Tennessee Supplemental Statement

**Troy University**

Troy, Alabama 36062

1-334-670-3000

**eTroy**

100 University Park

Troy, AL 36082

1-800-414-5756

**Clarksville Site**

399 Tiny Town Rd.

Clarksville, TN 37042

931-431-9865

The Clarksville Site Facility is approximately 2500 square feet which accommodates two classrooms, two restrooms, one computer laboratory and three administrative offices.

"Troy University is authorized by the Tennessee Higher Education Commission. This authorization must be renewed each year and is based on an evaluation by minimum standards concerning quality of education ethical business practices, health and safety, and fiscal responsibility."

**Transferability of credit disclosure**

Credits earned at Troy University *may not* transfer to another educational institution. Credits earned at another educational institution *may not* be accepted by Troy University. You should obtain confirmation that Troy University will accept any credits you have earned at another educational institution before you execute an enrollment contract or agreement. You should also contact any educational institutions that you may want to transfer credits earned at Troy University to determine if such institutions will accept credits earned at Troy University prior to executing an enrollment contract or agreement. The ability to transfer credits from Troy University to another educational institutions may be very limited. Your credits may not transfer and you may have to repeat courses previously taken at Troy University if you enroll in another educational institution. You should never assume that credits will transfer to or from any educational institution. It is highly recommended and you are advised to make certain that you know the transfer of credit policy of Troy University and of any other educational institutions you may in the future want to transfer the credits earned at Troy University before you execute an enrollment contract or agreement.

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Signature of Student Date

**Tuition and Payment Schedule**

| Tuition & Fees | Undergraduate | Graduate |
|---|---|---|
| Application Fee | $30 | $50 |
| eTroy Tuition<br><br>Active duty using Military TA | $308 per hour<br><br>$250 per hour | $460 per hour<br><br>$460 per hour |
| Late Payment Fee | $50 | $50 |
| Returned Check Fee | $26 (eCheck), $30(personal check) | $26 (eCheck), $30(personal check) |
| MFAT | $35 | |
| Intent to Graduate | $60 | $60 (If no Comp is required)<br><br>$110 ($60 Intent + $50 Comp Fee) |
| Intent to Graduate Re-file | $60 | $60 |
| Transcript Request (Official) | $10.00 | $10.00 |
| Trojan OneCard Replacement | $15 | $15 |
| ID Card Replacement | n/a | n/a |
| Diploma Re-order | $25 | $25 |

Estimated Total cost for online programs.

Associate $18,480 Estimated costs of textbooks & additional fees: $2000.00

Bachelor $36,960 Estimated costs of textbooks & additional fees: $4000.00

Masters $16,560 Estimated costs of textbooks & additional fees: $2000.00

*Please note that all estimates are based on program costs for one academic year – August 1 – July 31. Planned cost increases will be submitted to and approved by the Tennessee Higher Education Commission (THEC).

Program length –

Associate – 24 months

Bachelor – 48 months

Masters – 14 months

*The program length reported is the approximate length at a full time rate of enrollment.

**Cancellation and refund policy**

When dropping a course you, may still be required to pay at least a portion of that course:

**If dropping an Clarksville/eTroy course:**

If you drop a course in the first week of the term, you owe 0%.

If you drop a course in the second week of the term, you owe 25%.

If you drop a course in the third week of the term, you owe 75%.

If you drop a course in the fourth week of the term or anytime thereafter, you owe 100%.

See Drop/Add/Withdraw schedule located at clarksville.troy.edu (contact your Academic Advisor for term specific dates).

If a student wishes to withdraw from the University, the student may be entitled to a partial refund of the tuition. Refund percentages are defined in the term schedules.

If a student does not meet his/her financial or other obligations, he/she will not be permitted to register for any subsequent term. Official transcripts will not be issued by the University until such obligations are met.

All financial regulations, fees and charges are subject to change as conditions warrant.

_____ Signature of Student / Date

## GRIEVANCE PROCEDURES

### GRADE RESOLUTION/GRADE APPEAL

Most grade problems are due to absences. A student who misses class is responsible for meeting the class requirements. Excessive absenteeism may result in a failure of the course.

Raising a letter grade is rarely justified. Should a student want to appeal the instructor's grade, he/she should submit, in writing, his/her reasons to the instructor. If this issue is unresolved, the student would then submit the appeal to the appropriate Student Services Representative. The request for a grade change must be carefully and completely documented. The appeal will be forwarded to the Director of Academics for comments. The Academic Department will review the appeal and make a final decision. The department's decision is final.

