

# Student Services

## Academic Advising

The Admissions and Academic Advising office provides support programs and services to assist Walsh College students in achieving their goals. Academic advisors are available to help students choose programs, majors and assist with selecting a career field. All students are encouraged to meet with an advisor during their first semester and thereafter as needed. Students are also encouraged to meet with an advisor if they experience academic difficulties, would like assistance selecting classes, have questions about their academic program, or seek tutoring assistance.

The academic program sheet given to students upon admission outlines the course of study at Walsh College based on the Catalog in effect at the time of admittance. Students may change programs of study, major, or degree to the newest catalog year with approval of an advisor in the Admissions and Academic Advising office. All current admissions requirements and policies will apply.

Students are encouraged to review their program requirements each year. An advisor can confirm courses remaining for program completion and review the cumulative and major grade point averages to ensure that students are meeting the expected requirements. Students can also check their progress by viewing their Unofficial Academic Evaluation through our Web Advisor online student system.

Throughout a student's course of study, concerns of a personal nature may be experienced that could hinder academic success. Academic advisors are qualified to offer options or appropriate referrals to external resources for any personal counseling issues.

## Change of Major, Minor, or Degree Program

A student who would like to explore changing majors, minors, or degree programs should contact an academic advisor to discuss available options. A student desiring to change his/her degree program, major, or minor must officially request this change with an academic advisor.

A complete evaluation will be required to determine appropriateness and fulfillment of admissions criteria for the new degree or major. The student will be placed on the most current program of study and will be issued a new academic program sheet. All current admissions requirements and policies will apply. In addition, international students must see an international student advisor so that proper changes can be made to their I-20s.

## Request for Guest Student Status

Students must request permission through the Admissions and Academic Advising office to enroll as a guest student at another institution. Enrolling as a guest student is permitted on an approved basis only. For more information, please refer to the Guest Student at Another Institution section of this Catalog.

## New Student Orientation/Campus Tours

The Admissions and Academic Advising office provides new students the opportunity to become acquainted with the College's academic and administrative staff, policies, and student organizations through an online orientation program. Information about campus services and academic programs is provided. Upon admission, new students will be notified on how to access the online new student orientation. Campus tours are also available. Please contact the Admissions and Academic Advising office for information on campus tours.

## Special Needs Services

Students with documented disabilities should contact the coordinator, Retention Services in the Admissions and Academic Advising office immediately after being admitted to the College, or whenever they require accommodations. The coordinator will meet with the student to provide for reasonable accommodations to increase the potential for success at Walsh College.

## Tutoring

Walsh College takes a very supportive position in assisting students and offers tutoring services (group and private) for selected courses each semester. Tutors are valuable resources when students are experiencing academic difficulties or wish to increase their level of understanding in a subject area. Although every effort is made to have tutors available for every student who needs one, the College cannot guarantee that there will be a tutor for every class. Students are encouraged to request a tutor as early in the semester as possible to better ensure the chance of obtaining a tutor. Students requiring a tutor should contact the Admissions and Academic Advising office, or go online to [myportal.walshcollege.edu](http://myportal.walshcollege.edu), and click "Student Services", then "Find a Tutor". Once the student completes and submits the tutor request form, he/she can select and contact a tutor from the online tutor list. There is a nominal fee for private and group tutoring.

Walsh College has received a grant to provide tutoring labs for undergraduate accounting, communications, and statistics courses, as well as graduate quantitative methods courses. These labs are on a walk-in basis and are free of charge to students. The schedule of labs is posted on the Walsh College Web site and at all campuses. In addition to these labs, the grant also provides for study skills workshops to be conducted four times a year. Each workshop covers a different topic in Master Student study skills to better prepare students for success at Walsh College. Students who need assistance with any study skills areas should contact the coordinator, Retention Services, in the Admissions and Academic Advising office.

## Bookstore

Barnes and Noble has partnered with Walsh College to provide bookstore services. There are two bookstore locations – one at the Troy campus and one at the Novi campus. The Troy bookstore carries books for all campus locations including online classes. The Novi bookstore carries books for classes located in Novi as well as for online classes. Both stores offer spirit clothing, school supplies, and gift items.

## Ordering Textbooks

For the convenience of all Walsh College students, Barnes and Noble has established a Web site, located at [www.walshcollege.bkstore.com](http://www.walshcollege.bkstore.com). After registering for classes, students can access this Web site through the Walsh College home page, [www.walshcollege.edu](http://www.walshcollege.edu), and order textbooks. The same site may be accessed through [www.whywaitforbooks.com](http://www.whywaitforbooks.com). Students may have books delivered to any campus free of charge, or shipped to their home or office (no P.O. boxes) for a small additional fee. Textbooks can also be paid for via financial aid or direct bill to employers. Students who use these payment methods must contact the Troy campus bookstore in advance of placing an order or reserving textbooks.

