

Our Lady of the Lake University

Student Handbook 2020-2021



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SUBJECT TO CHANGE DISCLAIMER It is the responsibility of the administration, faculty, staff, and students to be aware of and to abide by all approved policies, procedures, guidelines, and statements set forth by the Board of Trustees and the University Administration. This student handbook contains a description of the rights and responsibilities of all students enrolled at this institution. The information contained in the Student Handbook and Code of Conduct is true and correct at the time of publication to the best knowledge of the administration. These provisions are to be regarded as a contract between the student and University. The regulations and requirements herein, are necessarily subject to change without notice at any time at the discretion of the administration.

I. A MESSAGE FROM THE PRESIDENT



Dear OLLU Saint,

Welcome to Our Lady of the Lake University (OLLU) – a learning community designed to foster your professional, personal and spiritual growth. OLLU is built on the Core Values of Community, Integrity, Trust and Service. We live these values as we create an environment for you to continue on your educational journey toward graduation and beyond.

The faculty and staff of OLLU are honored to accompany you on this journey and provide you the support you need to reach your goals. OLLU offers a variety of services to support your academic success. Most importantly, we have faculty and staff who believe in you and will provide you the one-on-one attention to help you succeed.

The Sisters of Divine Providence created the foundation for OLLU more than 120 years ago. They continue to sponsor the University and their legacy lives on in our more than 20,000 alumni. That legacy will live on through you, as well. You will carry the OLLU values with you as you provide service and leadership in your families, communities and professions.

This Student Handbook will help you understand the values of the University and the support that is available to you. Please use it as an important resource throughout the academic year and along your educational journey.

May God's providence light your way,

Diane E. Melby, EdD
President

II. UNIVERSITY OVERVIEW

Mission Statement

As a Catholic university sponsored by the Sisters of Divine Providence, Our Lady of the Lake University is a community whose members are committed to serve students by:

- Ensuring quality, innovative undergraduate and graduate learning experiences;
- Fostering spiritual, personal, and professional growth; and
- Preparing students for success and continued service.

Approved by the Board of Trustees, May 27, 2010

Vision Statement

Inspired by Catholic values and the heritage of the founding Congregation of Divine Providence, Our Lady of the Lake University is a community called to transform individuals as they discover their purpose in life. We aspire to be nationally recognized for our distinctive programs, our expertise in Mexican American culture, and our diverse graduates who lead and serve with faith and wisdom to improve the world.

Approved by the Board of Trustees, May 22, 2008

Core Values

Our Lady of the Lake University is a Catholic community with a faith in a Provident God at its roots. The quality of our relationships defines our work toward the Mission and the Vision. Our core values, listed below, reflect what we believe and live in our daily lives as board of trustees, faculty, staff, and administration of Our Lady of the Lake University.

Community We are a community who values and expects:

- Respect for diversity of experience, thought and expression
- Transparency and accountability; and
- Productivity, creativity and innovation

Integrity We engage in consistent, professional practice throughout our relationships that involve:

- Honesty, openness, and ethical behavior; and
- Congruence between ideals and behavior

Trust We recognize our individual and collective roles and responsibilities. As loyal and contributing members of the university, we demonstrate:

- Conscientious in performing our duties;
- Accountability to one another; and
- Responsibility for University resources

Service We are each called to share our resources through:

- Use of our personal skills and knowledge for the benefit of others; and
- Promotion of the common good of the University and external communities.

Our History and Heritage

The Congregation of Divine Providence founded Our Lady of the Lake University of San Antonio in 1895. Mother St. Andrew Felton, CDP, and other sisters of the Congregation, a religious order begun by Fr. John Martin Moye in 18th Century Lorraine, France, first arrived in the United States in 1866. Their initial establishments were in Austin and Castroville, Texas. In 1883, the Congregation became incorporated by the State of Texas for the purpose of granting diplomas and degrees. By the 1890s, the Congregation made plans to transfer its Motherhouse from Castroville to the western edge of San Antonio.

