

ACADEMIC POLICIES AND PROCEDURES FOR OVERSEAS STAFF

INTRODUCTION

This section provides information on the California State University International Programs (CSU IP) objectives as well as the duties and responsibilities of Academic and Exchange Services at CSU IP and overseas study center staff employed by CSU IP. California State University International Programs study center includes Resident Directors, Resident Coordinators, and Program Assistants.

Resident Directors and Resident Coordinators are responsible for managing on-site staff and CSU IP operations at the study center. Resident Directors are CSU campus faculty members who are appointed by CSU IP, usually for one year. Resident Coordinators are local residents of the area where the program is located and are employed by CSU IP on a continual basis. Resident Coordinators have similar duties and responsibilities of a Resident Director. Program Assistants, also local residents of the area where the study center is located, carry out duties described in this section under the management of the Resident Director or Resident Coordinator.

For the purposes of this publication, the following terms will be used throughout this section:

IP study center staff: Resident Directors, Resident Coordinators and Program Assistants who are employed by CSU IP with the understanding that Resident Directors and Resident Coordinators in France, Germany, Ghana, Italy, and Spain (Granada and Madrid) take the lead role in the duties and responsibilities described in this section.

“Key contact” for the program: CSU IP study center staff who acts as in a lead capacity and/or is the key representative for CSU IP at the study center.

Host university staff (or officials): Individuals employed directly by the host university.

This section supplements the information in the publications entitled “Academic Planning, Crediting and Reporting”, “Academic Policies” and the “Academic Bulletin” (as known as the “Bulletin”) which are provided to CSU IP participants. These publications are found on IP website under “Study Abroad”, “Academic Program Information”. It is vital that all Resident Directors/Coordinators and Program Assistants read these publications in order to obtain a full understanding of academic policies, practices, procedures and forms. Publications are updated each year so it should not be assumed that publications contain the same information as the previous year. In addition, this document can be updated during an academic year if there are significant procedural and/or policy changes.

Note that due to the development of an academic database for CSU IP, some of the procedures may change during the 2017-18 academic year and beyond. The CSU IP will inform IP study center staff of any updates and changes as a result of the release of a new version of the academic database.

PROGRAM OBJECTIVES

CSU IP’s academic policies derive from two sources: the practices common to the various campuses of the CSU system, and the particular objectives of the program itself.

With respect to the former, the academic credibility of the program depends upon the ability of its leadership to translate the students’ academic work attempted while abroad into terms understandable to their home campuses, and to ensure that the quality and quantity of work performed meet or exceed system-wide standards. IP participants remain responsible for meeting the academic requirements of their CSU campuses, including the provisions of the campus catalog and the terms of any agreements established with the advisor and/or department chair as per the Academic Advisement form.

The objectives of CSU IP were summarized in CSU Trustees policy in July, 1970, as "...to provide selected students with the opportunity to:

- Develop a deep knowledge and understanding of another culture through a year of serious study in a foreign environment;

- Improve in their ability to communicate in another language through intensive study and through immersion in a society whose members use that language for daily communication;
- Develop experience in living in a different environment as training for eventual employment in a post which requires—or can benefit from—intimate knowledge of a foreign culture;
- Develop greater self-knowledge and self-awareness by encountering the values of other cultures;
- Develop a deeper understanding and appreciation of their own society by being removed from it and by contrasting it with the foreign environment; and.
- Pursue the above objectives within the framework of a degree program at a California State College."

These objectives continue to reflect the spirit in which CSU IP is established and operated.

Fundamental to program philosophy is the primacy of the academic curriculum. Travel and acculturation are important facets of the program, but the former is made more meaningful and the latter is made possible by the kind of intellectual preparation required by CSU IP's academic programs. These emphasize language acquisition, formal cultural orientation, and the closest possible daily contact with the host culture within a curriculum designed to further the academic and career objectives of participating students. Contrary to the widespread view that "getting to know the people" is a simple matter of organized or freelance touring, the road to genuine intercultural understanding is much more difficult, but much more rewarding. Language study and serious inquiry into the socio-historical meaning of a people by serious and motivated students constitute the only proper beginning and the only process consistent with a program at the university level.

Consistent with its governing principles and objectives, with Trustee policy, and with the specific guidance of the Academic Council on International Programs, all IP programs are conducted on an academic year basis. The academic year structure permits the objective of

the fullest possible academic and personal integration into the host culture to be realized by participants.

RESPONSIBILITIES OF ACADEMIC SERVICES

As the central office for all programs offered through CSU IP, Academic Services (which is part of a larger area within CSU IP entitled Academic and Exchange Services) has several areas which perform different functions similar to what campuses offer.

Registrar/Records: Academic Services acts as the a registrar/records office for all IP programs by collecting and maintaining academic information for each IP participant, executing academic policies for its programs consistent with CSU policies, reviewing and considering academic requests and petitions, processing academic forms, monitoring enrollment and processing end-of-year grade reports. Academic Services also updates academic related publications and documents including the Academic Bulletin for each program which serves as a catalog of academic information specific to the program.

Course Evaluation: Academic Services acts as an evaluation office by reviewing courses taken by IP participants. Course descriptions are collected. Level of courses, unit and grades are evaluated and translated to CSU equivalencies.

Academic Advisement: Academic Services provide academic policy information relevant to IP programs to past, current and future IP participants. Specific advice about degree requirements and crediting of courses are deferred to the campus.

Student Exchange: The CSU system-wide Student Exchange Program is managed by staff who are also responsible for providing academic services for outbound students. Twice a year, partner institutions send applications to Academic and Exchange Services where applications are reviewed, campus placements are made and applications are forwarded to campuses. Exchange balances are kept to ensure parity over an agreement period. Academic and Exchange Services serves as a contact point for all partners and campuses with regards to issues about this exchange program.

Acting on behalf of CSU IP, study center staff has several roles in carrying out the duties and responsibilities from the areas listed above.

Registrar/Records: CSU IP study center staff collects and maintains academic information (e.g., courses and grades) and reports academic information to CSU IP for each participant, regardless of how long this takes after the academic year has concluded. This includes all courses and units attempted, notations about the circumstances surrounding a student's academic performance, (e.g., why students failed or withdrew from courses) and grades earned. IP study center staff follows up on missing and failed grades to ensure that grading is fair and well documented. He/she monitors, records and reports enrollment activity throughout each term. He/she enforces the academic policies and sets the academic deadlines for the program. He/she receives academic requests, petitions, and academic forms, which are submitted to CSU IP for final decisions. This will be done by uploading forms, petitions and requests to the students' records in the academic database unless advised otherwise. Academic documents pertaining to more than one student (e.g. class rosters, class grade sheets) will be uploaded to the study center file in the academic database unless advised otherwise. CSU IP study center staff reviews and updates the Academic Bulletin to ensure that course information is correct, course offerings and website information are valid for the following year, and all other information in the document is accurate.