## Computer Software

Barnes and Noble offer a variety of computer software at great savings through a partnership with CampusEstore.com.

## Textbook Refund Policy

- A full refund will be given in the original form of payment if textbooks are returned with a receipt during the first week of class.
- With proof of a schedule change and a receipt, a full refund will be given in the original form of payment during the first 30 days of classes.
- All specialty reference book refunds will be given in the original form of payment with a receipt within three days of purchase.
- No refunds on textbooks will be given without a receipt.
- Textbooks must be in original condition.
- Shipping and handling charges are not refundable.

## Book Buy-Back

Book buy-back dates for best prices will be posted each semester in the bookstores. Textbooks selected by Walsh College instructors for use in the following semester will be purchased from Walsh students at approximately 50 percent of the retail price until inventory requirements are met. Books brought in for buy-back after the stores' needs are met will be purchased at current wholesale prices.

The bookstores provide wholesale book buy-back year-round. This service allows students to sell books even though they are not needed by our campus' stores. Prices paid under this program are determined by market forces and are set by the wholesale company. A picture ID is required to utilize book buy back

## Business Office

The Business Office collects tuition payments and assists students with payment and other accounts receivable issues.

## Tuition and Fees

To obtain the current tuition and fee expenses and payment due dates, students should refer to the Registration Materials/Schedule of Classes published each semester or the Current Students/Tuition and Fees section of the College Web site.

## Tuition Payments

When registering for classes, students may send full payment of tuition and fees with registration or utilize one of the following options. If a student submits his/her registration form without one of these tuition payments, the registration will not be processed. If the student is registering online and no payment is submitted, he/she will be dropped from all classes. A student, who has been dropped from classes more than once for non-payment of the minimum deposit, will lose online registration privileges. The non-refundable registration fee will be assessed.

- Payment of Minimum Registration Deposit and payments on the Deferred Payment Plan, see Option 2.
- *Qualified Employer Third Party Voucher*: see Option 3.
- *Financial Aid/Scholarship or V.A. recipient*: see Option 4.
- Payments may be made with cash, check, credit or debit card (Visa, MasterCard, and Discover). Tuition payments may also be made at any extension campus. Extension campuses accept check or credit or debit card payments only.

## Option 1

### Minimum Registration Deposit

If tuition and fees exceed the required deposit, students may pay the minimum registration deposit with their registration and pay off the balance in full by the full tuition due date. Students who have not paid their balance by that date and are not a veteran, financial aid, or third party student, will be automatically placed on the Deferred Payment Plan and assessed a non-refundable \$20 deferred fee, see Option 2.

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## Option 2

### Deferred Payment Plan

Students in good financial standing, who paid the minimum registration deposit, may pay off their account in two equal installments. If the balance is not paid in full by the full tuition due date, students will be placed on the Deferred Payment Plan automatically and charged the \$20 non-refundable fee.

Students are responsible for making payments by the due dates by using Web Advisor, visiting, or calling the Business Office with credit or debit card information, or mailing payment to the Business Office.

Payments that arrive after the due date or partial payments will be assessed a non-refundable \$20 late fee.

## Option 3

### Qualified Third Party Voucher

This option is available to students whose employer pays the College directly for tuition and/or fees. The payment of tuition must not be dependent on grades. Only official employer vouchers or purchase orders should be submitted with registration. Applications for vouchers will not be accepted without paying the minimum registration deposit. Direct billing of all Third Parties will take place after the drop/add period. Vouchers can only be accepted until the full tuition due date. If vouchers are received after this date, deferred payment fees will apply.

## Option 4

### Financial Aid Recipients

Students who have been notified by the Financial Aid Office that they are eligible to register without paying the required minimum registration deposit should mark the Financial Aid/Scholarship box on the bottom of the registration form. Students who meet the following criteria are eligible to register as a financial aid recipient:

- Received an estimated financial assistance notification letter AND
- Have been determined eligible for a federal and/or state grant OR
- Have submitted a loan application covering the upcoming semester.

Students in the process of applying for aid and have not received an estimated financial assistance notification letter from the Financial Aid Office will be required to pay the minimum registration deposit at the time of registration.

## Scholarship Recipients

Only the following scholarship recipients are eligible to register without paying the minimum registration deposit:

- New student scholarship recipients
- Walsh College Presidential Scholarship recipients (new and continuing students)
- Community College Fellowship recipients

Please mark the Financial Aid/Scholarship box on the bottom of the registration form. Continuing students (i.e. have completed coursework at Walsh College) who have received a Walsh Merit Scholarship in previous semesters are required to pay the minimum registration deposit. The Financial Aid Office will not be able to review your eligibility for the scholarship program until your semester grades have been posted to your transcript.