Mother Florence Walter, CDP, and Sr. Philothea Thiry, CDP, broke ground on the Main Building in 1895. On September 1 of the following year, Our Lady of the Lake Academy (high school) opened its doors to 20 students under the leadership of Sr. Scholastica Schorp, CDP, the Academy's first principal. Sr. Angelique Ayres, CDP, and Sr. Philothea Thiry, CDP, established a two-year, college-level curriculum in 1911 to educate novices into the Congregation. Fr. Henry A. Constantineau, OMI, DD, was chosen as Our Lady of the Lake College's first president. Rosalie McNelly (later Sr. Mary Presentation McNelly, CDP, PhD) was the first and only student when the College opened. The following year, enrollment was broadened to include lay students. In 1919, the College expanded its curriculum to offer a four-year, college-level program after receiving membership in the Texas Association of Colleges. In 1923, the College became the first institution of higher education in San Antonio and the first Catholic institution of higher education in Texas to receive regional accreditation by the Southern Association of Colleges and Schools. Graduate-level courses were first offered in 1942. Although graduate programs were coeducational since their inception, undergraduate programs did not become coeducational until 1969. The Academy closed its doors in 1966, 70 years after greeting its first students.

In 1975, the College evolved into Our Lady of the Lake University at the direction of the Board of Trustees, reflecting the institution's expanded academic offerings. The University offered Texas' first Weekend College program in 1978. The program was expanded to Houston in 1986 and Rio Grande Valley in 2008, respectively. In 1990, the University offered its first doctoral-level program. The year 1995 saw commemoration of the University's Centennial, from its humble beginning as a high school for 20 female students to a comprehensive regional university of over 2600 male and female students pursuing bachelor's, master's and doctoral degrees on two campuses in the state of Texas. The University's San Antonio campus is a 52-acre residential community bordering Lake Elmendorf, named in honor of Henry Elmendorf, the San Antonio mayor who donated 16 acres of land to the Congregation in 1895. The University's colors are blue and white, the traditional colors of the institution's namesake, Mary, the Mother of Jesus Christ. The University's National Association of Intercollegiate Athletic (NAIA) teams name is the Saints. Undergraduate and graduate programs are offered on a two-semester academic calendar. Academic programs are organized into four colleges and schools: The College of Arts and Sciences, the School of Business and Leadership, the School of Professional Studies, and the Worden School of Social Service.

Alma Mater

For All the Saints

(OLLU Alama Mater)

Words by Owen Duggan

Ralph Vaughan Williams
Arr. Owen Duggan*



1. For all the Saints who stand a - bove the crowd, who shine so
2. For all the Saints who from each cul - ture hail, in faith and



bright and make us feel so proud, who serve the world as we all sing a -
pur - pose ne - ver halt nor fail, who share with all their voic - es and their



loud, Hail Al - ma Ma - ter! Hail O - L - L - U!
tale, Hail Al - ma Ma - ter! Hail O - L - L - U!

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*Music in the Public Domain in the U.S.

The Providential Character of Our Lady of the Lake University

Our Lady of the Lake University, an institution of higher education in the Roman Catholic tradition, takes its identity from its founders and sponsors, the Congregation of Divine Providence. Founded by Blessed John Martin Moye, the Congregation's earliest sisters were women so zealous for God's Word that they abandoned all earthly possessions in exchange for serving the physically and spiritually poor. Guided by a strong confidence that God's Divine Providence would sustain them, sisters of the Congregation have responded to the needs of the time through active ministry and service since their founding in the 18th century. In each successive generation of students since its establishment, the community of Our Lady of the Lake University has pursued in its academic programs the search for truth and has instilled in its members a dedication to service for others in this same spirit of Divine Providence.

University Governance

The University is governed by the Board of Trustees, a body independent of the University's founders and sponsors, the Congregation of Divine Providence. The President serves as the University's chief executive officer. Appointed by and reporting directly to the Trustees, the President is responsible for implementing policies approved by the Board.

Students, faculty and staff share in University governance through a system of policy-making and advisory councils. Faculty members are selected by the academic area, staff members are selected by the Staff Advisory Council, and students are selected by the Student Government Association's Student Congress recommendation.

