

**Sullivan University**  
**A Parent's Guide to**  
**Frequently Asked Questions**

2011

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## **Academic Affairs / Academic Services**

### **Q: What's the difference between Academic Affairs and Academic Services?**

**A:** The term "Academic Affairs" refers to the entire academic department at Sullivan University which includes instructional services, the library, faculty, tutoring, accreditation and institutional effectiveness.

The term "Academic Services" refers to an actual office area where students may register for classes, review and receive an academic transcript, check on their graduation status, re-enter school after a withdrawal and locate the Registrar, the Director of Academic Services and the evening division administrators.

### **Q: What if a student is having academic problems and difficulty in class?**

**A:** First, they should meet with their instructor. They may also visit the Tutoring Center and take advantage of Plus Friday where all full-time instructors are on campus to give one-on-one help and attention. Consideration should be given to balancing their class-load, work, and family obligations.

### **Q: Does Sullivan University have an attendance policy?**

**A:** Yes, it is in the Sullivan University catalog under "Academic Policy and General Information". Also, each instructor will indicate, on their class syllabus, how they handle student absences. Generally, if a student is not actively engaged in and attending a class, they may be dropped from the class at the mid-point of the term; students who are dropped for attendance normally receive an "F" for the course.

### **Q: What if a student changes his/her address or name during the quarter?**

**A:** They should stop by the Academic Services office and complete an Address/Name change form. An online form can be found and submitted through the Student Portal. Note that housing students are required to keep a "permanent" address on file with the University and for this reason, they are not normally allowed to change their permanent address to their University housing address. Most students leave their parent's address on file as a permanent address while attending school.

### **Q: Can I call in and check on my son/daughter's grades and attendance?**

**A:** Student records at all colleges and universities, including grades and attendance, are protected from unauthorized disclosure by a United States legislative act commonly known as FERPA which stands for the Family Educational Right to Privacy Act. Although you may be funding all or part of your son/daughter's education and while you may be actively engaged and interested in the academic success of your son/daughter, Sullivan University is largely restricted by this legislation from providing parents and others information about student records unless a couple of circumstances exist.

First, the student (presumably over 18 and "legally" an adult) must provide Sullivan University staff with authorization that we may disclose certain information (i.e. grades, attendance information, etc.) and to whom we may disclose it.

Second, Sullivan University staff must be able to verify that any information given is given only to the

individual authorized to receive it. This requirement makes telephone inquiries especially difficult to respond to because Sullivan University staff are often not able to determine who may actually be on the other end of a phone call. To facilitate this process, parents and students may speak with the Academic Services office about completing a release form. Additionally, a code word or protocol may be established to allow a parent to authenticate their status when calling the University for information.

Parents may also accompany their son/daughter to an office to make inquiry; this method of review allows University officials to respond to any inquiry as long as the student who is present at the time consents to its disclosure.

**Q: My insurance company says my son/daughter needs to have an enrollment verification form completed by the University in order for them to remain on my insurance; where should my son/daughter take the form?**

A: The form should be taken to the Academic Services office for completion. Note, however, that enrollment may not be verified until the third week of a term when Sullivan University is certain a student is actively attending class.

**Q: Does Sullivan University offer academic advising to help keep students on track?**

A: Yes, every term, information is published in the Student Scene (weekly newsletter published by the Student Services office) regarding academic advising opportunities. Day school students are required to meet with an advisor before registering for classes; evening division students are strongly encouraged to meet with an advisor. Students and parents should recognize and understand that the Admissions Officer that enrolled the student in school IS NOT the student's academic advisor and they will not be able to provide advising services after a student begins classes. Academic Advisors are normally academic department chairs or members of the academic faculty who intricately understand the courses required for an individual program/major.

**Q: When should my son/daughter register for upcoming terms?**

A: Day students are required to meet with their assigned Academic Advisor, normally beginning in the fifth week of a term to discuss his/her schedule for the following term. Parents should suggest students check the Student Scene for information regarding the advising and registration process. If not known, students can get information about who their academic advisor is from the Administrative office.

**Q: Is there tutoring and/or other academic assistance available?**

A: YES! The Tutoring/Academic Support Center is located in Room 238 of the main building. Both student and faculty tutors are available to assist with a wide variety of subjects. Hours are published each week in the Student Scene. Additionally, all full-time faculty members are on-campus every Friday from 8:00 a.m. – 12:00 noon to provide assistance. Finally, the residence hall has its own peer tutors which are available free of charge to all housing students.

