



This document will describe Lake Superior State University's adherence to the following Commission policies regarding federal compliance:

- Credits, program length, and tuition
- Student complaints
- Transfer policies
- Verification of student identity
- Title IV program and related responsibilities
- Institutional disclosures and advertising and recruitment materials
- Relationship with other accrediting agencies and with state regulatory bodies
- Public notification of comprehensive evaluation visit and third party comment

## Credits, Program Length, and Tuition

Lake Superior State University operates on a semester system. Fall and Spring semesters each run on 15-week schedules, which include 14 weeks of course instruction and one week for final examinations per semester. Summer session includes one 12-week session and two 6-week sessions, which run back to back, starting and ending on the same dates as the 12-week session. The University follows standard practice in awarding credit in these semesters. A typical 3-credit class held during Fall or Spring semester will meet for three 50 minutes classes or two 75 minute classes each week along with a two hour final exam period. One credit is awarded for 14 hours of classroom instruction. Class time in the summer session is adjusted to provide the same amount of instruction per credit hour as is provided during the fall or spring semester.

A minimum of 124 credits is required for all baccalaureate degrees; a minimum of 62 credits is required for all associate degrees.

The University establishes tuition rates annually and they are approved by the University's Board of Trustees. The tuition information is made available on the university website along with updated information sheets available to all students. The viewbook utilized for recruitment also includes the most recent tuition rates. For 2011-12, the tuition rates are as follows:

- Resident tuition cost is calculated at \$386 per credit hour or \$4,632 for 12-17 credits per semester.



- Non-resident tuition cost is calculated at \$579 per credit hour or \$6,948 for 12-17 credits per semester.
- Midwest Consortium Agreement tuition cost is calculated at \$579 per credit hour or \$6,948 per semester. Residents of Illinois, Indiana, Kansas, Minnesota, Missouri, Nebraska, North Dakota, and Wisconsin are eligible for the Midwest rate.
- Graduate tuition cost is calculated at \$445 per credit hour.
- Distance Education tuition cost is calculated at \$386 per credit hour for enrolled students admitted into an appropriate distance program determined at the time of admission.

## Student Complaints

The University maintains a student complaint log of formal, written student complaints filed with the President, Provost, and Vice President for Student Affairs. As outlined in the University's procedures manual, Section 2.1.11, all formal written complaints are forwarded to the Provost's Office for action and for recording. A log of student complaints and the University's response to each complaint is available in the Provost's Office. This process has been in effect since 1998. A copy of the procedure can be found in the Resource Room.

In the 2010-11 academic year, the Provost's Office established the role of Student Ombudsman. The LSSU ombudsman is a senior faculty member appointed by the President and Provost to assist students in resolving student conflicts or disputes within the university.

## Transfer Policies

For students transferring to Lake Superior State University, credit is granted for work completed at other accredited institutions for courses in which the student earned a grade of C- or better. Credit may also be granted for educational work completed in the military service according to established standards of equivalency as presented in the ACE Guide to the Evaluation of Educational Experiences in the Armed Services. LSSU is a member of the Michigan Association of Collegiate Registrars and Admissions Officers (MACRAO) and honors the MACRAO Agreement for transfer students from Michigan community colleges in order to satisfy general education requirements.

## Verification of Student Identity

The University offers a number of online classes and courses that are blended to include both live instruction and online learning. A student participating in online learning must enter through the My.LSSU portal and then enter the class by using Blackboard.



Student identities for on-line classes can be verified through the student identification tool Acxiom. Lake Superior State University purchased and implemented this tool in June of 2009. Acxiom has been fully integrated with our course management system Blackboard CE8.

Acxiom is an on-line real-time identity verification service. Each day, Acxiom collects, synthesizes and maintains a database of U.S. consumer public records. Using this data Acxiom verifies an individual's identity.

The questions change for each assessment that has been setup with Acxiom. Only the enrolled student would know the answers to these questions. This prevents someone else other than the student accessing the assessment.