Course Evaluation: CSU IP study center staff collects course descriptions, and forwards these to CSU IP, reviews the level of courses, and converts units and grades to CSU equivalents.

Academic Advisement: The Resident Director/Coordinator is the key contact for all academic matters for participants of that program. In the absence of a Resident Director or Coordinator, the Program Assistant is the key contact for participants of that program. The key contact for the program meets with each student several times each semester with regards to academic planning, course registration, and academic progress. After each term, the key contact monitors academic progress and notifies students if they have not received minimum GPA requirements (2.0 for undergraduate students and 3.0 for graduate students). He/she assists students with coping in their new academic environment. For students who may have serious issues, he/she assists them with obtaining assistance with withdrawing from the program. The key contact for the program communicates with CSU IP about any academic issues and the academic progress of students.

Student Exchange: Where a student exchange agreement exists, CSU IP study center staff may be in contact with the exchange coordinator of the partner university with regards to prospective exchange applicants or exchange students who are studying at a CSU campus. CSU IP study center staff may be asked to take part in recruitment activities or the pre-departure orientation for students who have been admitted to a CSU campus on exchange.

REGISTRATION AND ENROLLMENT

An important function of CSU IP study center staff is the reporting of the enrollment status of students. Enrollment information is critical and used by CSU IP to advise campus officials of the enrollment status and eligibility for financial aid of each student, to determine eligibility for participation in the CSU IP group health and accident policy program, and for fiscal accounting purposes. Accurate and timely reporting is an essential requirement. Enrollment information and the responsibilities of the key contact for the program are delineated below.

ENROLLMENT STATUS

CSU IP has no independent status as a campus, but is an administrative office which controls and manages the program. In order to maintain their academic status, participants in the program must be enrolled at a member campus of the CSU system while they are abroad. To be enrolled at their home campuses while concurrently participating in CSU IP, students must:

- Have been formally accepted for enrollment at a member campus of the CSU prior to attending courses at an CSU IP study center;
- Have been formally accepted to participate in the CSU IP;
- Maintain the required academic course load; and
- Remain in good academic and disciplinary standing.

CAMPUS REGISTRATION

Before CSU IP participants depart for their study centers abroad, IP Coordinators at each CSU campus are responsible for ensuring that students are concurrently enrolled at their CSU campus for the terms that students are enrolled through CSU IP. Students are enrolled as full-time students during the academic year even though no course enrollments are reported until the conclusion of the year. Students are not directly involved in the process.

As this arrangement involves processing and record-keeping exceptions, errors are occasionally made on campus. The campus record-keeping database system might produce a report showing a CSU IP student enrolled for zero units and a form is sent to the student's permanent address. Should this happen to any student, the student should contact their IP Coordinator at the Study Abroad/International Office at his/her home CSU campus. If the student is unsuccessful in getting the problem resolved, please contact CSU IP for assistance.

Effective June 1, 2015, students will be permitted to enroll for courses (e.g. online courses) at their CSU campus on the following conditions:

- Students must seek approval to take the course from their IP Coordinator at their home CSU campus. If approved, the IP Coordinator will facilitate the registration of the course for the student unless directed otherwise.
- Students must maintain the enrollment of a minimum of 15 units each semester at their overseas study center.
- It is the students' responsibility to ensure that enrollment in additional units at their campus and abroad is permitted as per campus and financial aid regulations.

ENROLLMENT

Academic Database Entry: For programs with summer preparatory language programs (PLP), courses should be entered in the database one week after classes have begun. For semester courses, IP study center staff enters the courses with unit values into the academic database no later than the fourth week or soon after the add/drop deadline for

the semester has passed and the students' schedules have been set, whichever date comes first. (It is IP policy that schedules are set by the end of the third week of each term unless the study center imposes an earlier date.)

The total number of units for each student reported in the academic database should total the number of units reported on the CSU IP Registration Form for each student.

The CSU IP study center must also remember to identify and explain the following circumstances to CSU IP:

- Students who appear in the database but are not present at the study center;
- Students who appear in the database who are present at the study center but not enrolled for a given term, e.g., exemption from the summer preparatory language program;
- Students who are present at the study center but are not listed in the database;
- Students enrolled in less than 15 units or who are taking more than 19 units in Semester 1 or Semester 2. Refer to section entitled "Registration and Unit Load Requirements."

Drop/Add: Students may withdraw or be disenrolled from the program. When this occurs, they are simultaneously withdrawn from their respective home CSU campuses. (However, they do not lose their continuing student status and many enroll at their home campus for the next term.) They also cease to be eligible for insurance coverage under the CSU IP group plan and for various financial aid benefits.

Change in Unit Load: Program requirements state that participants must maintain full-time enrollment unless an approved exception has been granted. CSU IP considers reduction of unit requests on a case-by-case basis upon receipt of a General Petition Form completed by the student. Qualification for some financial aid is based on full-time enrollment so a reduction of units can have financial implications. Without an explicit approval from the CSU IP, students who fall below the required minimum unit load are subject to disenrollment.

PROGRAM WITHDRAWAL

For several reasons a small number of students withdraw from CSU IP before completing their year abroad.

The key contact for the program should review the consequences of withdrawal with the student:

- The student is withdrawn from his home campus for that term. If not returning to the home campus the following term, the student should be advised to check with their home campus about the length of time a student may be absent from campus without having to reapply for admission;
- Financial aid and veteran's benefits may be cancelled for that term;
- A notation including the date when the student left the study center, and the last date that the student attended class should be entered in the Notes section of the academic database.
- All unfinished courses for the term beyond the third week of instruction should still be entered and remain in the academic database but are reported to the campus with a grade of W;
- The student assumes full responsibility for the return home and thereby removes all liability and responsibility from CSU IP study center staff, officers and staff of CSU IP, and the Trustees of The California State University;
- The student may be eligible for a refund. Refer to the Fiscal Section found in the CSYOU website.

In the case of student withdrawal, the key contact for the program must notify CSU IP of all student withdrawals immediately by email and phone, if necessary.

The student must complete and sign a Withdrawal Notification Form. The form is also signed by the key contact for the study center who then emails the form to the CSU IP.

Upon receipt of the form, the CSU IP will withdraw the student from CSU IP and notify the student's home campus. The key contact will then post the original form to CSU IP with any supporting documentation, if available.

Disenrolled students are terminated by action of the Director and their withdrawal, therefore, is not carried out in the same manner as non-punitive withdrawal. Disenrolled students will be reported by CSU IP to the key contact for the program as the final step in the disenrollment procedure. The key contact will then annotate local records accordingly.