**Q: What if my son/daughter needs to withdraw from a class or from school?**

A: If a student wants to withdraw from a class, they should complete the necessary paperwork in the

Academic Services office. If a student wants to withdraw from school completely, they must make an appointment with the Associate Registrar through the Academic Services office. Students must also notify the Financial Planning office. Because withdrawing from school altogether can have a detrimental effect on a student financially and academically, withdrawing from school should be carefully considered and discussed with appropriate University officials.

**Q: My son/daughter is graduating soon; what should I tell them to do?**

A: In their last quarter the potential graduate needs to attend the graduate seminar. The seminar is conducted six (6) weeks prior to graduation. This is the first step in the graduation process. At that time they will apply for graduation by filling out all necessary paperwork. After completing their paperwork, any questions concerning employment opportunities should be directed to Career Services. Any further questions about graduation should be directed to the Graduation Coordinator who is located in the Academic Services office.

Graduation ceremonies are held twice each year, usually in April and October and graduates must have met all financial and academic requirements in order to graduate. Graduates must participate in the ceremony to receive any honors due. Those who do not attend graduation will receive their certificate, diploma or degree in the mail in 6 – 8 weeks.

**Q: How many classes/credits should my son/daughter take per term?**

A: To be a full-time student, students must take a minimum of 12 credit hours per term. Less than 12 hours would constitute part-time status. The number of courses taken at a time is a personal decision; generally, the more courses a student is able to successfully take each term, the sooner he/she will graduate. Taking fewer courses each term may result in a delayed graduation. Additional consultation may be obtained on this matter from an Academic Advisor or from the staff in the Academic Services office.

**Q: I just learned that my son/daughter has failed a class, has been removed from class or has been disciplined for some reason by a university official – as the parent who is paying part or all of his/her expenses, why wasn't I notified?**

A: In various places within this Guide, Sullivan University refers to federal legislation that prevents a college or university from disclosing a great deal of information without a student's consent, particularly when they are over the age of 18. When a student is over the age of 18 and, therefore, legally an adult, the primary relationship is between the student and the institution, even though the parents may be significantly invested financially and emotionally in their son or daughter's education. Please know that Sullivan University administrators understand how frustrating this answer can be, particularly when parents only have the best interest of their son or daughter at heart and want to help guide them toward a successful academic experience. When circumstances concern you and you don't feel you are receiving enough or accurate information, making an appointment with an administrator to include yourself and your son/daughter can easily rectify the situation assuming, of course, the student provides permission for officials to release details of a given situation. Remember, too, that your son/daughter is developing into an adult and allowing them to work through problems, difficulties and challenges without parental involvement helps them learn to develop skills in resolving problems, conflict and issues for themselves that often arise as a result of personal decision making.

**Q: My son/daughter needs to challenge a grade given in a class; what should they do?**

A: Academic concerns should first be taken to the course instructor and an attempt made to resolve the matter informally. If a student does not feel a fair settlement is reached, the student should then contact the academic department chairperson to discuss the situation. If a student still feels a fair resolution was not reached, a written appeal may be filed with the Vice President for Academic Affairs whose office is located in the Administrative office. Additional information may be found in the Student Handbook on academic and non-academic grievances.

**Q: Can my son/daughter bypass a class?**

A: Yes, a student may challenge a course and attempt a bypass if they feel they already have the requisite skills necessary to pass a course. Bypass tests are given for some classes at the beginning of each term and information on scheduled bypass exams may be found in the Administrative office. For other courses, students should contact the department chairperson to discuss a bypass test. There is a bypass test fee associated with taking a bypass test; more information may be found in the Student Handbook.

**Q: My son/daughter tells me they have been put into “developmental” classes. What does that mean?**

A: Depending on a student’s entrance exam scores, they may be placed in developmental courses which are designed to enhance a student’s basic Math and English skills. The course codes for developmental courses are READ 100, FMTH 100, ENG 100 and MTH 100. As many incoming freshman are placed into these courses, students should not be discouraged that they have been placed in developmental courses, rather, use the opportunity to further strengthen their basic skills to help ensure their academic success at Sullivan University.

**Q: When is the library open?**

A: During a term, the library is open 7 days per week. Their hours may be viewed online at [library.sullivan.edu](http://library.sullivan.edu). Hours may change during break weeks and on holidays.

## **Admissions**

**Q: I would like to help my son/daughter enroll at Sullivan University; what should I do?**

A: You should get in contact with the Admissions Officer you or your son/daughter has been speaking with; if neither of you have spoken with an admissions representative, simply call 1-800-844-1354 and ask for the Admissions office. The friendly staff in admissions will be happy to connect you with someone who can assist you.

