

<http://www.ncahlc.org/Policy/policy-updates.html>

Policy library - <http://www.missouristate.edu/policy>

A. Integrity: Ethical and Responsible Conduct

1. The institution has a conflict of interest policy that ensures that the governing board and the senior administrative personnel act in the best interest of the institution.
 - Policy library - G0.02
 - Conflict of Interest Policy for Governors & Senior Admin – Policy Library, Article XII
http://www.missouristate.edu/policy/g1_01_12_conflictinterest.htm
2. The institution has ethics policies for faculty and staff regarding conflict of interest, nepotism, recruitment and admissions, financial aid, privacy of personal information, and contracting.
 - Staff handbook - G7.02 and faculty handbook G3.03
http://www.missouristate.edu/policy/G7_02_EmployeeHandbook.htm
<http://www.missouristate.edu/provost/facultyhandbook/>
 - Conflict of interest: Financial disclosure policy: Policy Library Op3.12-4
http://www.missouristate.edu/policy/op3_12_4_conflictinterest.htm
 - Ethical advising: Policy Library Op3.26-5
http://www.missouristate.edu/policy/op3_26_5_ethicaladvising.htm
 - Research: Policy Library Op4.01-4
http://www.missouristate.edu/policy/op4_01_4_responsibleconductofresearch.htm
 - Grants & Contracts: Policy Library Op4.02-5
http://www.missouristate.edu/policy/Op4_02_5_GrantsandContracts.htm
 - The University has hired an information security officer since the last site visit.
 - Admissions/Recruitment/Registrar: follow best practices of their professional organizations -
<http://www.nacacnet.org/about/Governance/Policies/Documents/SPGP.pdf>
<http://www.aacrao.org/About-AACRAO/ethics-and-practice.aspx>
 - Ethical behavior in recruitment and financial aid: We are bound by the federal guidelines on incentive compensation:
<http://www.ifap.ed.gov/eannouncements/attachments/110110ProgramIntegritydated102910.pdf>
 - Contract Authorization: Policy Library G1.18
http://www.missouristate.edu/policy/G1_18_ContractAuthorization.htm
 - Financial Aid Code of Conduct:
<http://www.missouristate.edu/FinancialAid/loans/CodeOfConduct.htm>
 - University Policies on Nepotism and Conflict of Interest: Policy Library G7.02-2
http://www.missouristate.edu/policy/g7_02_2_universitypolicies.htm

- Security, confidentiality, and integrity of customer information policy:
Policy Library Op8.20
http://www.missouristate.edu/policy/op8_20_securityconfidentialityintegrityofcustomer.htm
3. The institution provides its students, administrators and staff with policies and procedures informing them of their rights and responsibilities within the institution.
- Code of Students Rights and Responsibilities: Policy Library G5.01
http://www.missouristate.edu/policy/G5_01_StudentRightsandResponsibilities.htm
 - Residency policy: Policy Library G5.04
http://www.missouristate.edu/policy/G5_04_Residency.htm
 - Faculty Handbook 3.1 and 3.1.1
http://www.missouristate.edu/assets/policy/FacultyHandbook_09-11-12.pdf
 - Staff Handbook 2.0 <http://www.missouristate.edu/human/staffhandbook/Chapter2.htm>
4. The institution provides clear information regarding its procedures for receiving complaints and grievances from students and other constituencies, responds to them in a timely manner and analyzes them to improve its processes.
- Grade appeal and academic grievances: Policy Library Op3.04-28
http://www.missouristate.edu/policy/Op3_04_28_GradeAppealandAcademicGrievances.htm
 - Office of Registrar maintains a summary of appeal procedures:
http://www.missouristate.edu/assets/registrar/Academic_Appeals_Procedures.pdf
 - Policy Library Op7.16-11 [Op7.16-11 Student Employment Grievance Procedure](http://www.missouristate.edu/policy/Op7.16-11_Student_Employment_Grievance_Procedure)
 - Non-discrimination grievance policy:
http://www.missouristate.edu/equity/nondiscrimination_statement.htm
 - Student Ombudsman: <http://www.missouristate.edu/studentsuccess/73064.htm>
 - Whistle Blower policy/Ethics Hotline:
http://secure.ethicspoint.com/domain/en/report_custom.asp?clientid=17433
Policy Library G1.25 http://www.missouristate.edu/policy/G1_25_EthicsHotline.htm
Staff Handbook 10.0 <http://www.missouristate.edu/human/staffhandbook/Chapter10.htm>
5. The institution makes readily available to students and to the general public clear and complete information including:
- a. statements of mission, vision and values
 - Long range plan: <http://www.missouristate.edu/LongRangePlan/>
 - Mission Statement: <http://www.missouristate.edu/about/missionstatement.htm>
 - b. full descriptions of the requirements for its programs, including all pre-requisite courses
 - Undergraduate catalog: <http://www.missouristate.edu/registrar/catalog/>
 - Graduate catalog: <http://graduate.missouristate.edu/catalog/default.htm>
 - c. requirements for admission both to the institution and to particular programs or majors
 - Admissions: <http://www.missouristate.edu/admissions/>
 - Graduate Admissions: <http://graduate.missouristate.edu/admissions.htm>