The effective date of withdrawal is the last day of actual class attendance. The last day of attendance which is the effective date of withdrawal is entered on the Withdrawal Notification Form and the student's record in the academic database (Notes section).

In the case of disenrollment from CSU IP, the effective date of disenrollment is determined and reported to the student by the Director of CSU IP.

Access the Withdrawal Notification Form from the academic database.

OTHER TYPES OF LEAVE

Emergency Leave: An emergency leave is granted when students are required by circumstances beyond their control to leave the study center temporarily while classes are in session with the intention of returning to complete their studies. Emergency leaves are approved by the key contact of the program in consultation with CSU IP upon written notice (to include the student's name, the reason for the request, and the inclusive dates of the leave) by the student. Such written notice must be presented to the key contact for the program prior to the student's departure from the study center. Approvals will be in writing.

In approving emergency leaves, the key contact for the program considers the justifiability of the request and the effects upon the student's academic status. Justifiability is a subjective and situational judgment which may have to be made quickly and without the opportunity to consult with CSU IP staff. The academic and personal implications of approved emergency leaves must be considered as well.

- Will the duration of the absence be such that it will be difficult or impossible for the student to complete his or her studies upon return?
- Will the absence conflict with critical academic presentations, examinations, etc.?
- Can the student finance the emergency leave travel and still afford to complete the program?

Emergency leaves of more than one week should be discouraged and discussed with CSU IP.

Students on approved emergency leaves must be reported to CSU IP by phone or email in the case of immediate departure, or by letter to CSU IP when approval is given well in advance of departure. An approved emergency leave does not change the student's enrollment status. The student remains fully enrolled in IP and at his or her home campus as long as the student returns in accordance with the agreed upon approval policies. Students should be advised to consider withdrawal from the program if the request is unjustified; if the leave will result in major academic difficulties; or if the request is for an excessively long period.

Leave of Absence: Not all CSU IP students return immediately to their home CSU campus after they withdraw from or complete their CSU IP program. Campus policies differ in the length of time a student may interrupt their studies without losing continuing status or having to reapply. Educational leaves are available at most campuses. For information, students are advised to contact their home campus.

CERTIFICATE OF ENROLLMENT REQUESTS

During the year, students may have a need to request a document to certify that they are full time students and CSU IP participants so that they can become insured through their parent's health plan. All certifications are issued by CSU IP since CSU IP is the central office for all programs. In order for CSU IP to prepare a certification of enrollment, follow the instructions below:

- Students should make requests through CSU IP study center staff rather than contact CSU IP directly.
- Students are required to complete the form entitled Certificate of Enrollment Request. Requests must be dated and signed.

When received, check the form to ensure that it is signed, dated and the form is complete. Then submit the request to CSU IP. Post the original letter to CSU IP with the other academic-related documents when grades are made available for that term.

Access the Certificate of Enrollment Request from the academic database.

ACADEMIC CALENDARS AND DATES

It is necessary for CSU IP study center staff to organize the academic calendar and deadlines students will be directed to follow, a calendar of deadline dates by which academic information will be submitted to CSU IP and an academic calendar for the following year. These are described below.

The academic calendar provided to CSU IP in the prior year may be incorrect. Therefore, CSU IP study center staff should verify the academic calendar with the host university officials (and their publications) including start and end dates, final exam periods, holidays and breaks and deadlines to add and drop courses for each term. In countries where there are multiple university affiliations (e.g., Germany and France), calendars are required for all affiliated universities. This information should be forwarded to CSU IP and students as soon as possible.

Each year key contacts for the programs are asked to send CSU IP academic calendars for the following year at their study centers. At study centers where there are multiple university affiliations, calendars are requested for all affiliated universities. At study centers where there might be different schedules for IP sponsored courses and for university courses, both calendars should be sent (e.g., Italy). Calendars for the current academic year should be submitted to CSU IP at the start of the calendar year (to confirm dates) by uploading the calendar to the study center file in the academic database.

Deadlines for the collection of academic information and forms should be established by the key contact for the program and given to both CSU IP and students each term. This can include (but is not limited to) registration, Credit/No Credit Request forms, course descriptions/syllabi, and internship applications (only where applicable).

CSU IP study center staff must be firm and advise students of consequences if they do not submit forms by their deadline dates, which should be done both verbally and in writing.

ACADEMIC REPORTING

GENERAL

Academic reporting is the process by which each student's academic work abroad is described and reported to CSU IP, translated into CSU campus terms, and reported to the student's home campus.

It is the Resident Director's responsibility to review and evaluate all coursework taken by CSU IP students abroad. Because of distance and lack of firsthand information, CSU IP relies on their judgment and fairness in reporting courses, units and grades. The Resident Director is the representative of the CSU at the study center and has the task of maintaining the student's academic standards abroad which are compatible with those at the CSU. CSU IP reviews recommendations made by the Resident Director. Discrepancies are resolved prior to reporting to the home campus.

Resident Coordinators and Program Assistants at study centers where no Resident Director or Coordinator is employed are representatives of the CSU but should consult with CSU IP regarding questions about courses, units and grades to ensure that academic standards abroad are compatible with those at the CSU. Discrepancies are resolved prior to reporting to the home campus.

CSU IP study center staff should feel free to raise any issues about academic reporting. CSU IP members are united in creating a program of excellence based on sound academic principles and fairness.

PRINCIPLES OF ACADEMIC REPORTING

A primary responsibility of CSU IP study center staff is to report accurately to CSU IP all courses and units attempted, and all grades earned. Careful attention to detail is required and notations explaining any academic information which could be questioned later by students or campuses should be provided.

The following operating principles will guide CSU IP study center staff to carry out reporting responsibilities.

ACCURACY

The essential principle of reporting is that the student's work abroad be described accurately since all courses will eventually be posted to the student's CSU home campus transcript and become a permanent record of coursework attempted abroad. This ensures the academic integrity of the CSU degree since the degree is based on courses, units and grades which appear on the CSU transcript.

Whenever possible, courses should always be reported in the semester when the course was taken by the student. Exceptions must be approved by CSU IP.

Academic reports must be complete in all details. All variances must be fully explained and must meet all guidelines established by each student's home campus and by CSU IP. This is especially true in the areas of credit/no credit and individual or independent (directed) studies.

EQUITY WITH REGARD TO WORK ACCOMPLISHED

This implies an attempt to determine the amount and degree of work normally required by the student's home campus so that the student is neither penalized nor favored for work done in CSU IP. It is well known that there is a degree of difference in complexity, in level of sophistication, in amount of reading, etc., even in similarly described courses on the various CSU campuses. The key contact for the program should attempt to evaluate and take into account these differences.