## Financial Aid/Scholarship Payments

Financial Aid/Scholarship payments will be applied to your tuition account after the drop/add period. Financial aid recipients are permitted to charge books to their account until the drop/add period is over. The bookstore will have a list of all eligible students.

If aid exceeds the tuition and fees charges, a refund will be issued where appropriate. If a balance remains on the student's account after aid is applied, payment is due in full by the last deferred payment date.

## Veteran's Administration

Students who are an eligible Veteran will be able to register without paying the minimum registration deposit. Students should mark the VA benefits box on the bottom of the registration form.

If you have any questions regarding your Veteran's eligibility, please call the Records and Registration Office.

## Account Statements

Account statements are available online via Web Advisor by logging in to the portal. Go to the Web Advisor tab under the Student Home page, and under Financial Information click "Accounts Receivable Statement."

Walsh College does not mail printed statements. Students are encouraged to view account statement online throughout the term especially before the payment dates. Students who have questions about their account balance or payment dates or need to request a copy of their statement should contact the Business Office.

## Student Responsibility

Students are responsible to make the proper payments by the due dates. Students should refer to the Registration Materials/Schedule of Classes published each semester or the Current Students/Tuition and Fees section of the College Web site.

Submitting an employer voucher does not release the student's liability of tuition and fees. Students will be responsible for any balance the voucher may not cover or if the employer fails to pay Walsh College.

## Policy on Non-Sufficient Fund Checks

Checks returned to Walsh College that are not honored by the student's financial institution will be charged a non-refundable service fee per occurrence. The student will be notified and expected to pay the owed amount within five business days to avoid collection efforts. The check may be re-deposited only upon request by the student (if allowed by the student's financial institution). In the case of bank error, a written document directly from the bank or financial institution will correct the situation. After receipt of two non-sufficient fund checks, a student may no longer submit checks as a method of payment. Students who submit a non-sufficient check to register for classes (such as payment of a past due balance or registration fee) will be dropped from registered courses (five business days to submit payment does not apply). See Indebtedness to Walsh College section of the catalog.

## Tuition Refund Policy

- Courses dropped on or before the eighth day of the semester will receive a 100 percent tuition refund.
- Courses dropped the ninth to fourteenth day of the semester will receive a 50 percent tuition refund.
- No tuition refund will be given for courses dropped after the fourteenth day of the semester.
- Registration and international fees are not refundable.
- Refunds of tuition and course fees will be processed upon completion of the add/drop period in accordance with the tuition refund schedule.

## Tuition Refund Policy Affecting Financial Aid Recipients

See Financial Aid section of the catalog.

## Exceptions to Tuition Refund Deadlines

If an extraordinary circumstance occurs that prevents a student from attending his/her courses for the term, exceptions to the tuition refund deadlines may be granted. To be considered for an exception to the policy, the student must drop or withdraw from all course(s) for which the student is making the exception request. Walsh College does not automatically drop students

from classes for non-attendance. The last day to withdraw from courses is during the eighth week of the term (students should refer to the Registration Materials/Schedule of Classes published each semester for drop and withdraw dates). Students are responsible for tuition and fees when withdrawing beyond the refund period. Students on the deferred payment plan must still make payments in full and on time. Students receiving federal financial aid should refer to the Financial Aid section of the catalog.

Requests for exceptions to the refund policy must be directed in writing to the Chief Financial Officer of the College and must be accompanied by any documentation to substantiate the claim. Each request will be reviewed by the Refund Exception Committee and a response will be sent in writing within 30 days. All requests must be submitted before the term ends. Requests received after this date will not be reviewed. If the Committee determines that the request meets the criteria for an exception (an unforeseen and unavoidable hardship that prevents a student from attending his/her courses), a 100 percent credit of tuition will be applied to the student account. Registration and international fees are not refundable.

### ***Examples of hardships that may qualify for an exception include, but are not limited to:***

- Illness or injury with doctor's note indicating inability to attend course(s)
- Death of an immediate family member with death certificate or death notice
- Involuntary work transfer or shift change with employer documentation
- Military deployment

### ***Tuition refund requests will not be granted for:***

- Conflicts between personal and class schedules
- Overtime
- Accepting a new position or voluntary transfer within current employment
- Loss of employer tuition reimbursement
- Difficult class schedules or non-attendance
- Missing posted refund dates

A student is responsible for knowing all applicable tuition refund dates when registering for courses.

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## Tuition Rate Assessment

Tuition charges are billed at the level of the course in which the student enrolls. All 200 through 400 level courses are billed at undergraduate tuition rates. All 500 through 600 level courses are billed at graduate tuition rates. All 700 level courses are billed at the doctoral tuition rate. Students should consult the Registration Materials/Schedule of Classes for current tuition rates semester or the Current Students/Tuition and Fees section of the College Web site.