The University President's Council consists of the following leaders:

- Provost and Vice President for Academic Affairs
- Vice President for Administration
- Vice President for Mission and Ministry
- Vice President for Institutional Advancement
- Vice President for Finance
- Vice President for Student Affairs
- Chief Technology Officer/Information Security Officer
- Chief Communications Officer
- Chief Enrollment Officer

III. CAMPUS SERVICES and RESOURCES

Campus Departments

Looking for a particular department or resource on campus? Find campus offices and services by clicking on the [Campus Directory link](#) list.

Bookstore

The [University Bookstore](#) is operated by eFollett, a third-party vendor, and is the one-stop shop for all new and used text books, academic supplies and electronics. Additionally, the bookstore is your place to find official OLLU gear; including insignia clothing, accessories, diploma frames and much more. Order textbooks at www.ollusabookstore.com and be the first to reserve new and/or used textbooks. Special order of books or materials can be accommodated by bookstore management. All students wanting information regarding refunds and buybacks should contact the university bookstore.

Dining Services

There are a variety of foodservice operations on campus. Sister Annie B's Dining Hall is located in the Main Building. [Dining services](#) are open seven days a week and meals include: breakfast, lunch and dinner. During semester breaks, some holidays and short intervals during the summer hours, the dining services hours of operation may be adjusted. [Food options](#) include: salads, grill, pizza, pasta and a main entree line with traditional favorites. Residents are required to purchase a meal plan, which is based on a declining balance system. There are also plans for commuters, faculty and staff. Refer to the "Resident Student Policies and Procedures" handbook for additional information on food service policies.

Email Services (Network Access Accounts)

University offices and faculty use OLLU e-mail as the official means of electronic communications with all students. It is important that all students check their OLLU email regularly by logging in at office.ollusa.edu.

All students are assigned an e-mail network access account after registration as part of their acceptance package. E-mail network access accounts are free of charge and remain active for the duration of the student's enrollment at the University. Students who graduate may continue accessing their email account for a period of 90 days after graduation, after which the account will be closed.

Other instructions, self-help guides, and policies are available on the ITS News and Information site (<http://itsinfo.ollusa.edu>). While using their OLLU account, students agree to abide by the Technology Acceptable Use Policy (<http://aup.ollusa.edu>). Students should also be aware that their OLLU e-mail address is considered "directory information" and may be released by the university without a student's prior consent, unless the student has followed the Registrar's procedures to withhold the release of directory information.

Information Technology Services

OLLU's Information Technology Services provides support for students using OLLU's technology systems including email, Blackboard, wired and wireless network connections, instructional technologies in the classrooms and other essential technology systems.

The ITS Helpdesk is available to provide technology-related assistance to students. Students can reach the Helpdesk via email at helpdesk@ollusa.edu, via phone at (210) 431-3908, or by visiting the Helpdesk in person. It is located on the second floor of the Walter Center Student Services building.

For more information, please visit the ITS News and Information site at <http://itsinfo.ollusa.edu>.

Lost and Found

[Lost and found](#) items may be turned into the University Police, located in the lower level of Walter Center. Items may be reclaimed with valid identification. It is the policy of the University Police to donate any unclaimed property after 90 days to any charitable organization. The University is not responsible for any individual's personal articles stolen from University facilities. Students are encouraged to verify coverage of their personal possessions on their parents' homeowners' insurance policies, or obtain their own insurance to cover their possessions.

University Ministry

Our Lady of the Lake University Ministry is rooted in Catholic identity along with the foundation inherited by the Congregation of Divine Providence. The University Ministers and Student Ministers of within the [Division of Mission and Ministry](#) accompany the academic community of students, faculty, staff and administration of all faith traditions in fostering individual and communal transformation through opportunities for prayer and retreat, worship and sacramental celebrations, community service and reflection. The initiatives of University Ministry embody commitment to gospel values, a global worldview, a reverence for life, collaborative partnerships, and social justice.