**Q: Does my son/daughter have to take a test to get into Sullivan University?**

A: The overwhelming majority of incoming students must take and pass an entrance exam to qualify for

admission to Sullivan University. While Sullivan University accepts scores from the ACT or SAT, the University offers the CPat test for students interested in enrolling and such may be taken on campus during the enrollment process.

**Q: I'm not sure I fully understand the academic program my son/daughter has chosen, or, I'm still unclear about something related to my son/daughter's enrollment. Who should I contact?**

A: If your son/daughter has not yet started classes, you should contact his/her Admissions' Officer to discuss your concern. If he/she is already attending classes, you should contact one of the offices that handles questions for students already attending class. For academic related issues, you may contact the Academic Services Office. For financial aid questions, contact the Financial Planning office. For housing concerns, contact the Office of Housing and Residence Life. For other inquiries or general information, contact the Student Services office. Since each student's situation is unique, you may be asked a couple of questions so the staff understand your need to better direct you to the appropriate person who can best help you. All of these offices may be reached by calling 1-800-844-1354 if out of town or through the main switchboard at 502-456-6504.

**Q: My son/daughter is having a problem and needs help. Should I call their Admissions Officer or direct my son/daughter to get in touch with their Admissions Officer to resolve the situation?**

A: Once a student begins classes, the work to help resolve a student or parental concern becomes the responsibility of the various administrative departments at the University. Although your Admissions Officer is likely a very caring person that would like very much to help, they will be unable to personally rectify any problems or concerns that may arise for a matriculating student. For this reason, the student should contact one of the administrative units described throughout this guide. Students and parents may always call Student Services at 502-456-6504 for advice on who to contact for a specific problem.

**Q: My son/daughter has a disability (physical, mental, emotional or learning disability) and needs accommodations to be successful in college. What should we do?**

A: Students who need accommodations for a disability must first self-disclose the existence of their disability. This should initially be discussed with the Admissions Officer. The Admissions Officer should ask that you prepare to submit medical documentation of the disability along with any recommendations for accommodations that have been made by a qualified individual. If the disability is an obvious physical challenge, documentation of the condition will likely not be required. Accommodations for physical disabilities are provided through the Vice President for Student Services. For those with mental, emotional or learning disabilities, documentation will likely be required. All parties should make certain that the office of the Vice President for Academic Affairs receives the information. He/she will then communicate with the student and confirm the accommodations to be made; arrangements will also be made for faculty members to receive the information on a need-to-know basis only so accommodations are actually provided in the instructional environment.

## **Bookstore**

### **Q: What hours is the bookstore open?**

A: During a term, the bookstore is open Monday – Thursday 7:30 a.m. – 3:00 p.m. and 5:00 p.m. – 8:00 p.m. Friday and Saturday, the Bookstore is open from 9:00 a.m. – 12:00 noon. The Bookstore is closed on Sunday. Also, the Bookstore’s hours will change during breaks and on holidays. Please call for hours before coming to the Bookstore during breaks and holidays.

### **Q: Why doesn’t the Bookstore stock more used textbooks?**

A: The Bookstore does order and sell several used textbooks to help some students save money, however, availability, inventory control and return of used textbooks is a tenuous process that sometimes results in a Bookstore being left with out-of-date textbooks that can’t be returned. For this reason, careful control is utilized to prevent being overstocked with used texts that may be irrelevant because of new editions, etc.

### **Q: Why are textbooks so expensive?**

A: Textbooks, in general, are very costly items yet if a student keeps his/her textbooks once purchased, they can provide an ongoing, lifelong refresher of learned material. Textbooks are purchased by the Bookstore from various book companies and the price the Bookstore pays is based on the volume of books purchased. The bookstore adds what we believe is a modest mark-up from what it pays to cover Bookstore operational costs associated with staffing, equipment, utilities costs, etc. Although students have the opportunity to sell some eligible textbooks back at the end of a term, doing so should be done only after careful consideration of how the text could provide useful information later in one’s studies or in life after graduation.

### **Q: How can my son/daughter get book information to search for books online?**

A: During peak times, the Bookstore staff are not able to provide book information, authors, publication years and ISBN numbers over the phone due to an often large volume of in-store customers. If a student wants to purchase a book elsewhere and needs book information to do so, they may personally visit the Bookstore to retrieve the information. Book information can also be found on a student’s schedule.

### **Q: My son/daughter’s financial aid will be paying for his/her books. How do they purchase them at the beginning of the term since they won’t have money in hand?**

A: When the Financial Planning office determines textbooks will be paid for by a financial aid source, a “book limit” is input into the computer which allows the Bookstore staff to know how much a student can purchase(charge) in books against their account. Once financial aid funds arrive and post to the student’s account, the cost for the textbooks previously charged against his/her account will be paid.