EQUITY WITH REGARD TO UNIT VALUE

As not all courses available to CSU IP students have been assigned specific unit values, this task often falls to the key contact for the program in consultation with CSU IP. The following are the approximate criteria in use within the CSU and most American colleges and universities:

One semester unit is equal to a minimum of:

- 15 contact hours in a lecture/discussion type of class;
- 22½ contact hours where a significant portion (1/3 to 1/2) of the class hours involves dictation, drill, recitation, or other student participation of a rote rather than an analytical nature;
- 30 hours when the major portion (1/2 to 3/4) of the class hours is devoted to drills; and/or
- 45 hours when the work performed by the students is essentially on their own with occasional supervision. This category includes most science labs, language lab work when not continuously supervised, field trips, and the like.

Students from campuses on the quarter system will have their units reported in quarter unit values (semester units x 1.5).

Concentrated work done in a preparatory language program is normally limited to one semester unit per week of instruction.

Foreign universities often require more individual initiative and more outside reading than is the norm in the CSU. Thus, units cannot necessarily be determined solely on the basis of contact hours. Where this is true, it has generally been considered that a course which meets for only two hours a week is equivalent to three CSU units, for example. However, if students do not do extensive outside work, the course must be reported for two units.

Decisions about reported courses are made as though it might be reviewed by a home campus curriculum committee.

EQUITY WITH REGARD TO CLASS LEVEL

Again, the enormous variety of the education systems and the levels within each preclude a formulaic solution in determining course level. The goal, as in grading and unit value, is to assign the level most nearly comparable to the requirements at the students' home campuses.

Introductory courses in most disciplines at the host university, particularly if there are no prerequisites, are generally regarded as lower division courses. First and second year language courses, musical instrument and vocal courses, recreational/physical education courses and studio art courses are also regarded as lower division. Generally, courses designed for first year undergraduate students would be considered lower division although some exceptions may apply. The distinction between upper division and graduate levels is the level of sophistication and the nature and degree of independence of the student's own input.

Generally, courses offered by the international divisions are undergraduate level. Enrollment in graduate courses by undergraduates is subject to home campus restrictions, course prerequisites and permission from the CSU IP and the host university.

EQUITY WITH REGARD TO GRADING

No simple formula is readily applicable, since grading systems vary. Therefore, several considerations are important.

Students should not receive significantly higher or lower grades than they would have received for the comparable level of work done at home. Students must not be advantaged or disadvantaged and must be treated equally.

CSU IP study center staff should be familiar with local grading practices and be aware of what a student needs to do in order to receive grades equivalent to an A, B, C, D and F system.

EQUITY WITH REGARD TO OTHER STUDENTS

Students from the same campus should receive the same credit for identical work done at the study centers unless there are reasons for doing otherwise (and reasons should be provided to CSU IP).

DEFENSIBLE

Academic decisions—including what is reported to a CSU campus—should be defensible, for instance, in the case of an audit or if the academic record comes into question by campus officials. Therefore, back-up documentation to support whatever courses, units and grades are reported should be provided to CSU IP.

Decisions that are made concerning a student's academic record should be based on principles, policies, practice, circumstances and good judgment. Reasons for exceptions should be carefully documented and considered. Decisions should be made in consultation with CSU IP.

ACADEMIC REPORTING PROCESS

REPORTING FORMS

Three basic forms are used in reporting. Prior versions of forms are not accepted by CSU IP.

CSU IP Registration Form: Prepared at the on-site academic advising session, this form serves as the official CSU IP registration record for the student until the information is entered in the academic database. Once the information is entered in the academic database, the information in the database will become the official record of registration and the form will serve as back-up documentation which should be uploaded to the student's record in the academic database. A copy of the initial CSU IP Registration Form can be given to the student at the beginning of the semester. During and after the semester, this form can also serve as a worksheet to record 1) when courses were added or dropped, and 2) grades earned at the study center to make the entries to the database easier. Note that any changes to the form must be recorded in the academic database as soon as possible to

ensure that the academic database contains accurate information at all times. Do not issue copies of the CSU IP Registration Form to students, particularly if grades are recorded on the form. Once courses are entered to the academic database, a printed registration record should be provided to the student. CSU IP study center staff should check to ensure the entries match the IP Registration Form and the study center's registration record for that student.

Course Description Form: This form needs to be completed for courses taken by CSU IP participants for courses in which detailed course syllabi are not available. The key contact for the program will have to rely on students, study center websites or study center staff/faculty to obtain the information required. For more than one CSU IP participant is enrolled in the same course, only one Course Description Form for that course is needed.

The Course Description Form is intended to provide a general description of the course (translated in English if the course is offered in a different language). Often individual students pursue specialized emphases within a course which can lead to different equivalencies. When such variants can be adequately explained on the program sheet of the individual student, this should be done.

Access forms from the academic database.

SEQUENCE OF EVENTS

- a. Before the students' arrival to the study center: Before going abroad, each student is required to meet with an advisor, who completes an Academic Planning Form, recommending courses to be taken and their suggested home campus course equivalencies and/or substitutions.
- b. On-site advising upon arrival of students: After arrival at the study center, the student meets with the key contact for the program for academic advising to discuss course enrollment. The key contact then completes a CSU IP Registration Form with the student. Both sign the form.
- c. Recording registration information in the academic database: Once the CSU IP Registration Form has been completed and student's schedule is set, the information

must be entered into the academic database. This should occur no later than four weeks after the semester start date. Once the information is entered, it is critical that the information is updated and notations are made if there are changes to the record after their third week of instruction. Courses which are dropped after the third week must remain on record with a grade of “W” although some exceptions apply. When in doubt, CSU IP should be consulted and approve any exceptions.

- d. At the beginning of Semester 1: Students may request to have one course reported to their home campus as a Credit/No Credit each semester. Language courses which are local or native in countries where the national language is not English do not qualify for the CR/NC option and will be reported to the student’s home campus using letter grades except when approved by CSU IP. Requests must be consistent with CR/NC regulations set by the student’s home campus and major department. Normally, courses fulfilling major requirements must be taken for a letter grade. The key contact for the program informs students of this option at the beginning of each semester and distributes the Request to take Credit/No Credit Course Request Form. Interested students complete and return the form to CSU IP study center staff at least four weeks before they take the final exam. Important: Forms that are submitted to the study center office must be date stamped and checked for completeness when forms are received. Late and/or incomplete forms will not be considered. Forms are forwarded to CSU IP immediately after the students have submitted them by uploading forms to the individual students’ records in the academic database. CSU IP decisions will be made within 10 working days and recorded in the academic database. CSU IP study center staff should check the academic database for the CSU IP decision, and once known, contact the student to advise the CSU IP decision. While waiting for the response from CSU IP and even after their requests were approved, students are expected to attend class until the end of the term and continue to do their best in the course. Original forms are forwarded at the end of the semester after grades for the study center become available. A copy of the forms should remain at the study center.
- e. Mid-year academic progress review: CSU IP study center staff gathers and enters raw and converted grades into the academic database. If there are any issues surrounding a student’s status in a program including poor academic performance, CSU IP must be notified immediately (via email).

