you lose something, please check with a member of the Public Safety or Student Service's staff.

When do I receive my grades?  
Grades will be posted to the Student Portal shortly after the grade submission deadline at the end of each academic term. Grades are normally only accessed through the Portal; the Enrollment Services Office does not mail grades out to students.

Who should I speak with about a problem I have with an instructor?  
Students are first asked to discuss their concern with the instructor with whom they have the conflict. If the issue is not resolved to the student’s satisfaction, the student would then be directed to speak with the Department Chairperson who supervises the faculty member. If the issue is not resolved at the Department Chairperson level. Please consult your student handbook for the formal policy on Academic Grievances.

I have a question about transfer credit; who should I speak with?  
The University Registrar, whose office is located in Enrollment Services, makes official decisions regarding Sullivan University’s acceptance or denial of transfer credit. Questions regarding the transference of credit into Sullivan University should be directed to the University Registrar.

When are graduation ceremonies held?  
There are two ceremonies planned each year; normally in April and in October. Dates are announced as soon as possible based on the availability of the facility and potential graduates are encouraged to check with the Student Services Office or the Graduation Coordinator in Enrollment Services for additional information on graduation.

Where can I get information on activities, clubs and organizations?  
Stop by the Student Services Office or check out the weekly newsletter for information on campus-based activities, clubs and organizations.

I need to make a phone call; where should I go?  
Office telephones are reserved only for business. A courtesy phone is located in the northeast stairwell and may be used free of charge.

Where can I make copies of a document?  
Photocopiers are available in the Library. There is a nominal charge per copy.

Can I bring my child to class with me if I can’t find a babysitter?  
No; unfortunately, children are not permitted in class. Parents are also strongly cautioned against leaving children unattended on campus while attending class.

Why is there a policy prohibiting eating and drinking in class?  
Students are asked to not eat and drink in class for a few reasons. First, some food odors are offensive or distracting to some people which can detrimentally impact the learning process. In addition, spills occasionally happen which tend to stain the furniture and the carpet. In order to keep the facility looking as good as possible and to promote an optimal learning environment, students are asked to limit liquid consumption to capped bottles of water while in class.