## **Career Services**

### **Q: Will Career Services find my son/daughter a job once they graduate?**

A: While the Career Services office has very good placement statistics, they cannot guarantee a graduate a job upon graduation. The staff works very hard to empower and assist students in obtaining a job and they provide services that include resume development assistance, mock interviews, job opening leads, resume faxing, information about skills and abilities to interested employers and other services designed to help graduates obtain viable employment. After graduation, these services are available throughout one's life and as many times as needed. There is no charge for a graduate's use of the service.

### **Q: Will Career Services help my son/daughter find a part-time job while in school?**

A: Career Services primary focus is on helping graduates obtain employment, however, the office staff does maintain a part-time job board located just outside of the café with numerous part-time job postings.

## **Financial Planning**

### **Q: How does my son/daughter apply for financial aid?**

A: During your son or daughter's admissions interview, information will be provided regarding how to apply for financial aid. Generally speaking, every student must complete the Free Application for Federal Student Aid (FAFSA) and based on the results of that application, Sullivan University's financial planning staff will know what type(s) of aid is available for your son/daughter. It is important to complete the FAFSA as soon as possible to ensure the maximum amount of aid is available.

### **Q: My son/daughter is supposed to receive an expense check to help cover living expenses; when should he/she expect to receive the check?**

A: Expense checks may not be written and released until a student has a credit balance on their account for the current term. Typically, expense checks are not available until week six of a term. Students need to plan to cover living expenses with alternate funding until their expense check is available. Unfortunately, exceptions are not normally made to this policy.

### **Q: What is the difference between a student loan and a grant?**

A: A student loan MUST be repaid along with any applicable interest charges and fees. Federal loans are guaranteed by the United States Federal Government and usually carry a lower interest rate than personal loans. Grants are given based on some type of qualifying criteria and do not have to be repaid.

## **Housing and Residence Life**

### **Q: Are there qualifying criteria for someone to live in housing?**

A: Yes; students moving into housing must be under the age of 21 at move-in and be actively enrolled in a full-time program (minimum 12 credit hours). Incoming students must also sign a lease and agree to follow all rules, regulations and procedures established for housing students. Additional information can be obtained from the housing office located in Gardiner Point Residence Hall or on the Housing website: <http://housing.sullivan.edu/>.

**Q: My son/daughter has had a couple of run-ins with the police; does that disqualify him/her from living in housing?**

A: Incoming residents are required to disclose if they have ever been convicted of a crime or if they have charges pending against them. Each case is evaluated independently and incoming residents may be asked to provide a copy of related police and/or court reports or records. Some situations, including crimes of violence, are disqualifying. If a student fails to disclose information and University staff members become aware of an undisclosed incident, the resident will likely be immediately dismissed from housing and possibly expelled from school.

**Q: When can my son/daughter move in to housing?**

A: New residents normally check-in to housing on the Wednesday immediately preceding a new term. Every new student will receive a Housing Assignment Letter approximately one month prior to moving in. This letter will provide roommate, bed size, and other important Housing information.

**Q: What is provided in the cost of rent?**

A: Students are provided space in a residence hall unit, which includes a bed, wardrobe with drawers and clothes rack, semi-private bathroom, desk, desk chair and other basic furniture. Basic cable, wireless internet, local phone services and utilities are included. A shuttle service is provided to and from campus. Amenities such as a computer and study lab, fitness center, dining and FREE laundry facility, student lounge, game room, and convenient store are also provided. Students will have access to the Housing and Residence Life staff, including the numerous FREE programs and activities.

**Q: What is your policy on alcohol and illegal drugs?**

A: Illegal drugs are typically approached with a zero tolerance policy; violations often result in eviction, however, students have the opportunity to appeal their eviction and present mitigating information if such exists. This does not guarantee a student they will be allowed to remain in housing. The no alcohol policy is strictly enforced and violations are usually met first with disciplinary and educational sanctions; repeated violations will result in eviction from housing.

**Q: My son/daughter is uncomfortable around certain types of people; if they have someone they are uncomfortable living with, can they move?**

A: Sullivan University System does not make assignments based on age, religion, color, national origin, sexual orientation and rejects all requests based on these criteria.

**Q: My son/daughter tells me he/she is being evicted for a relatively minor offense while others who have violated more serious policies have been allowed to stay. Is he/she being “picked on” for some**

**reason?**

A: The Sullivan University housing staff are professional staff members who have worked in student affairs for many years. These individuals often hold advanced degrees and they have decided to devote their life's work to student development. Decisions to impose disciplinary sanctions up to and including eviction are not made lightly or capriciously. When a student is notified of an impending eviction, it is always due to an egregious violation or a series of violations that demonstrate a student is consciously unwilling to live within the boundaries and parameters of acceptable behavior. This decision and unwillingness is a choice the student makes as everyone is notified of the policies, procedures and expectations when they move into student housing. When students are evicted, they have the opportunity to appeal the eviction; sometimes, eviction appeals are successful depending on mitigating circumstances that exist. Serious and/or repeated violations of policy cannot be tolerated for the safety and security of all residents.