This includes the following circumstances:

- Students who have not enrolled in the equivalent of 15 units for the first term including those who have withdrawn from courses without the permission from CSU IP and the key contact for the program;
- Students whose grade point average may have fallen below a 2.0; and
- Students who have withdrawn from the program during or after the first term.

For students who fall in any of the three categories above, additional notes regarding the students' academic performance or circumstances must be recorded in the academic database.

- f. End of Semester 1/Start of Semester 2: The key contact for the program meets with each student to complete the CSI IP Registration Form for Semester 2. Information is entered in the academic database no later than the third week of Semester 2. CSU IP study center staff gathers and enters raw and converted grades for Semester 1 in the academic database. Academic forms (CSU IP Registration Form, study center transcript, course descriptions and CR/NC Request form) for Semester 1 must be scanned and uploaded to the individual student's record in the academic database. Original forms are batched according to student (organized in alphabetical order by student's last name) and are sent to CSU IP.
- g. Six to eight weeks before final exam period of Semester 2: Students should be reminded that they may request to have one course reported to their home campus as a Credit/No Credit a few weeks before the deadline.
- h. Grade reporting for Semester 2: At the end of the academic year, CSU IP student center staff gathers and enters raw and converted grades in the academic database. Academic forms (CSU IP Registration form, study center transcript, course descriptions and CR/NC Request form) for Semester 2 must be scanned and uploaded to the individual students' records in the academic database. Original forms are batched according to student (organized in alphabetical order by student's last name) and are sent to the CSU IP.

- i. Final academic reporting: Once CSU IP receives all academic forms, the CSU IP staff reviews and audits the documents, and releases the Academic Report for the student. Reports are provided to the student's home campus registrar. A copy is uploaded to the student's CSU IP portal but only after all financial reports have been submitted and it is verified that the student does not owe any funds to CSU IP. The student's CSU campus IP coordinator has access to the CSU IP portal which indicates that they too, can access the student's Academic Report.

Students are advised that it can take a minimum of four months (and possibly longer, depending on specific circumstances) for coursework taken at their study center to be forwarded to the student's home campus. For programs in Paris, Germany, Ghana and Sweden, reports can take as long as six months or longer so students should be advised accordingly. Once the reports are received by the campus, it can take an additional four to six weeks for the campus to post the coursework to the student's CSU academic record. It is important that CSU IP study center staff advises all students including graduating seniors of reporting delays as it impacts their ability to graduate immediately upon their return to California.

Once an Academic Report has been provided to the student, it is the student's responsibility to review the information to ensure the report is complete and accurate. If a student believes that an error has been made or the student has a question about what has been reported, then the student can request an academic review of the course, grade or units in question by emailing IPacademics@calstate.edu.

REPORTING COURSES

The role of CSU IP is to report all courses attempted abroad to the student's home campus. This is accomplished by reporting course titles (in English) to the campus along with the departmental designation which best fits the course. Course titles of the courses taken will be posted to the transcript just like any CSU home campus course. This means that most students will have to submit course substitution forms or petitions at their home campuses to get courses credited towards major, minor and/or GE requirements. It is imperative that students are aware of this process and save all course descriptions, syllabi and other

course information by uploading them to their CSU IP portal. It is important to stress that it is the student's responsibility to collect and retain course information.

- a. Assigning departments: In reporting, it is necessary for the key contact for the program to assign a department from the student's home campus catalog which is a logical fit for the course that was taken and enter the departmental abbreviation in the CSU IP Registration Form and academic database. It is also advisable to check the course listings for that department in campus catalog to make sure that the course fits within the department.

In some cases, there will be a course for which no department exists at the campus. In this case, the key contact for the program should review all the possibilities and suggest the best fit possible. The CSU IP audits the entries and make changes, if other departments are more suitable.

A list of department abbreviations can be found on the CSU IP website, campus catalogs and the academic database.

- b. Lower division vs. upper division: If the course is lower division, then the course should be reported as a lower division course. If the course is an upper division course, then the course should be reported as upper division.

In order to determine whether or not courses should be lower or upper division, the key contact for the program should review the Academic Advisement form, CSU catalogs, and study center catalogs to suggest how the course should be reported to the home campus.

Note that as a general rule, first and second year musical instrument courses, language courses, studio art courses and physical activity or recreation courses are considered lower division. Many second year architecture, engineering, mathematics and music (instrumental) courses can also be lower division.

OTHER REPORTING MATTERS

- a. Reporting courses according to when they were taken: Courses should be reported accordingly to when they were taken. If a course was taken in the fall term, then the course must be reported for the fall term. For quarter campus students, CSU IP will determine in which term the course will be reported.

*There are a few cases in which CSU IP lists January courses in either fall or spring. Please consult the Academic Bulletins or inquire with CSU IP staff for more information or to answer questions.

For year-long courses with a different grade assigned for each semester: If there can be a different grade assigned for each semester, then the course should be identified as Course Title A in the first semester and Course Title B in the second semester with the grades earned in each half of the course. Grades should not be averaged since two separate grades were given.

For year-long courses in which only one grade is assigned for semester campuses: The course should be entered twice (for each semester) and identified as Course Title A in the first semester and Course Title B in the second semester with the same grade entered for each since only one grade was earned. Divide the units in half for each semester if the course was distributed equally across both semesters. Make a notation to explain that the course was a year-long course with only one grade assigned at the end of the year.

For year-long courses in which only one grade is assigned for quarter campuses: The course should be entered in the academic database three times for each term with unit values divided by 3 unless the unit value will be less than 1 unit. Other exceptions apply so if unsure, check with CSU IP. Each entry should be identified as "A," "B," and "C" after the course title.

- b. Report all courses attempted: All courses attempted (including courses in which the student received permission to withdraw) should be reported in the academic database. The unit value of all courses should also be reported. For withdrawn courses, the date of course withdrawal should be recorded.

Students are not permitted to withdraw from courses after the add/drop deadline date has passed from the semester except in extenuating circumstances (e.g., documented illness, accidents) and only with CSU IP permission. Course withdrawals at the end of the semester are also not considered except in extenuating circumstances beyond the student's control. If in doubt of whether a course withdrawal should be granted, IP study center staff should consult with the CSU IP.

In study centers where Resident Directors/Coordinators are not employed, Program Assistants should always send course withdrawal requests from students to the CSU IP for consideration.