The process does not require the release of student information, thereby avoiding potential issues with the Family Educational Right and Privacy Act (FERPA). If the students pass the identity test, they are then allowed to complete the assessment. This process takes approximately 10–20 seconds to complete.

The Blackboard CE8 platform already offers security protection through its end user authentication. Users are able to access Blackboard CE8 after successfully logging into LSSU's portal. LSSU's portal system authenticates users through a single sign-on system that uses Lightweight Directory Access Protocol (LDAP). Using the Acxiom tool in conjunction with LSSU's user authentication system allows the University to further strengthen its identity verification efforts.

## Title IV Program and Related Responsibilities

Administration of federal, state, and institutional financial aid programs is a complex task that involves the cooperation of various offices across the University. Every effort is taken to ensure good stewardship of the aid provided to students. As a result, student default rates at LSSU have been low over the last several years. Data from the most recent three years is provided in Table C1. Annual audits of the financial aid program are conducted and are available. Our auditors gave an unqualified opinion on the most recent Audit Report and no findings or questioned costs were reported

Table C1: Default Rates for Student Loans

Academic Year Cohort	Default Rate
2008-09	5.5%
2007-08	5.0%
2006-07	5.5%

### Campus Crime Information and Consumer Information.

The University publishes its annual Crime Awareness and Campus Security Act of 1990 (the Clery Act) on the Public Safety webpage as well provides it in hard copy response to any request.



All required consumer information is made available on the University's Consumer Information webpage (<http://www.lssu.edu/hoeanotices/>) and is updated annually.

## **Satisfactory Academic Progress**

The Satisfactory Academic Progress (SAP) policy for financial aid recipients is mailed with each award notification to students who are awarded financial aid. In addition, the policy is made available on the Financial Aid Office webpage and in the University catalog. A Financial Aid Committee meets every semester to hear appeals from students who are in violation of the policy. The Financial Aid Office also documents, through faculty members utilizing the Banner system, non-attendance of students who are receiving financial aid. Class attendance policies are included in the university catalog and individual class attendance policies are established by faculty members.

The University's SAP policy is compliant with the new federal regulations, effective July 1, 2011. A copy of the SAP policy information sheet for students is available in the Resource Room.

## **Institutional Disclosures and Advertising and Recruitment Materials**

The accreditation status of Lake Superior State University is accurately reported in advertising, selected recruitment materials, the University catalog, and on the LSSU website. The University provides accurate information regarding its programs and policies to students, employees, and other constituencies in its catalog, on the LSSU website, and in recruitment materials.

## **Relationship with other accrediting agencies and with state regulatory bodies**

The accreditation of Lake Superior State University is accurately reported in advertising and recruitment materials and on the university website. An accreditation webpage is maintained to group the various accreditations in one location. The University lists the accreditations and contact information in the catalog, as well as the website. In addition to accreditation by the Higher Learning Commission, the following programs are accredited by outside agencies:

- Athletic Training (BS). Commission on Accreditation of Athletic Training Education (CAATE).
- Chemistry (BS). Approved by the American Chemical Society Committee on Professional Training.
- Environmental Health (BS). National Environmental Health Science and Protection Accreditation Council.
- Fire Science (BS). International Fire Service Accreditation Congress.
- Nursing (BS). National League for Nursing Accreditation Commission.



- Manufacturing Engineering Technology (BS). Technology Accreditation Commission (TAC) of ABET.
- Computer, Electrical and Mechanical Engineering (BS). Engineering Accreditation Commission (EAC) of ABET.

## Public Notification of Comprehensive Evaluation Visit and Third Party Comment

The LSSU public relations office posted a news article to the University website on July 25, 2011 announcing the accreditation visit with the Higher Learning Commission and inviting public comment. The article discussed the self-study process and provided contact information for interested parties to offer comment to HLC. In addition, an e-mail message was sent to selected alumni inviting comment. Information was also sent to the University's charter schools. Lastly, advertisements inviting public comment were placed in the local newspapers.