- Undergraduate catalog: <http://www.missouristate.edu/registrar/catalog/>
 - Graduate catalog: <http://graduate.missouristate.edu/catalog/default.htm>
 - Undergraduate international admissions: <http://international.missouristate.edu/services/70305.htm>
 - Non-degree seeking students: <http://outreach.missouristate.edu/admission.htm>
- d. policies on acceptance of transfer credit, including how credit is applied to degree requirements
- Policy Library Op3.04-45 http://www.missouristate.edu/policy/Op3_04_45_TransferCredit.htm
 - Transferring credit and credit by examination: <http://www.missouristate.edu/admissions/collcredit.htm>
 - Undergraduate transfer students: <http://www.missouristate.edu/admissions/transfer.asp>
 - Graduate transfer credit: Policy Library Op3.19-7 http://www.missouristate.edu/policy/op3_19_7_transfercredit.htm
- e. all student costs, including tuition, fees, training, and incidentals; its financial aid policies, practices, and requirements; and its policy on refunds
- Cost website: www.missouristate.edu/costs
 - VSA website: <http://www.missouristate.edu/oir/54454.htm>
 - Refund Policy: <http://www.missouristate.edu/registrar/refunds.htm>
 - Financial Aid: <http://www.missouristate.edu/financialAid/>
 - Costs and information for study away: <http://international.missouristate.edu/studyaway/>
 - Fee resolutions: <http://www.missouristate.edu/financialservices/budgetdocuments.htm>
 - Payment Plan: <http://www.missouristate.edu/financialservices/deferredpaymentplan.htm>
- f. policies regarding academic good standing, probation, and dismissal; residency or enrollment requirements (if any)
- Undergraduate catalog: <http://www.missouristate.edu/registrar/catalog/>
 - Graduate catalog: <http://graduate.missouristate.edu/catalog/default.htm>
 - Academic Standing: Policy Library Op3.04-3 http://www.missouristate.edu/policy/op3_04_3_academicstatus.htm
 - Residency: Policy Library G5.04 http://www.missouristate.edu/policy/g5_04_residency.htm <http://www.missouristate.edu/admissions/residency.htm>
- g. a full list of its instructors and their academic credentials
- Human Resources has complete lists of all instructors and their academic credentials.
 - All instructor names are on class lists.
 - Instructors and ranked faculty are listed in the catalogs.
 - Curriculum Vitae's of part-time instructors and all full-time instructors and ranked faculty are available in department offices.
- h. Relationship with parent organization or external providers of instruction
- Not applicable!

6. The institution assures that all data it makes public are accurate and complete, including those reporting on student achievement of learning and student persistence, retention, and completion.
 - Office of Institutional Research: <http://www.missouristate.edu/oir/>
 - Factbook: <http://www.missouristate.edu/oir/5981.htm>
 - Key Performance Indicators: <https://mis.missouristate.edu/KeyPerformanceIndicators/>
 - Consumer Information Annual Notice: <https://mis.missouristate.edu/dos/98258.htm>
 - <http://www.missouristate.edu/data/default.htm>

7. The institution portrays clearly and accurately to the public its current status with the Higher Learning Commission and with specialized, national, and professional accreditation agencies.
 - a. An institution offering programs that require specialized accreditation or recognition in order for its students to be certified or to sit for licensing examinations either has the appropriate accreditation or discloses publicly and clearly the consequences to the students of the lack thereof. The institution makes clear to students the distinction between regional and specialized or program accreditation and the relationships between licensure and the various types of accreditation.
 - HLC website: <http://www.missouristate.edu/hlc>
 - Accreditations listed on website: <http://accreditation.missouristate.edu>
 - Key Performance Indicators: <https://mis.missouristate.edu/KeyPerformanceIndicators/>

 - b. An institution offering programs eligible for specialized accreditation at multiple locations discloses the accreditation status of the program at each location.
(Joye Norris to see how we should comply with this in their promotions)