The Six Aspects of University Ministry

- Forming the faith community
- Appropriating the faith
- Forming the Christian conscience
- Educating for justice
- Facilitating personal development
- Developing leaders for the future

University Wellness and Activities Center (UWAC)

The [UWAC](#) serves as a fitness and athletic facility for the OLLU community. Student services offices include; the Health Services Office, the Campus Recreation Office, and the Athletic Offices. Recreational facilities include an aerobics room, cardio theater, gymnasium, weight room, and racquetball court. A variety of conference or meeting rooms are located in the facility to accommodate the campus community and athletic programs. The UWAC is managed and operated by the Director of Campus Recreation. All University community members, alumni and guests should be prepared to present valid ID cards upon request for use of the UWAC's facilities and services.

IV. ACADEMIC RESOURCES and SUPPORT

Student Advocacy and Support

The [Office of Student Advocacy and Support \(SAS\)](#) provides opportunity for all students to connect with a Student Success Coach. The primary goal of SAS is to empower learners to develop skills leading to self-advocacy and success. SAS collaborates with students, faculty, staff and community resources to ensure all students have the resources they need to be successful as students navigate the college experience.

Student Affairs Office

As the heartbeat of OLLU, the [Division of Student Affairs](#) creates holistic learning experiences, supports ongoing success, and fosters an environment for student advocacy by providing comprehensive programs

and services to students. The Student Affairs Division empowers students to explore experiential opportunities that enhance the whole person to create individuals prepared for life-long learning in a diverse world.

Departments/ Offices within the Division of Student Affairs include: Academic Center for Excellence Academic Advising, [Campus Recreation](#), [Center for Career Development and Testing](#), [Center for Service-Learning and Volunteerism](#), [Counseling Services](#), [Health Services](#), [International Folk Culture Center](#), [Residence Life](#), [Services to Students with Disabilities](#), [Student Advocacy and Support](#), and [Student Leadership and Development](#).

Student Success Center

The Student Success Center (SSC) provides a full spectrum of academic support and instructional resources to the University community. The Center develops and provides learning strategies that enhance academic success and assist students in becoming independent and resourceful learners that leads to graduation. Services provided by appointment or on a walk-in basis are delivered by the following offices which are housed in the SSC:

- [The Academic Center for Excellence](#): The Academic Center for Excellence (ACE) is located in Sueltenfuss Library 101 and offers services through the Mary Francine Danis Writing Center, the Peer Tutoring Center, and the Math Center/Supplemental Instruction Lab. Through individual tutorials, study groups, and workshops, ACE's professional and peer staff engage students in conversations that encourage and support mindful, self-aware thinkers who employ logic, analytics, creativity, and honesty as they study, write papers, prepare presentations, and develop academically, personally, and professionally. ACE fosters open communication, intellectual curiosity, and personal discovery that serve OLLU and our larger community.
- [Academic Advising](#): The Academic Counselors assist students with a multitude of support services such as completing the enrollment process which include placement testing, academic advising and registration. The counselors also facilitate the Applications of Learning, First Year Experience Course which focuses on building the skills necessary to become a successful college student. The Academic Counselors provide individualized support to students and also serve as student advocates.
- [Center for Career Development & Testing](#): It is the mission of Our Lady of the Lake University's Center for Career Development and Testing (CCDT) to support students, alumni, faculty, staff and the community in their spiritual, personal, academic and professional growth. The CCDT strives to reach out to the university community providing testing, assessment, certification and professional development services to students, individuals and institutions.
- [Center for Service-Learning and Volunteerism](#): The CSLV coordinates academic service-learning classes, advises the vOLLUnteer Unity Council student organization and weekly service projects, offers community service student transcripts, and provides individual advising to connect students with meaningful service opportunities. The CSLV will track student service hours and those who complete 100 hours or more each year are nominated to receive the President's Volunteer Service Award. OLLU is also nationally recognized for service to the community by being named to the President's Higher Education Community Service Honor Roll.

TRiO Programs

The TRiO Programs are composed of academic enrichment initiatives federally-funded under Title IV of the Higher Education Act of 1965. The University offers one federally funded program. [The Ronald McNair Scholars Program](#), named in honor of space shuttle Challenger astronaut-physicist Ronald E.

McNair, aims to increase the numbers of historically-underrepresented groups in doctoral study. The McNair Scholars Program offers research internships, faculty mentors and assistance with graduate school searches for students accepted into the program.