- c. Student involvement (aka, student requests to withhold information): While the student should be aware of crediting and reporting processes, they do not decide how and what is reported to the campus. CSU IP reports courses according to CSU policies, and the home faculty campus ultimately decides how courses should be credited to the degree.
- d. Notations: Notations must be made about anything that requires an explanation including but not limited to why and when courses were dropped, exceptions to policy (e.g., course load requirements), program withdrawals, or why students received a grade of "F" or "WU." Notations are important since CSU IP is often questioned by students and/or campuses after academic reports are provided to students and campuses.
- e. Supporting documentation: In the case of an academic audit, the key contact for the program must provide CSU IP with any documentation that was used in the academic reporting process. This can include but is not limited to email correspondence with students or host university staff, grading scales that were used, grade sheets, study center transcripts and other documentation.
- f. Quality assurance: The key contact for the program is responsible for providing accurate academic information to CSU IP. This may mean setting systems to ensure the quality of information provided.

- g. FERPA: The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. CSU IP study center staff who work with CSU students should read and comply with FERPA policies. Questions about FERPA should be directed to CSU IP. Information is also available online at: <http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

COMPLETING CSU CAMPUS FORMS

Listed below are some general instructions to be followed when students complete various academic campus forms, such as graduation applications, major evaluations, course waivers, etc. All instructions accompanying a form should be followed carefully in order to avoid missing deadlines and/or creating problems that can adversely impact the student's academic career.

1. Address should be the CSU IP Long Beach address, or in some cases, home address in California, not the foreign address.
2. When indicating the institution attended, the CSU campus—not the study center—should be specified. There may be times when it is appropriate to list both, but it must be clear that the student is enrolled at a CSU campus concurrently while abroad.
3. CSU IP study center staff should not sign as a student's advisor. CSU IP will obtain required signatures from the appropriate home campus personnel.
4. Any fee required should be attached as a check or money order and never in cash. Checks should be made out to the home campus. Graduation applications almost always require payment (a late fee may also be required). Students may authorize CSU IP to charge their accounts if there are sufficient funds in the account.

ACADEMIC REPORTS AND TRANSCRIPTS

CSU IP does not issue transcripts; CSU IP issues Academic Reports. CSU IP forwards copies of the student's Academic Report showing work completed abroad or in progress to the CSU home campus for final inclusion on the transcript—the CSU home campus transcript is the official record of work completed/graded abroad. A student who needs an official CSU transcript must request it from his or her CSU home campus and pay the required fee.

Mid-year reports: Typically, these are not available except in exceptional circumstances. Note that applying to graduate schools is not considered an exceptional circumstance.

The final document—the Academic Report—is issued for each student by the CSU IP at the end of the academic year abroad. It is the sole academic record of the student's year abroad. If a transcript is issued by the study center, it should be sent to CSU IP rather than to the student.

Academic Report requests from past participants (alumni): Students who wish to have a copy of their Academic Reports are required to make this request to CSU IP directly by completing the Academic Report Request form found on the IP website under “Academic Program Information” and “Academic Reporting”. They may mail or scan/email the form to ipacademics@calstate.edu.

Once the student's home campus records the courses, units and grades to the student's CSU record, the CSU record becomes the only official record for courses and units attempted and grades earned while on CSU IP.

ACADEMIC POLICIES

This section supplements the information found in the publication entitled “Academic Policies”.

ACADEMIC CREDIT

CSU IP students receive resident credit for all work taken abroad. CSU IP will certify all academic work to their home campuses, which will accept the total unit load reported. This does not mean, however, that all courses taken will count toward graduation requirements in the student's major, minor, or GE. Students must follow the curriculum outline for their major as approved by their home campus advisor and department. Where this is not possible, exceptions may be arranged, but this cannot be guaranteed.

All courses and units attempted must be reported to CSU IP and will be reported to the campus including withdrawn courses. If a student receives an authorized withdrawal from a course, the date of the withdrawal should be recorded in the academic database.

It is the student's responsibility to check if courses will count towards his or her degree with the appropriate advisors at his/her home campus. It is also the student's responsibility to collect and provide course information to his/her home campus advisors.

REGISTRATION AND UNIT LOAD REQUIREMENTS

Undergraduate participants normally are required to carry 30 semester or 45 quarter units per academic year. Graduate students normally must maintain 24 semester or 36 quarter units per academic year in addition to any units they may have earned during the PLP, provided at least half of the courses are at the graduate level. Otherwise, graduate students are required to take a full undergraduate load. Undergraduate students should not enroll in graduate level courses. Exceptional cases should be discussed with CSU IP for approval. A case where an exception is very unlikely to be approved is when an undergraduate student wishes to take a graduate level business course.

Students should normally not be allowed to enroll in more than 19 units a semester due to financial aid unit restrictions at the home campus in addition to the fact that 19 units is considered a heavy course load abroad. That said, exceptions can be considered by CSU IP. Requests for an increased unit load of over 19 units must be submitted to the key contact for the program, who forwards the request with a recommendation and comments to the CSU IP for decision. Note that some campuses restrict the number of units students can take in a given semester. In addition, campuses may impose restrictions on the number of

units an undergraduate student takes which can have financial consequences. Students should be informed accordingly, and advised to consult with their campuses.

While the minimum unit load for students of the CSU to be considered full time is 12 units per term, CSU IP participants are required to enroll in a minimum unit load is 15 units each semester for all study centers. In exceptional cases, students may petition for a reduction in the prescribed course load. Requests are granted for serious and compelling reasons and in cases of extreme hardship due to a condition or circumstances beyond the control of the student. The discovery that coursework is at a greater degree of difficulty or complexity than was assumed, academic requirements are demanding, units are not needed for the degree, more time is needed for non-credit bearing activities or enrollment in courses outside of your study center, or that the student may not do well in a course or was unaware of deadlines or policies are not grounds for the approval of a reduced course load. The reasons for requesting a reduced course load must be stated in writing on the appropriate form. The student must provide documentation that substantiates the condition. Students who are requesting an exception to policy must complete the General Petition Form found their “Academic Toolkit” in their online CSU portal. Requests for a reduced unit load must be submitted to the key contact for the program, who forwards the request with a recommendation and comments to CSU IP for decision. Approvals must be noted in the student’s record as an exception to policy.

Students who enroll concurrently in online courses at their CSU campus must understand that they will still be required to enroll in 15 units at their study center.

AUDITING

1. CSU IP participants may audit instruction provided by a host institution only if:
 - The audited course(s) are carried as an overload, not as a substitute for required enrolled units;
 - Auditing is permitted by the host institution;
 - The instructor has given specific permission for the IP participant to audit, and
 - There is no additional cost to CSU IP.