 - c. An institution that advertises a program as preparation for a licensure examination publicly discloses its licensure pass rate on that examination, unless such information is not available to the institution.
 - Key Performance Indicators: <https://mis.missouristate.edu/KeyPerformanceIndicators/>

8. The governing board and its executive committee, if it has one, include some “public” members. Public members have no significant administrative position or any ownership interest in any of the following: the institution itself; a company that does substantial business with the institution; a company or organization with which the institution has a substantial partnership; a parent, ultimate parent, affiliate, or subsidiary corporation; an investment group or firm substantially involved with one of the above organizations. All publicly-elected individuals or bodies (governors, elected legislative bodies) are public members.
 - Board of Governors: <http://www.missouristate.edu/BOG>

9. The governing board has the authority to approve the annual budget and to engage and dismiss the chief executive officer.
 - BOG minutes: <http://www.missouristate.edu/bog/minutes/default.htm>
 - Policy library: <http://www.missouristate.edu/policy/default.htm>
10. The institution documents outsourcing of all services in written agreements, including agreements with parent or affiliated organizations.
 - Procurement services: <http://www.missouristate.edu/procurement/>
 - Policy Library 08.16: <http://www.missouristate.edu/procurement/65870.htm>
 - ISM principles of sustainability and social responsibility: <http://www.missouristate.edu/procurement/89233.htm>
 - MSU minority merchant listing: <http://apps.missouristate.edu/procurement/MinorityMerchantListing.pdf>
11. The institution takes responsibility for the ethical and responsible behavior of its contractual partners in relation to actions taken on its behalf.
 - Grants and Contracts policy: <http://www.missouristate.edu/financialservices/grantsandcontractspolicies.htm>
 - Procurement Policy: <http://www.missouristate.edu/procurement/65870.htm>

B. Teaching and Learning: Quality, Resources and Support

1. Programs, Courses, and Credits

- a. The institution conforms to commonly accepted minimum program length: 60 semester credits for associate's degrees, 125 semester credits for bachelor's degrees, and 30 semester credits beyond the bachelor's for master's degrees. Any variation from these minima must be explained and justified.
 - Undergraduate Catalog: <http://www.missouristate.edu/registrar/catalog/>
 - Graduate Catalog: <http://graduate.missouristate.edu/catalog/>
 - We require 125 total hours for a bachelor's degree. This is stated in the General Baccalaureate Degree Requirements section of the undergraduate catalog: <http://www.missouristate.edu/registrar/catalog/genebacc.html>
- b. The institution requires that 30 of the last 60 credits earned for a bachelor's degree that the institution awards and 15 of the final 30 for an associate's degree it awards be credits earned at the institution. (For example, for a bachelor's degree requiring 120 credits, the institution accepts no more than 90 credits in total through transfer or other assessment of prior learning, and the remaining 30 must fall within the last 60 credits awarded the student.) Institutions that do not maintain such a requirement, or have programs that do not, are able to demonstrate structures or practices that ensure coherence and quality to the degree. (Consortial arrangements are considered to be such structures. In addition, an

institution that complies with the criteria for academic residency requirements of the Servicemembers Opportunity Colleges (SOC) will not be deemed out of conformity with this Assumed Practice provided that its policy is an exception for active-duty servicemembers and not for students in general.)

- Policy Library Op3.04-27 General Baccalaureate Degree Policies and Requirements: http://www.missouristate.edu/policy/Op3_04_27_GeneralBaccalaureateDegree.htm
<http://www.missouristate.edu/registrar/catalog/genebacc.html>

c. The institution's policy and practice assure that at least 50% of courses applied to a graduate program are courses designed for graduate work, rather than undergraduate courses credited toward a graduate degree. (An institution may allow well-prepared advanced students to substitute its graduate courses for required or elective courses in an undergraduate degree program and then subsequently count those same courses as fulfilling graduate requirements in a related graduate program that the institution offers. In "4+1" or "2+3" programs, at least 50% of the credits allocated for the master's degree – usually 15 of 30 – must be for courses designed for graduate work.)

- Accelerated Masters Programs: <http://graduate.missouristate.edu/acceleratedprograms.htm>
- Graduate catalog: <http://graduate.missouristate.edu/catalog/>

d. The institution adheres to policies on student academic load per term that reflect reasonable expectations for successful learning and course completion.

- Credit hours: <http://www.missouristate.edu/registrar/catalog/credithours.html>
- Overload permission: <http://www.missouristate.edu/registrar/catalog/overload.html>
- Overload permission form: <http://www.missouristate.edu/registrar/overload.htm>

e. Courses that carry academic credit toward college-level credentials have content and rigor appropriate to higher education.