V. FINANCIAL AID OFFICE and STUDENT BUSINESS OFFICE SERVICES

Financial Aid Office

The [Financial Aid Office](#) awards financial aid to eligible students. Financial assistance programs include grants, scholarships, loans and work-study which assist with tuition and education-related expenses. To be considered for federal, state, or institutional programs, you must submit the [Free Application for Federal Student Aid](#) (FAFSA) to the federal processor by the priority filing deadline of May 1st, each year. Forms are available beginning in January of each year. Early application is encouraged as awards are made on a first-come, first served basis until all funds have been exhausted. Information, applications and assistance are available in the Financial Aid Office.

Verification

The federal processor randomly selects [students for verification](#). Students should read their Student Aid Report (SAR) carefully to check for accuracy of information provided. Additional documentation will be requested by the Financial Aid Office. Students selected for verification will not be awarded financial aid until the verification process has been completed

Special Circumstances

Eligibility for aid is based on the income and asset data reported on the completed FAFSA. If income has decreased or if there are other special financial circumstances that were not taken into account on the FAFSA, students may qualify to have financial need recalculated. For information on which types of circumstances qualify for recalculation, please inquire in the Financial Aid Office or visit the webpage at www.ollusa.edu.

Satisfactory Academic Progress

A student must maintain [Satisfactory Academic Progress](#) (SAP) in order to remain eligible for financial aid. This policy defines minimum standards for grade point average, ratios of completed credits to attempted credits, and maximum time frame for completing a degree.

Financial Aid Return of Title IV Funds Policy

Withdrawing from ALL courses during a term may result in a change in institutional charges and reduction in financial aid. Federal Regulations mandate that financial aid will be reduced for financial aid recipients who withdraw from all classes before completing 60 percent of the term (based on the number of days in the term). The Financial Aid Office will calculate the percentage of the term completed to determine the amount of aid applicable to the completed portion of the term. The unearned portion of the financial aid award must be returned to the appropriate funding sources (federal, state and institutional). If funds have been awarded for indirect costs (those not related to tuition, fees and books) a percentage of these funds may also need to be returned. As a result, students may be required to return large sums of funds to federal, state and institutional programs. The student will be billed for the amount owed to the Title IV programs and any amount due to OLLU resulting from [the return of Title IV funds](#) used to cover OLLU charges. Prior to withdrawing from all classes, students should contact the Financial Aid Office. Withdrawal can result in a reduction of funds as well as having a significant impact on future financial eligibility (see Satisfactory Academic Progress Policy in the University Bulletin).

Complete financial aid regulations on withdrawals and Return of Title IV Funds Policy are available in the Financial Aid Office.

Partial Withdrawal

In certain situations, a student may find it necessary to reduce course load due to personal, financial, or academic reasons. Students contemplating such a reduction in hours must notify the Financial Aid Office to determine what implications such action will have on their financial aid. Certain financial aid programs require specific minimum hours of enrollment to be eligible for and to continue receiving those funds. Students who do not notify our office prior to dropping a course(s) may incur an unexpected financial obligation to the University. If a professor withdraws a student from class due to non-attendance, there may be financial aid implications. Please check with the Financial Aid Office.

Veterans Services

Information and assistance to students with Veterans Educational Benefits is available in the Financial Aid Office. Prior credit earned through formal military services school courses is granted through the Registrar's Office as recommended by the American Council on Education. Credit is also given for acceptable scores on the Defense Activity for Nontraditional Education Support (DANTES) standardized tests.

Yellow Ribbon Designation

The Yellow Ribbon GI Education Enhancement Program is a provision of the Post 9/11 Veterans Educational Assistance Act of 2008. This program allows institutions of higher learning to voluntarily enter into an agreement with the VA to fund tuition expenses that exceed the annual cap for private institutions. The annual cap for 2018-2019 is \$23,671.94.

Concluding Note

Students have the right to understand the entire financial aid process. Questions are always welcomed. Please feel free to call the Financial Aid Office at ext. 3960 or meet with the Financial Aid staff for any information or advice related to the costs of your education at Our Lady of the Lake University. We are located in the Walter Student Service Center, Room 105. Visit the Financial Aid webpage at www.ollusa.edu for more detailed information.