2. Auditing of instruction organized and conducted directly by CSU IP is permitted for regularly enrolled CSU IP participants with the approval of the instructor and on condition that the audited course is carried as an overload, not as a substitute for required enrolled units.
3. The auditing of host university coursework abroad by non-matriculated students is a matter of the host university's individual policy and practice.
4. Non-participants of CSU IP are not permitted to participate in instruction organized and conducted directly by CSU IP. Thus, the CSU IP study center staff members and their non-participant dependents are excluded from such instruction. CSU P study center staff may visit classes for purposes of orientation, evaluation, and course development when appropriate prior notice has been given to the instructor.

GRADING POLICIES

Students are to be graded fairly within guidelines that exist at any campus of the CSU system.

INCOMPLETE WORK

Normally, no "incomplete" grades are given for coursework not satisfactorily completed while abroad. Any deviation from this policy must be requested in writing and have the full approval of the key contact for the program and CSU IP, which has final approval. Independent studies to be graded on the home campus may be assigned "incomplete" grades without such approval. Grades will not be reported to the students' home campus until all courses have been completed.

An administrative grade of "WU" should be reported for students who fail to complete all course requirements by the end of the academic year at their host institution or who have withdrawn from courses without CSU IP approval. A "WU" is equivalent to an F in calculating GPA and units completed.

While some host universities (e.g., Uppsala University) allow their students to take or re-take exams after the conclusion of the regular academic year, these options are not available to CSU IP students.

CSU IP study center staff must provide firm deadlines for students to complete work, and explain consequences to students if deadlines are not met. Students failing to meet deadline dates to complete work will be assigned a “WU.” CSU IP study center staff must record the reasons why a “WU” was given in the academic database.

CREDIT/NO CREDIT (CR/NC)

- a. Subject to local campus restrictions, students may request to have one course (of approximately three units) during each semester reported to their home CSU campus as a CR or NC except for language acquisition courses during the PLP and academic year. The request must be made four weeks prior to the final exam for the course being requested. The request is submitted on the “Credit/No Credit Request” form to CSU IP study center staff. Most CSU campuses do not allow requirements in the major to be taken on a CR/NC basis.
- b. When the student submits the form, CSU IP study center staff should check it to ensure that the form is complete. Incomplete forms will not be accepted. CSU IP study center staff must date and sign the form the day that the form is received. Note that a signature of receipt does not signify that the form was approved by CSU IP. The form should then be forwarded to CSU IP immediately via email for consideration. CSU IP will record if the request was approved or denied within ten working days of receipt of the form.
- c. For undergraduates, CR is awarded for coursework which is equivalent to C- or better. For graduate students, CR will be awarded for coursework which is equivalent to B- or better. Otherwise NC will be assigned.

ACADEMIC PROGRESS

Students who fail to maintain a minimum GPA of 2.0 for the first term should be considered for probation or disenrollment for failure to maintain satisfactory academic progress.

Graduate students have the additional requirement of maintaining a minimum GPA of 3.0 for all graded work for the degree. Therefore, it is necessary for the key contact for the program to review the academic progress of each student after the first term and report students whose academic performance is substandard to CSU IP. The key contact for the program may recommend the continued enrollment of a student who fails to make satisfactory academic progress if the causes of that failure were substantially beyond the participant's control or if extenuating circumstances should be considered.

COURSE WITHDRAWAL (AFTER ADD/DROP PERIOD CLOSES)

Students are not permitted to drop a course after the third week of instruction except for serious and compelling reasons. Normally, a student will not be allowed to withdraw from a course if it would cause that student's unit load to fall below the minimum required by CSU IP. Requests to drop below a full course load must be made by the student on the General Petition Form, which is then reviewed by the key contact for the program (and the course instructor, if appropriate) and forwarded to CSU IP for final decision. Approvals will not be granted unless there are sound reasons. Course withdrawal in the last twenty percent of course instruction will not be granted unless for circumstances beyond the student's control. If a course withdrawal is approved, the course will remain in the registration record in the academic database. The key contact for the program would enter a grade of W for the course. If the reasons are not defensible, the request will be denied. If the student drops the course anyway or stops attending the course, the course should be reported with a WU grade with a notation about the grade entered in the academic database. Questions about whether it is appropriate for a student to drop a course should be directed to CSU IP via email to IPacademics@calstate.edu.

INDEPENDENT STUDY

In general, programs offered by CSU IP are not designed to accommodate students pursuing independent study. The structure of overseas programs offered by CSU IP is fundamentally one of immersion in study center instruction and supporting studies — such as language studies. The pursuit of other academic purposes tends to remove the student from the immersion environment and is, therefore, not generally encouraged. However, there may be a few students whose academic needs involve the completion of a paper or project during the period of study abroad, or who have a unique and very specific interest to

pursue which is particularly relevant to the study center locale. In such instances, CSU IP may approve limited independent studies on a case-by-case basis. Where and when it is permitted and approved by CSU IP, Independent Study is limited to a maximum of three semester units per term, except where the student's home campus only permits a lesser amount.

In order to carry out independent study, a student may need to possess near-native fluency in the language of instruction, and may need special academic preparation and research skills. The student must have advanced written approval from the major department advisor and department chair, as well as from CSU IP. Independent study must result in a paper or project capable of being graded on the student's home campus. Special tutors are not available, and students must be capable of carrying out all aspects of such study in terms of study and research skills, language skills, and access to appropriate resources. Independent study that involves additional instructional cost to the student cannot be given credit by CSU IP, and additional cost to CSU IP cannot be authorized. Based on special circumstances and upon request, the Independent Study Request Form will be provided to interested students who are studying at a study center where this is possible.

INTERNSHIPS

Internships are only granted in Israel, Italy, Mexico, and Spain (Granada only) under pre-existing and established conditions. Internships are not available at other study centers.

When students request an internship, the following guidelines are used:

- internships are credited at one unit per three internship hours per week over a 15-week semester;
- internships will not exceed six semester units for the year (i.e., three units per semester);
- internships will be appropriately supervised by an academic supervisor from the study center and an internship supervisor from the organization where the internship is being performed;
- internships require a written component to be stipulated by the overseas study center/supervisor;

- students seeking internship credit in their major or minor must comply with all the policies and procedures on their home campus for internships and have approval of the major department;
- CSU IP has final approval of all internship requests.

Upon request, the Internship Application will be provided to interested students who are studying at a study center where this is possible and internship opportunities have been pre-approved by CSU IP. Internship requests must be completed and submitted to CSU IP within the first three weeks of the semester. Late applications will be not approved.

EXTERNAL INSTRUCTION

1. If CSU IP students wish to enroll for instruction, either in an institution or under an individual, for which they pay their own fees, they may petition for credit for this instruction on return to the home campus. In these cases, neither CSU IP credit for this instruction is not awarded, nor may it be counted toward the required student academic load of 15 units per semester unless specifically authorized by CSU IP.
2. Special circumstances may arise when CSU IP might pay the fees for specialized courses. This requires discussion between the key contact for the program and CSU IP before any commitments are made to the student. A full description of the proposed course and a thorough justification must be presented.

