



Virginia Supplemental Catalog

2017-2018

Troy University

Troy, Alabama 36062

1-334-670-3000

TROY Online

100 University Park

Troy, AL 36082

1-800-414-5756

Chesapeake Site

100 Volvo Parkway

Suite 300

Chesapeake, VA 23320

1-757-512-2000

<http://troy.edu/hamptonroads>

SCHEV has certified Troy University to operate at 100 Volvo Parkway, Suite 300, Chesapeake, Virginia 23320

Transferability of credit disclosure

Transfer credits are subject to approval by the institution a student may transfer to in the future.

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.

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 Chesapeake/TROY Online 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 50%.

If you drop a course after the second week, but before 65% of the course is complete, you owe 100%.

No drops are permitted after 65% of the course is complete.

See Drop/Add/Withdraw schedule located at <http://trojan.troy.edu/online/academiccalendar.html> (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 by the schedule above with specific deadlines as published on the academic calendar linked above.

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.

Tuition and Payment Schedule

Tuition & Fees	Undergraduate	Graduate
Application Fee	\$30	\$50
TROY Online Tuition	\$338 per hour	\$494 per hour
Active duty using Military TA	\$250 per hour	\$250 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) \$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 \$20,310 Estimated costs of textbooks & additional fees: \$2000.00
 Bachelor \$40,590 Estimated costs of textbooks & additional fees: \$4000.00
 Masters \$17,870 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.

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.

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 Online 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 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 their TROY Online Student Services Advisor/Counselor or the Chesapeake Area Coordinator who will forward it to the appropriate TROY Online Team Leaders.
4. Team Leaders forward the problem or complaint to the TROY Online Senior Director.
5. Upon receipt of a written complaint, the TROY Online Senior Director, 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.
6. Upon receipt of the above response, the TROY Online Senior Director, 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.

7. Should the student not be satisfied with the TROY Online Senior Director's decision or action, they may continue to pursue it formally (in writing), or informally (telephonically) by contacting the following offices:

<p>Troy University-Main Campus decisions: Dr. John Dew, Senior Vice Chancellor Student Services & Administration Troy University Troy, AL 36082 PH: 334-670-3201 FAX: 334-670-3774</p>	<p>State Council of Higher Education for Virginia Private and Out-of-state Postsecondary Education (POPE) James Monroe Building 101 North Fourteenth Street Richmond, VA 23219 PH: 804-225-2600 FAX: 804-225-2604</p>
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Any grievances that are not resolved on the institutional level may be forwarded to the State Council of Higher Education for Virginia, James Monroe Building, 101 North Fourteenth Street, Richmond, VA 23219, (804) 225-2600. Students will not be subjected to adverse actions by Troy University officials as a result of initiating a complaint.

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