The judicial point system was developed in order to make the disciplinary sanctioning process clearer, more consistent, and more predictable for students. Under the point system, a student found responsible for violating a Housing policy is assigned points according to the table below.

Points and sanctions are assigned at the conclusion of the disciplinary conference, once responsibility is determined. Regardless of the number of points assigned, they will include some sort of sanction; points are also **cumulative**. Therefore, any points a student earns at any point during their duration in University housing, will remain on their permanent student record with the University. Finally, repeat violations include points for the specific violation, in addition to points for Failure to Comply (1 to 4 points).

If a student accumulates 5 points the student will be placed on a status of rehabilitative probation. If a student accumulates 6 points, the student will be placed on disciplinary probation, which is the final sanction before being removed from University housing. Please see Disciplinary Proceedings Section C (Housing Policies and Procedures Manual) for more information on the probation processes. If a student accumulates 8 or more points, the student's University housing lease will be terminated.

More information on policies and procedures can be found in the Housing Manual:  
<http://housing.sullivan.edu/pdf/Manual.pdf>.

**Q: Does my son/daughter have to leave housing during breaks and on holidays?**

A: Not necessarily. Though many residence halls completely close to students during quarter and holiday breaks, Gardiner Point Residence Hall stays open, but a rate of \$25 is charged to students who wish to stay in University Housing and are approved. The total charge must be paid BEFORE the quarter break begins and is NOT covered by Financial Aid. Questions about this process should be directed to the housing office.

Q: How much are the Housing deposits and how can I pay for these?

A: Housing and Residence Life has three separate deposits:

1. Housing/Reservation deposit: \$95 – this **non-refundable** charge holds the student's housing assignment and is applied toward the first quarter's rent charges.

2. Restoration deposit: \$200 – this deposit is considered refundable. However, \$35 is automatically withheld in order to restore the room to its original condition upon residents moving out. Additionally, if there are other damages to the room which can be attributed to the student, those costs will be deducted first from this deposit.
3. Card Access deposit: \$30 – this deposit is also considered refundable as long as the student returns their access card in working condition, i.e. no damages to functionality or appearance. If they do have a broken access card or if they lose their card, each replacement will cost \$30.

**Q: What happens if my son/daughter has a disagreement with a roommate? Can they move?**

A: Disagreements and conflict are normal parts of life and, certainly, disagreements and conflict occasionally happen between roommates in housing. When such happens, if the residents are unable to resolve the situation between themselves, the Resident Advisor will often act as an independent mediator to try to help resolve the issue. Because walking away from a disagreement or conflict in life is often not possible, we discourage immediate relocation as an answer to conflict. Rather, we prefer to help residents learn and grow as adults by learning to see opposing points of view and, ultimately, to resolve conflict when it occurs. If extreme tension exists that interferes with a student's ability to focus on their studies, the Director of Housing and Residence Life will consider a relocation of one or all parties involved as a means to resolve the situation.

**Q: Can my son/daughter have a pet in housing?**

A: The only pets allowed in housing are fresh water fish in tanks no larger than 10 gallons. Dogs, cats, birds, snakes, alligators and turtles are all expressly prohibited.

## Miscellaneous

**Q: What does the University do to keep my son/daughter informed of things they need to know?**

A: For individual information, students are often contacted via email. For this reason, it is imperative that students check their email on a regular basis. The Student Services department publishes a newsletter every week and it is available first thing Monday morning on campus near most entrances. Students are strongly encouraged to pick up the newsletter every week so they are kept informed about important events, dates and deadlines for services and events on campus. Reminders are also posted in the newsletter about renewing financial aid, registering for classes, returning overdue library books and many other important matters. The newsletter is also available online through the student portal.

**Q: My son/daughter has piercings; will this be a problem?**

A: For students in National Center programs (Culinary Arts, Baking and Pastry Arts, Catering, etc.) visible piercings are not allowed. Because piercings can dislodge and drop into food items being prepared, students with piercings in NCHS programs will be required to remove them. Other students are allowed to have piercings. However, Sullivan University is a professional higher education institution and the appearance of students is important for their success in any program.

**Q: Are there copy machines on campus that are available to students?**

A: Yes, there are copy machines located in the library that are available for student use. A nominal fee per copy is charged by an electronic coin vendor attached to the copy machine.