## Indebtedness to Walsh College

A student who is indebted to Walsh College will not be permitted to register for classes, view grades, or receive his/her diploma and/or academic transcript. All indebtedness to the College must be paid and all materials and/or books borrowed from the Library or a faculty member must be returned prior to the student to receiving a diploma or an academic transcript.

## Tax Information

1098T forms will be mailed to all students enrolled in the calendar year. Per IRS guidelines, institutions may use the amounts paid method (box 1) or amounts billed method (box 2). The College's system supports the amounts billed method. Note that the taxpayer may not be able to claim a credit for the entire amount billed.

Walsh College cannot provide tax advice or determine if you are eligible for a tax credit. Please consult your tax advisor or visit the IRS website at [www.irs.gov](http://www.irs.gov). Tip: Search the IRS site for "Lifetime Learning Credit" or search Forms and Publications for "Form 8863".

## Career Services

The Career Services office assists current students and alumni in the pursuit of their career goals by providing career advising, resume reviews, job postings, and coordinating recruiting events. Students and alumni may contact the office for assistance in securing full-time, part-time, or internship positions. To obtain information about events and activities sponsored by Career Services, students can access Career Services on the Walsh Portal, read department handouts, or contact the office directly.

Employers advertise open positions through the Career Services office. These positions are made available to students and alumni in e-Recruiting, located on the Career Services Portal. Career Services utilizes e-Recruiting, an online job search tool, to assist students and alumni with their job search. Students and alumni may register by contacting the Career Services office and post their resumes in a resume book that is searchable by employers; however, students should take the initiative to apply directly to the positions posted at the College. Positions posted at Walsh College, HotJobs.com, CareerBuilder.com, and Dice.com are available in e-Recruiting. Career Services forwards resumes to employers for selected open positions posted at Walsh College.

Individual assistance is available by appointment for career advising, including career assessment and planning; resume and cover letter preparation; job search strategies; and mock interviews. Special events such as career fairs, employer presentations, employer mock interviews workshops, and career-related sessions are also provided. Career information and materials are available through both Career Services and the Walsh College Library.

Companies and organizations interview students who are nearing graduation by participating in on-campus recruiting. On-campus recruiting is held twice a year, during October/November and February/March. Employers may select to interview at the Troy or Novi campus, or at both. Campus recruiting policies and procedures are detailed in a handbook and through information sessions provided before each on-campus recruiting event season, and through an online video in the Career Services Portal. All students should plan to participate in on-campus recruiting within three semesters prior to graduation. Because public accounting firms recruit heavily in the fall, accounting students interested in interviewing for positions at public accounting firms should plan to participate in October/November on-campus recruiting prior to their graduation.

The initiative for finding employment remains with the student or graduate. Career Services cannot guarantee employment, but will assist individuals in their efforts to secure employment. Any student dismissed from the College is ineligible to utilize Career Services until reinstated.

## Campus Libraries

Walsh College provides a specialized professional library of print and electronic materials to support the undergraduate and graduate curricula of the College at both the Troy and Novi campuses.

The print collection consists of over 27,000 bound reference and circulating volumes as well as more than 300 current periodical subscriptions. The College's extensive tax collection is one of the finest in the State of Michigan. The library also delivers 24/7 electronic access to more than fifty full-text online business databases which includes over 8,300 online periodicals. Off-site access to these online databases, as well as to a variety of electronic reserve items through the library portal, is also available to all Walsh College students. The library web pages provide student access to many useful business-related web sites as well as research bibliographies.

The main Library collection is housed in the Vollbrecht Library located in the Jeffery W. Barry Center at the Troy campus. Open 7 days a week during each academic semester, the Troy campus library provides 40 fully networked computers for student use. The Kaufman Library at the Novi campus is open 5 days a week during each academic semester and provides electronic access to all library online databases. The Novi Library also includes a limited selection of periodicals as well as some reference and circulating books. Print materials are delivered between the two

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libraries for student and faculty convenience. Walsh College students attending classes at the University Center at Macomb Community College have library privileges through the Macomb Community College Library.

Walsh College librarians provide classroom instruction on how best to utilize print and online resources, as well as one-on-one reference service to students to help them formulate effective research strategies on course related topics. Walsh College students can also utilize reference service by e-mail or telephone.

The Walsh College Library supports student and faculty research needs through no cost interlibrary loan. The College also participates in the Michicard program, which allows direct student borrowing from more than 300 libraries throughout Michigan including the Detroit Public Library, Wayne State University, Oakland University and The University of Detroit-Mercy.