COURSE SYLLABI

Whenever CSU IP directly sponsors academic courses at the study center, the key contact for the program must have the course instructor supply each student and CSU IP with a course syllabus. This syllabus should include the minimum requirements for passing the course, an examination schedule, due dates for papers and other work, reading lists, etc. Understandably, some foreign faculty may not be accustomed to such a requirement; therefore, tact and diplomacy will be necessary in working with faculty and colleagues abroad to ensure that appropriate syllabi are created and provided to students and to CSU IP.

ACADEMIC FIELD TRIPS

Field trips are of two kinds: those which are conducted as part of the academic curriculum and those which are conducted as extracurricular activities.

1. Field trips conducted as part of a particular course and arranged or sponsored by CSU IP as part of the academic offerings must meet the following requirements:
 - a. The trip must have an academic purpose and content which are formally related to approved course content and objectives;
 - b. The field trip must meet a clear need for on-site as opposed to classroom instruction. An appropriate balance between classroom instruction and field instruction should be maintained;
 - c. The duration of academic instruction in a particular course (contact hours) must not be below the minimum hours required by course unit values to accommodate field trip arrangements;
 - d. An assigned instructor will accompany the students during the field trip. This may be a CSU IP study center staff member;
 - e. Normally only students formally enrolled in a particular course are eligible to attend academic field trips associated with that course;
 - f. All costs for faculty travel and maintenance, admission fees, and administrative costs for enrolled students must be borne by the State of California. Faculty may not receive additional salary or wages for participation in academic field trips associated with courses they are under contract or other agreement to teach;
 - g. If a course includes field trips which generate costs for students (e.g., travel, lodging, food, etc.), this must be made clear prior to student enrollment in that course. By enrolling in such a course, the student voluntarily accepts responsibility for payment of required field trip costs;

- h. Normally, trips which require long distance travel or overnight stays should be avoided; and
 - i. The inclusion of a field trip component in a course arranged or sponsored by CSU IP constitutes a curriculum change which requires CSU IP approval prior to student enrollment in that course.
2. Extracurricular field trips, for cultural and entertainment purposes, are addressed in the Student Affairs Section found in the CSYOU website.

STUDY LOCATION ASSIGNMENTS

In applying for any study centers, students must apply and qualify for particular programs or concentrations. The home CSU campus and CSU IP staff carry out a careful analysis of student qualifications and needs prior to placement in particular programs or study concentrations. Requests for change of program or concentration may therefore not be made unilaterally by the key contact for the program. The key contact presents all such requests, with recommendations, to CSU IP. CSU IP will consult and make a decision, which is then communicated to the key contact of the program. Changes in program or study concentration will be made only in cases where clear evidence of a more advantageous or appropriate academic experience for the student is presented.

Students selected for a study center in which several centers exist are placed in a particular study location based upon a careful analysis of their individual qualifications and academic needs.

Student requests for a change of study location are serious matters which require the approval of CSU IP. CSU IP study center staff may not unilaterally approve such requests, but must submit them with their own recommendations to CSU IP for decision. The only acceptable basis for a change of study location within a particular study center would be a clear demonstration of significantly improved study conditions or of a substantially enhanced opportunity to achieve previously established academic objectives at the requested study location as opposed to the assigned study location.

Requests for changes of country are not approved. Mid-year changes are not permitted.

ACADEMIC DATABASE

CSU IP began the development of the academic database in May 2010 and its development continues. Notification of changes to the academic database as well as related academic policies, procedures and forms will be provided to CSU IP study center staff as the database continues to be developed.

RESOURCES

As CSU IP is an academic program, it is expected that all study center staff become familiar with all the documents that are used by CSU IP in order to advise students and handle academic matters appropriately.

Academic Planning, Crediting and Reporting: This publication contains information on academic planning, how courses get credited to the student's degree, and the academic reporting process including when students can expect their academic report.

Academic Policies: This publication contains academic policies which will be applied to all IP participants. Topics include but are not limited to CSU Registration, Enrollment Requirements, Attendance, Examinations, Assignment of Grades, Grading Symbols, Credit/No Credit Option and Course Withdrawals.

Academic Bulletin: This is the catalog that lists specific academic information which relates to study centers. Bulletins contain information about the academic culture, assessments, grading, unit conversions, course levels, academic reporting, courses, and website links. CSU IP study center staff is asked to update this document each winter for the following year. When advising students of a given year, it is necessary to refer to the Academic Bulletin which corresponds with the students' year of participation.

Academic Forms: Several forms are used to facilitate academic requests and reporting. To avoid the use of outdated forms, academic forms should always be accessed from the CSU IP website or academic database.

Current academic forms include:

Certification of Enrollment Request	Internship Application and Guidelines
Credit/No Credit Request	Independent Study Request
Course Description	CSU IP Registration Form
General Petition Form	Withdrawal Notification Form

Academic database Information: As this database is further developed, other resources will be made available on the “Resources” tab.

Resources include links to the following:

Academic Database User Guide	Academic Reporting Information
Academic Forms & Other Resources	CSU IP Academic Publications (for students)
Academic Policies & Procedures	Language Translator

CONTACT INFORMATION AND EMAIL ADDRESSES

Regarding contact from currently enrolled students: The first point of contact for all enrolled students while abroad is CSU IP study center staff for all academic matters. In cases when the student emails CSU IP directly, emails will be forwarded to the key contact for the program for reply. In situations requiring consultation or approval from CSU IP, students should discuss their questions or concerns with the key contact for the program, and these can be forwarded to CSU IP via email. Replies will be sent to the key contact for the program so that he/she can discuss the issues with the student. Except when instructed otherwise, emails from CSU IP should not be forwarded directly to the student. Instead, these should be rewritten so that replies come from the key contact for the program.

In cases when CSU IP study center staff wishes to copy the Academic Services staff, use the email IPacademics@calstate.edu.

When CSU IP study center staff is contacted by former students who have questions concerning their Academic Reports or other academic matters, their emails should be forwarded to IPacademics@calstate.edu. Only this email address should be given to students.

Student Exchange: Whenever a partner university staff member requests an email address to contact CSU IP regarding inbound exchange-related matters, give the following email address: CSUexchange@calstate.edu.

Prospective exchange students should be advised to contact their exchange coordinator at their home university rather than CSU IP or the CSU campuses.

When emailing CSU IP with questions about students: To ensure efficient handling of emails, include pertinent information in the subject line (e.g. student's name, study center, year of study and issue in a few words) as shown in the following example: M. Martinez (Germany 2016-17) Sem 1 Course load. Send email to IPacademics@calstate.edu.

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