Registrar's Office

The [Registrar's Office](#) assists you with all matters pertaining to your student records at OLLU, most importantly the careful tracking of your grades. The Registrar's Office maintains your OLLU transcript and is charged with complete confidentiality abiding by all Family Educational Rights and Privacy Act (FERPA) regulations. The Registrar's Office can also assist you in evaluating your transfer coursework from another institution for the purpose of advising and registering at OLLU.

Commencement

OLLU's [Commencement ceremonies](#) are coordinated by the President's Office, the Registrar's Office and the Student Affairs Office. Commencement ceremonies include: graduation rehearsal, ring blessings, baccalaureate and graduate liturgies, and fall and spring commencement services.

The following are additional important information (please click the hyperlink):

[Graduation Information](#)

[Registration Information](#)

[Calendar Information](#)

[Registrar's Office Forms](#)

Student Business Office

The [Student Business Office](#) provides cashier and student account services for all students. Students may cash personal checks of up to \$25 per day. A current University ID card must be presented when cashing checks. There is a \$25 non-sufficient funds check fee charged on all returned checks. An ATM is available on campus in the Moyer hall breezeway.

The office is the final step in the registration process. Registration is completed only after receiving final confirmation of registration from the Student Business Office. The office assists all students with registration invoices and monthly payments. For questions regarding student accounts, please call 210-434-6711, ext. 3929 or visit the Student Business Office located in the Walter Student Service Center or email studentaccounts@ollusa.edu.

Final Confirmation of Registration

The Student Business Office provides students financial information electronically through myOLLU portal, Self-Service, Student Finance, the University's online student accounts financial system. Students must obtain [Final Confirmation](#) of Registration in order to complete the registration process.

Refund Policy-Credit Balances

[Refund Delivery Policy](#) - The University prefers that all refunds to students be delivered via electronic fund transfer (E-Refund). Students should enroll in E-Refund at least 10 days before the first scheduled disbursement.

Delinquency and Default

Students delinquent on or in default of payments and students with returned checks may be withdrawn from the University. Such students may be readmitted the following term if all financial obligations are cleared and the student is otherwise academically eligible for readmission. Balances must be paid in full before transcripts and diploma can be released. Our Lady of the Lake University reserves the right to deny readmission based on student's credit history with Our Lady of the Lake University.

In the event of default, students must pay the holder the amounts incurred and court costs and attorney fees in the amount assessed by the court and/or collection fees assessed by an agency in the business of collecting just debts. University tuition, fees and other charges are a debt incurred for educational purposes and are considered a Qualified Educational Loan as defined in section 221 (D) (1) of the Internal Revenue Code.

Notice of Consent to Communications

By registering students' expressly consent to Our Lady of the Lake University, its affiliates, agents, and service providers to use written, electronic, or verbal means to contact them as the

law allows. This consent includes, but is not limited to, contact by manual calling methods, prerecorded or artificial voice messages, emails and/or automated telephone dialing systems. Students' also expressly consent to Our Lady of the Lake University their affiliates, agents, and service providers to contact students by telephone at any telephone number associated with their account, currently or in the future, including wireless telephone numbers, regardless of whether they incur charges as a result. Students agree that Our Lady of the Lake University, their affiliates, agents, and service providers may record telephone calls regarding students' accounts in assurance of quality and/or other reasons.

Financial Obligations and Tuition Refunds

A student who is delinquent or in default of payment(s) and/or returned check(s) due the University, may be withdrawn from the University in the term the delinquency or default occurs and cannot be readmitted for that term. A student who has been withdrawn from the University may be readmitted the following term if all payments due the University are paid, and the student is otherwise eligible for readmission. Our Lady of the Lake University reserves the right to deny readmission based on students' credit history with Our Lady of the Lake University. Transcripts and diploma are not issued to students who have not met all obligations to the University.

[Refunds for tuition and fees](#) in all cases are calculated from the date the properly completed withdrawal form is received in the Registrar's Office, located in Walter Student Service Center, Room 104.