**Q: My son/daughter went to class the other day and since he/she was in a hurry, he/she took a ham sandwich and a soft drink to class and was told to throw it away – why?**

A: First, classrooms are dedicated to learning; just as instruction does not take place in the café, neither should eating and drinking take place in a classroom. Additionally, since most of the building and classrooms are carpeted, and, because Sullivan University is committed to keeping the facilities in excellent condition, eating and drinking outside of the café or culinary areas is prohibited. However, students may carry with them and drink from a capped bottle of water.

**Q: Can my son/daughter smoke while on campus?**

A: Smoking is not permitted in any buildings, however, people may smoke outside if they choose. Smokers are asked to walk at least 20 feet away from entrances/exits and from the walkway that runs between the main building and the library. Additionally, smokers are asked to properly dispose of their cigarette butts in an appropriate container.

**Q: What dates do classes begin and end; and, when are breaks and holidays celebrated?**

A: See the Academic Calendar below.

**ACADEMIC CALENDAR**

<b>YEAR BY QUARTER</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
<b>Winter Quarter</b> Holidays ML King, Jr. Holiday Spring Break	January 3 – March 20  January 17 March 21 - 27	January 3 – March 18  January 16 March 19 - 25	January 2 – March 17  January 21 March 18 - 24
<b>Spring Quarter</b> Holidays Memorial Day Summer Break	March 28 – June 10  May 30 June 13 - 26	March 26 – June 10  May 28 June 11 - 24	March 25 – June 9  May 27 June 10 - 23
<b>Summer Quarter</b> Holidays Independence Day Labor Day Fall Break	June 27 – September 11  July 4 September 5 September 12 - 25	June 25 – September 9  July 4 September 3 September 10 - 23	June 24 – September 8  July 4 September 2 September 9 - 22

<b>Fall Quarter</b> Holidays Thanksgiving Week Winter Break	September 26 – December 18	September 24 – December 16	September 23 – December 15
	November 21 – 25 December 19 – January 1	November 19 – 23 December 17 – January 2	November 25 – 29 December 16 – January 1

**Q: Is there a gymnasium, pool or other recreational area on campus?**

A: Sullivan University has made the commitment to focus on providing a quality education and getting students from where they are to where they want to be in as little time as possible. Because this is one of the goals of the institution, resources have not been diverted to build and maintain common recreational or fitness areas. Information may be available in the Student Services office on any current discounts offered for Sullivan University students at local gyms and workout centers. Students in the Residence Hall are afforded amenities that include swimming pool, fitness center, etc.

**Q: Will my son/daughter be required to attend a new student orientation session?**

A: Yes, new students need to plan to attend the new student orientation session which is usually held a few days prior to the beginning of a new term. Information will be available from the admissions staff or by calling Student Services at 502-456-6504.

**Q: Why is it so important for my son/daughter to remain continuously enrolled and not take a term off in the summer or at another time?**

A: Because Sullivan University offers students a *Tuition Rate Guarantee* that, unlike other universities, locks in a student’s credit hour or contract tuition rate throughout their undergraduate program. If/when a student sits out for one term or more, they could potentially re-enter under a new rate that is in effect at that time. Remaining continuously enrolled can save a student thousands of dollars over other students who choose to sit out periodically during their educational pursuits.

**Q: Are student grades mailed home at the end of each term?**

A: Grades are posted only on the Student Portal; students must login to their Portal to view their grades. From there, a copy of their grades can be printed.

**Public Safety/Security**

**Q: Does Sullivan University have campus security staff?**

A: Yes; security services are provided by both Sullivan University Public Safety staff members and contract security guards who guard the building overnight and on weekends and holidays. Services available from the Public Safety staff include: responding to violations of campus policies, procedures, state and federal laws; completing civilian traffic accident report forms for non-injury, on campus accidents; providing vehicle lock-out service; providing car “jump” services; building to vehicle and vehicle to building escort services; a campus lost-and-found; publication of crime statistics and other

functions related to helping provide a safe environment. Some services may not be available when the contract guard is on-duty. While Sullivan University's campus is generally safe, crime can and does occur throughout society and students, faculty, staff and visitors are reminded to always be aware of their surroundings and to do their part to help report, prevent and reduce crime.