- Faculty Senate curricular process
- Faculty review and assessment

f. The institution has a process for ensuring that all courses transferred and applied toward degree requirements demonstrate equivalence with its own courses required for that degree or are of equivalent rigor.

- Transfer credit policy in policy manual: Policy Library Op3.04-45: http://www.missouristate.edu/policy/Op3_04_45_TransferCredit.htm
- Transferring credit: <http://www.missouristate.edu/admissions/collcredit.htm>
- Transfer Credit Policy: <http://www.missouristate.edu/registrar/catalog/transferecreditpolicy.html>

g. The institution has a clear policy on the maximum allowable credit for prior learning as a reasonable proportion of the credits required to complete the student's program. Credit awarded for prior learning is documented, evaluated, and appropriate for the level of degree awarded. (Note that this requirement does not apply to courses transferred from other institutions.)

- Transfer equivalency:
<https://www.secure.missouristate.edu/appadm/transequiv/transequiv.asp> and
<http://www.missouristate.edu/admissions/collcredit.htm>
- Online evaluation system available through Banner
- No credit for prior learning is accepted at MSU:
<http://www.missouristate.edu/registrar/catalog/transferecreditpolicy.html>
- We have **no** limit on prior learning (i.e. Credit by Exam) per Transfer Credit Policy. (We do by some subjects, but no overall credit)
- Credit by examination policy: Policy Library Op3.04-14
http://www.missouristate.edu/policy/Op3_04_14_CreditbyExamination.htm

h. The institution maintains a minimum requirement for general education for all of its undergraduate programs whether through a traditional practice of distributed curricula (15 semester credits for AAS degrees, 24 for AS or AA degrees, and 30 for bachelor's degrees) or through integrated, embedded, interdisciplinary, or other accepted models that demonstrate a minimum requirement equivalent to the distributed model. Any variation is explained and justified.

- General Education program and requirements:
http://www.missouristate.edu/registrar/catalog/dept_uc.html
- General Education for transfer students:
<http://www.missouristate.edu/admissions/collcredit.htm>

2. Faculty Roles and Qualifications

a. Instructors (excluding for this requirement teaching assistants enrolled in a graduate program and supervised by faculty) possess an academic degree relevant to what they are teaching and at least one level above the level at which they teach, except in programs for terminal degrees or when equivalent experience is established. In terminal degree programs, faculty members possess the same level of degree. When faculty members are employed based on equivalent experience, the institution defines a minimum threshold of experience and an evaluation process that is used in the appointment process.

- Hiring guidelines: Policy Library Op7.10
- http://www.missouristate.edu/policy/Op7_10_GeneralHiringGuidelines.htm

b. Instructors teaching at the doctoral level have a record of recognized scholarship, creative endeavor, or achievement in practice commensurate with doctoral expectations.

- Program faculty listings
- Graduate Faculty Status minimum requirement to teach in programs

c. Faculty participate substantially in:

1) oversight of the curriculum – its development and implementation, academic substance, currency, and relevance for internal and external constituencies;

- http://www.missouristate.edu/assets/policy/Faculty_Senate_Constitution_and_Bylaws_Revised_5-09.pdf

- 2) assurance of consistency in the level and quality of instruction and in the expectations of student performance;
 - http://www.missouristate.edu/assets/policy/Faculty_Senate_Constitution_and_Bylaws_Revised_5-09.pdf
 - Program Review: http://www.missouristate.edu/provost/instres_pgmreviews.htm
 - Assessment of Student Learning: <http://www.missouristate.edu/assessment/103655.htm>
- 3) establishment of the academic qualifications for instructional personnel;
 - Hiring Guidelines: Policy Library Op7.10
http://www.missouristate.edu/policy/Op7_10_GeneralHiringGuidelines.htm
 - Faculty Handbook
- 4) analysis of data and appropriate action on assessment of student learning and program completion.
 - Assessment of Student Learning: <http://www.missouristate.edu/assessment/103655.htm>
 - And college websites such as <http://www.cnas.missouristate.edu/4537.htm>

3. Support Services

- a. Financial aid advising clearly and comprehensively review students' eligibility for financial assistance and assists students in a full understanding of their debt and its consequences.
 - Satisfaction survey, complaints and how handled.
 - Financial Aid: <http://www.missouristate.edu/FinancialAid/>
 - Default prevention initiative:
<http://www.missouristate.edu/FinancialAid/RealLIFE/default.htm>
- b. The institution maintains timely and accurate transcript and records services.
 - Policy Library – Chapter 3 and 5 Academic Policies and Student
<http://www.missouristate.edu/policy/AcademicPolicies.htm>
<http://www.missouristate.edu/policy/StudentPolicies.htm>