VI. ACADEMIC POLICIES

Refer to the “[Undergraduate Catalog](#)” and “[Graduate Catalog](#)” for specific academic regulations and procedures such as: academic advising, registration, class attendance, withdrawing from a class, repeating courses, assessment and examinations, grading system and GPA.

Leave of Absence Status

Our Lady of the Lake University recognizes the diverse circumstances and unpredictability of graduate students' lives and will work in partnership with them to respond to unanticipated situations. Leave of Absence status is available to students who need to suspend their program of study for good cause. Graduate students who desire a Leave of Absence may submit a request for authorized leave which has been signed and supported by their graduate program head, department chair and dean to the Office of Academic Affairs for approval. Leaves will not be granted retroactively. Exceptions to extend time for degree completion up to a maximum of one year may be considered in the request for Leave of Absence status. Students should understand that while on Leave of Absence they will not be allowed to use university resources or complete any degree requirement.

VII. UNIVERSITY POLICIES and STATEMENTS

University Policies

The university policies are listed below. A complete copy of each policy is available by clicking on the available link.

[Academic Integrity Policy](#)

[Alcohol Distribution Policy](#)

[Chalking Policy](#)

[Change of Student Information](#)

[Charitable Collections Policy](#)

[Children in the Workplace or Classroom Policy](#)

[Convicted Felons Policy](#)

[Copyright](#)

External Communications Policy

All contacts with the media must be cleared with the Communications and Marketing Office. Students, faculty and staff must cooperate with the Communications and Marketing Office to provide facts and figures for the media promptly. In order to benefit from consistency in message and image for all University communications to external audiences, all publications intended for external audiences must be reviewed by the Communications and Marketing Office prior to printing

[COVID-19](#)

Students are expected to follow all policies related to COVID-19. Please note that answers to commonly raised questions about OLLU and COVID-19 can be found [here](#).

[Cyberstalking, Cyberbullying and Cyber harassment Policy Harassment Policy](#)

[Hazing Policy](#)

[Identification Cards](#)

[Illegal Gambling Policy](#)

[Intellectual Property Policy](#)

[Lactation Policy](#)

[Loitering Policy](#)

[Missing Student Notification Policy](#)

[Non-Discrimination Policy](#)

[Policy on Compliance with the Americans with Disabilities Act of 1990](#)

[Policy on Compliance with the Drug-Free Schools and Communities Act of 1989](#)

[Posting Policy](#)

[Sales and Solicitation Policy](#)

[Security and Emergency Services Policy](#)

[Social Media Guidelines](#)

[Smoking Policy](#)

[Technology Acceptable Use Policy](#)

[Theft Policy](#)

[Title IX Policy](#)

[Vehicle Usage Policy](#)

[Visitors in Classes](#)

[Weapons](#)

University Statements

The university statements are listed below. A complete copy of each statement is available by clicking on the link.

Death of a Student Statement

When the death of a student occurs, it is the responsibility of the University to respond in a sensitive and appropriate manner, recognizing that individuals respond in different ways to different circumstances that may surround a death. The University recognizes that the death of a student affects the entire University community, as well as the family and friends of the deceased.

The purpose of this statement is to establish procedures that will support an orderly, effective, and caring response in the unfortunate event of a student death. Considering the very sensitive and unpredictable nature of a death, no policy or protocol can describe in complete detail all the steps that must be taken by the University. This statement sets forth guidelines to support communications and notifications in the event of a student death. Those responsible for implementing this statement should be guided by the essential communication needs required in these situations, as well as by empathy, sensitivity, and support for the bereaved and the need to preserve important evidence in some instances.

Death or Serious Illness in the Family

If a student experiences a death or serious illness in the family, the student, a friend or a faculty/staff member who becomes aware of the situation should notify the Student Affairs Office. Notifications to the student's instructors, employers and resident assistant (if applicable) may be made in addition to notifying those in the University who can offer support services to the student or family. The Student Affairs Office works with the Academic Affairs and Mission and Ministry divisions to provide support services. Notification does not exclude the student from responsibility for making up work that is missed, which must be arranged between the student and individual instructors.