**Q: What is the crime rate for Sullivan University's campus?**

A: Reported crimes are disclosed annually in the Sullivan University Campus Crime Report that is prepared to satisfy both the Jeane Clery and Michael Minger legislative acts. Both reports may be located on the public safety website at: [Sullivan.edu/public\\_safety/](http://Sullivan.edu/public_safety/)

**Q: If my son/daughter has something stolen, will the school reimburse them for the loss?**

A: Unfortunately, Sullivan University cannot indemnify students and others for loss or theft of personal belongings. All students, faculty, staff and guests are strongly encouraged to safeguard their personal belongings to prevent theft. However, Sullivan University does utilize a video surveillance system which has approximately 180 security cameras around campus. Therefore, students are encouraged to immediately report all incidents to Public Safety.

**Q: My son/daughter lost something on campus; what should they do?**

A: Students should check the lost-and-found inventory which is kept and managed in the Student Services / Public Safety office. Items are kept in the lost and found inventory for 30 days and then discarded if unclaimed.

**Q: Is a parking permit needed to park on campus?**

A: Yes, matriculating students will need to purchase a parking permit for their vehicle and display it at all times while parked on Sullivan University owned or controlled property. Guests may obtain a temporary guest or future student parking permit from the guest lobby receptionist. Housing students are not allowed to purchase an on-campus parking permit.

## **Student Services**

**Q: Are there activities and organizations my son/daughter can get involved in?**

A: Yes! Sullivan University offers numerous events and activities throughout the year and students are strongly encouraged to participate for both the recreational benefit but for continued social development as well. Intramural sports are also organized through the Student Services office and additional information may be picked up in the Student Services office. Finally, students are encouraged to visit the Student Activities website for more information: <http://sullivan.edu/student-activities/>.

**Q: I need to talk to my son or daughter about something; can I call Student Services and have them pulled out of class to take my telephone call?**

A: Unfortunately, unless a caller expresses an emergency, we cannot pull students out of class to take

telephone calls. When a caller indicates they need a student to be pulled from class for an emergency, to make sure the elements of this policy are satisfied, the caller will be asked to describe the nature of the emergency.

**Q: Is there information available on campus about the local bus service?**

A: Yes! Information is maintained in the Student Services and Administrative office on the T.A.R.C. bus system which stands for the Transit Authority of River City. Students can get to most major points in the Louisville area by riding TARC. The company website is located here: <http://www.ridetarc.org/>.

**Q: What services are provided in the Student Services office?**

A: The Student Services office houses the Student Life staff which coordinates all activities and organizations, the Public Safety staff and the Vice President for Student Services / Dean of Students. Information may be picked up there regarding policies and procedures, activities and organizations, Housing and Residence Life, security and other information related to being a student at Sullivan University.

**Q: What If my student gets injured or sick while at school?**

A: Sullivan University has a Health Services Coordinator who is licensed to provide basic aid if a student becomes ill or suffers an injury on campus. The University's Public Safety staff are also trained in basic first aid and CPR. All services rendered by the Health Services Coordinator are free of charge. If someone needs to be sent to a doctor or hospital and/or needs to be transported by an ambulance, charges for those services will need to be covered by the student or his/her health insurance provider. Students are strongly encouraged to always carry their health insurance card on their person. The Health Services Coordinator and the Director of the Wellness Center can provide information and referrals to licensed medical facilities and doctors if a student needs assistance in locating a local provider.

**Q: My son/daughter called me today and told me they were sent out of class for not being dressed properly – why?**

A: Sullivan University is a private institution and, therefore, maintains higher expectations for the student body than what might be found at public institutions. We believe the expectations maintained by Sullivan helps to mold students into better employees upon graduation and more productive members of the workforce. For this reason, Sullivan University has a dress policy. On Monday, Tuesday, Thursday, Friday, Saturday and Sunday, acceptable dress is such that would normally be considered "tasteful" in the general community and not unlike what one would normally see in public. On Wednesdays, Sullivan University students, faculty and staff are all required to dress professionally, as if they were going on a job interview. This helps prepare students for when they will need to dress professionally for a job interview and also gives students some time to begin developing a professional wardrobe. Many students purchase suitable attire at a discounted price at local consignment shops, the Goodwill, the Salvation Army and other low cost clothing providers. Students who do not comply with this requirement will be asked to leave class for the day. While we understand this may be frustrating and not satisfy every student's desire for total freedom of dress, we believe this is one of the many features and benefits of a Sullivan University education that helps our graduates stand apart from

others. Students who are required to wear a uniform (i.e. culinary, baking and pastry arts, etc.) will be required to wear their uniform every day.

## **Wellness Center**

### **Q: What is the Wellness Center?**

A: The Sullivan University Wellness Center (SUWC) is staffed by a Director and non-denominational Chaplain who offers wellness advising and life-skills coaching to help students deal with stress, grief, conflict, relationship stressors, anger, sadness, homesickness and other life circumstances that often get in the way of a successful academic career. Every student is allowed a minimum of 7 free sessions and each session is conducted in an educational and coaching context. The SUWC services provided DO NOT CONSTITUTE counseling and are not intended to replace counseling or therapy. If, in the professional opinion of any administrator, a student needs counseling or requests such, a referral will be made to a qualified individual or agency.