C. Teaching and Learning: Evaluation and Improvement

1. Instructors (excluding for this requirement teaching assistants enrolled in a graduate program and supervised by faculty) have the authority for the assignment of grades. (This requirement allows for collective responsibility, as when a faculty committee has the authority to override a grade on appeal.)
 - Course instructor assigned in Banner/assign final grades
 - Grade appeal procedure: <http://www.missouristate.edu/registrar/catalog/graderev.html>
 - Class schedule building guidelines, pg. 13:
http://www.missouristate.edu/assets/registrar/Banner_8_Schedule_Building_Guide.pdf

2. The institution refrains from the transcription of credit from other institutions or providers that it will not apply to its own programs.
 - Credit is awarded only for courses that are similar to those offered at MSU:
<http://www.missouristate.edu/registrar/catalog/transferecreditpolicy.html>
3. The institution has formal and current written agreements for managing any internships and clinical placements included in its programs.
 - <http://www.missouristate.edu/registrar/catalog/accreditations.htm>
 - <http://graduate.missouristate.edu/catalog/accreditation.htm>
 - <https://ws.missouristate.edu/factbook/generalinfo/accreditation.asp>
 - http://www.missouristate.edu/assets/programreview/pr_accreditations.pdf
 - <http://accreditation.missouristate.edu/default.htm>
 - Accredited programs: All up-to-date information posted at:
http://www.missouristate.edu/provost/instres_pgmreviews.htm
 - Follow federal requirements on internships
4. A predominantly or solely single-purpose institution in fields that require licensure for practice is also accredited by or is actively in the process of applying to a recognized specialized accrediting agency for each field, if such agency exists.
 - This does not apply to MSU.
5. Instructors communicate course requirements to students through syllabi.
 - Syllabi policy – Faculty Handbook and Provost Website:
 - <http://www.missouristate.edu/provost/syllabi.htm>
6. Institutional data on assessment of student learning are accurate and address the full range of students who enroll.
 - Surveys and tests: <http://www.missouristate.edu/assessment/127511.htm>
 - Bear Intelligence: <http://www.missouristate.edu/data/>
7. Institutional data on student retention, persistence, and completion are accurate and address the full range of students who enroll.
 - Office of Institutional Research: <http://www.missouristate.edu/oir/>
 - Key Performance Indicators: <https://mis.missouristate.edu/KeyPerformanceIndicators/>
 - Status Report: <https://mis.missouristate.edu/dos/98258.htm>
 - Bear Intelligence: <http://www.missouristate.edu/data/default.htm>

D. Resources, Planning and Institutional Effectiveness

1. The institution is able to meet its current financial obligations.
 - The Higher Learning Commission Annual Institution Data Report. Financial Data Worksheet for Public Institutions - this is filed yearly.
 - Moody's Bond Rating
 - <http://www.missouristate.edu/financialservices/>
2. The institution has a prepared budget for the current year and the capacity to compare it with budgets and actual results of previous years.
 - The university prepares a yearly budget and it is posted to the website:
<http://www.missouristate.edu/financialservices/accountingandbudgeting.htm>
http://www.missouristate.edu/assets/financialservices/Main_FY13_Budget_Book.pdf
 - For Board of Governors' Finance Committee Meetings, periodic review of actual/budget/to prior year is reviewed.
 - Departments are able to track budget, expenditures, budget to actual, and % budget spent:
<http://www.missouristate.edu/financialservices/126488.htm>
3. The institution has future financial projections addressing its long-term financial sustainability.
 - <http://www.missouristate.edu/longrangeplan/default.htm>
4. The institution maintains effective systems for collecting, analyzing, and using institutional information.
 - Office of Institutional Research: <http://www.missouristate.edu/oir/>
 - Key Performance Indicators: <https://mis.missouristate.edu/KeyPerformanceIndicators/>
5. The institution undergoes an external audit by a certified public accountant or a public audit agency of its own financial and educational activities and maintains audited financial statements. For private institutions the audit is annual; for public institutions it is at least every two years.
 - Audited by external audit firm every year. Audits posted to website yearly:
<http://www.missouristate.edu/financialservices/financialreports.htm>
6. The institution's administrative structure includes a chief executive officer, chief financial officer, and chief academic officer (titles may vary) with appropriate credentials and experience and sufficient focus on the institution to ensure appropriate leadership and oversight.

- Organizational Chart: <http://www.missouristate.edu/about/orgchart.htm>
- Bios for Administrative Council: <http://www.missouristate.edu/president/council.aspx>