### STUDENT COMPLAINTS OTHER THAN GRADES

The following Troy University - Clarksville procedures are intended to ensure each student's right to make a complaint against a University policy or staff or faculty member, and to due process in filing a more formal grievance or rebuttal of an allegation:

1. Attempt first to resolve the problem or complaint directly (face-to-face) with the individual faculty or staff member, or the office, involved.
2. If the problem or complaint is not resolved to the student's satisfaction in a timely manner (one calendar week), it should next be pursued verbally, or in writing, with the appropriate staff office supervisor or faculty member's Program Coordinator.
3. If the problem or complaint is not resolved at this level in a timely manner (one calendar week) the student should submit it, in writing, to either the TSU-Southeast Region Associate Director for Graduate/Undergraduate Programs (academic/faculty problems or complaints) or Director (all other problems or complaints).
4. Upon receipt of a written complaint, the Associate Director for Graduate/ Undergraduate Programs, depending on the nature of the complaint or problem, will forward it, through the supervisory chain, to the staff or faculty member for direct resolution with the student or written response as to recommend other action, if any, to be taken. This step should take no more than two calendar weeks.
5. Upon receipt of the above response, the Associate Director for Graduate/Undergraduate Programs, as appropriate, will decide what, if any, action is needed, initiate same, and inform the student in writing of the decision. If the decision is not in the student's favor, the response will include the reasons or rationale for that. This step should take no more than one calendar week.
6. Should the student not be satisfied with the Associate Director's decision or action, they may continue to pursue it formally (in writing), or informally (telephonically) by contacting the following offices:

**A. Troy University-Main Campus decisions:**
(1) Dr. Lance Tatum,
Vice, Chancellor Global Campus
Troy University
Troy, AL 36082
PH: 1-334-670-3357; FAX (334)670-3770

(2) Tennessee Higher Education Commission

Dr. Stephanie Bellard-Chase, Executive Director

404 James Robertson Parkway, Suite 1900

Nashville, TN 37243

(615)741-3605

Any grievances that are not resolved on the institutional level may be forwarded to the Tennessee Higher Education Commission, Nashville, TN 37243-0830, (615)741-5293

If a student wishes to withdraw from the University, the student may be entitled to a refund of a portion of the tuition. Refund percentages are defined in the term schedules.

If a student does not meet his/her financial or other obligations, he/she will not be permitted to register for any subsequent term. Official transcripts will not be issued by the University until such obligations are met.

All financial regulations, fees and charges are subject to change as conditions warrant.

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Signature of Student Date

(To be placed in each students file once they have signed and dated it)

Registration Date _____

Student Name _____

Student ID _____

Address _____

City, State, Zip _____

Telephone Number _____

Program/Status _____

Full-time/Part-time Status_____

Projected graduation_____

**Please initial each section when completed.**

- — Received an institutional catalog and/or notified of web-address to the institutional catalog. www.troy.edu/academics
- — Toured the institution (not applicable to eTROY students)
- — Has been given a copy of the institutional cancelation and refund policy.
- — Was given the time and opportunity to review the institutional policies in the catalog.
- — Has been informed of the length of the program for full time and part time students in academic terms and actual calendar time.
- — Has been informed of the total tuition and fee cost of the program.
- — Has been informed of the estimated cost of books and any required equipment purchases such as computer / internet access, specialized tools, art supplies etc.
- — Has read the attached transferability of credit disclosure and understands what "transferability of credits" means and the specific limitations (if any) should the institution have articulation agreements.
- — Student has been informed that any grievances not resolved on the institutional level may be forwarded to the Tennessee Higher Education Commission, Nashville, TN 37243-0830, (615)741-5293.

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Signature of Associate Director Date

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Signature of Student Date

## *Graduation and Placement Data*

For Graduation and placement data you may go to Troy University's Institutional Research, Planning and Effectiveness (IRPE) webpage at:

http://homer.troy.edu/

For further information on individual programs offered by Troy University to students in the State of Tennessee you may go to http://www.state.tn.us/thec/Divisions/LRA/PostsecondaryAuth/segpr.html

Please indicate by signing below that you have been provided the information for graduation and placement data.

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Signature of Student Date