### **Q: What happens after the seven free sessions are up? Can my student pay to get therapy at the Wellness Center?**

A: Because the SUWC does not do therapy, or when a problem cannot be managed within the seven free sessions, the scope of service calls for the Wellness Director to suggest or facilitate referrals for the student to health care providers outside the SUWC. It is common practice for the Wellness Director to spend a session with the student to work through processes for scheduling an appointment with a licensed provider or a self-help group according to the case at hand.

### **Q: What about learning disabilities – does the Wellness Center help a student, for example, with ADD, ADHD, bipolar conditions, or impairment of another sort?**

A: The way the center can help is to connect the student with either the Vocational Rehabilitation agencies, or private practice professionals with the expertise to evaluate the student's situation and provide therapy. If a Learning Disability is diagnosed and formal recommendations made about accommodating the LD, the student then submits a copy of the report to the Administration Office. If a student has a known disability for which accommodations are needed, it is their responsibility to self-disclose the condition and recommendations to the Administrative office. The Administrative office then notifies instructors that a learning disability exists. It is the student's responsibility to provide each instructor with the professional recommendations given for accommodation. The Wellness Center director is glad to help guide students through this process.

### **Q. How can parents get a report on how their student is doing in these sessions?**

A: FERPA prohibits this kind of privileged communication to parents. Additionally, any information discussed may be protected as confidential per state law protecting clergy who discuss personal issues with others. Reports of a student's progress in a service plan can be released to parents with the student's signed consent for the Wellness Director to disclose. Without a signed consent for disclosure, the director may neither confirm nor deny a student is seeing her confidentially. An exception occurs if the student is perceived to be of danger to self or others. In that case, a person of authority would be

notified (i.e. police, EMS, parents, etc.). In all other instances, only with a student's signed consent may the director reveal information and then, only on those points agreeable to the student, e.g., attendance at appointments, perceived progress, etc. However, a parent may contact the Wellness Director to express any concerns about their student. The director takes such reporting under advisement. It is also possible the director would arrange with the student's consent and cooperation, a meeting with his/her parents for a family consultation during one of the seven free sessions provided. In that setting, because the student would be speaking for him- or herself, the consent would be obvious.

**Q: If my child has a need for alternate housing, food or money, can the Wellness Center help?**

A: As part of the larger Department of Student Services, the Wellness Director can facilitate the student's communication with the other staff to access information about temporary assistance that may be available through external community sources. Since these agencies function according to certain criteria and often have waiting lists, help may not be immediate. Although some modest resources are available, Sullivan University is not normally equipped to provide food, shelter, transportation, clothing and other basic needs. Sullivan University is an institution of higher learning and, therefore, needs for basic assistance are often referred outside to appropriate community agencies.

**Q: Are there ever any workshops or classes offered that a student can attend to help with adjustment to college or with other problems or issues?**

A: From time to time the SUWC sponsors one or more events related to stress management. These may take the form of a homesickness support group, a quarterly wellness fair, an in-class presentation especially during the First Year Experience courses, or a brown bag lunch series on "Letting Stress out of the Bag." Self-help literature on financial stress, nutrition, goal setting, and improving memory for study skills are sample topics available in the pamphlet racks. For new freshmen, the SUWC works with the student mentor program to produce timely information on various topics.

**Q: How can I find out about these wellness events and program developments?**

A: You can call the school and ask for the Wellness Center or email the director [rrust@sullivan.edu](mailto:rrust@sullivan.edu) and visit [http://Sullivan.edu/wellness\\_center/index.asp](http://Sullivan.edu/wellness_center/index.asp). On the website you'll also see the online versions of mental health screenings which students can take for free if they or you have concerns. These are all confidential screenings available to campuses of the Sullivan University System.

### **University Contact Information**

Sullivan University  
3101 Bardstown Road  
Louisville, KY 40205  
1-800-844-1354  
502-456-6504

**Departmental Direct Dial Phone Numbers:**

Academic Services: 502-456-6508  
Admissions: 502-456-6505  
Administration: 502-456-6506  
Business Office: 502-456-6507  
Career Services: 502-459-3535  
Financial Planning: 502-456-6771  
IT Helpdesk: 502-456-0004  
Library: 502-456-6773  
Public Safety: 502-413-8888  
Student Services: 502-413-8610  
Housing and Residence Life: 502-213-8330  
Winston's Restaurant: 502-456-0980