[Statement on AIDS and HIV Infection](#)

[Statement on Compliance with the Family Educational Rights and Privacy Act of 1974 FERPA Policy](#)

FERPA

Is a federal law that protects the privacy of students' education records. The term "education records" means those records that are (1) directly related to a student; and (2) maintained by an education agency or postsecondary institution or by a party acting for the agency or institution. OLLU is required to provide an annual FERPA notice to eligible students and parents. More information about FERPA, and to view the FERPA Annual Notice visit <https://www.ollusa.edu/registrars-office/ferpa/index.html>

[Statement on Compliance with the HEOA Peer-to-Peer File Sharing Requirements](#)

[Statement on Political Speakers](#)

[Student Right to Know and Campus Security Act \(1990\)](#)

[Student Retaliation Statement](#)

VIII. UNIVERSITY PROCEDURES

[Academic Grievance Procedure](#)

[FERPA Procedures](#)

[Student Concerns Procedure](#)

Use the [Complaint Intake Form](#) to submit comments or concerns.

Student Discrimination Complaint Procedure

This procedure covers all student complaints based on discrimination, but which are not related to academic integrity and are outside of ADA accommodation, and student employment job related situations. Any student who believes they have been discriminated against should file a complaint using this [online reporting form](#) as soon as possible after the conduct giving rise to the complaint. Complaints related to an employee (i.e. faculty, staff) should be reported to and will be investigated by the Human Resources Office. If the complaint is against another student, the Vice President for Student Affairs (or designee) will assign a Student Conduct Officer (SCO) to conduct the investigation. If an SCO cannot be impartial or has a conflict of interest, he/she must recuse him/herself from the investigation and the Vice President for Student Affairs (or designee) will reassign the investigation to an alternate SCO. The following is the compliant process:

Informal Resolution Process

Informal procedures are designed to assist the parties to reach a mutually agreeable resolution.

Mediation

Mediation sessions will be held only if the complainant and the respondent both agree to mediate and if the SCO determines that mediation is appropriate under the circumstances. The SCO will act as mediator or will designate another person to act as mediator. The goal of mediation is to facilitate the students' discussions with each other such that a mutually acceptable resolution can be reached.

If the complainant accepts an informal resolution, the University's general practice for handling informal complaint is as follows:

1. After discussing the complaint with the complainant and determining that an informal resolution is desired, SCO handling the complaint will promptly notify the respondent that an informal complaint has been made.
2. A meeting with the respondent will be scheduled to allow the respondent an opportunity to review the complaint/allegations.
3. If the respondent agrees to accept responsibility for his or her actions and the terms of any proposed sanction are desired by both parties, the matter may be resolved informally.
4. A simultaneous meeting with both parties may be held as part of informal resolution, but is not required nor is it always appropriate.
5. The matter can be moved from informal resolution process to the formal resolution process by either party or by the SCO at any time.

Formal Resolution Process

If an individual seeks formal resolution or if a matter moves from informal to formal resolution, the SCO will promptly notify the respondent that a formal complaint has been made. A violation of the policy by a student constitutes a violation of the Student Code of Conduct.

The University's general practice for handling complaints is as follows, recognizing that circumstances of a particular case may require some flexibility of process:

1. The SCO will receive consent to investigate from the complainant and then promptly notify that a formal complaint has been made. A meeting with the respondent will be scheduled to allow the respondent an opportunity to renew the complaint/allegations.
2. The respondent will be encouraged to meet with the SCO and receive a copy of this policy and the grievance procedures.
3. The SCO will provide the respondent with an opportunity to review and complaint/allegations.
4. The SCO may consult with the Vice President for Student Affairs (or designee) to determine whether the anticipated investigation warrants an outside investigator at any time in the process.
5. The SCO including an outside investigator, will conduct a thorough investigation that will include contacting the witnesses provided by both parties and making a reasonable effort to consult other known sources of relevant information. Names and contact information of witnesses will be requested from the respondent. Respondent will have 7 working days to provide a written response to the complaint. A working day is defined as a day when the University is in full operation. Both parties are allowed to provide the names of any witnesses that they believe will assist the investigator in making a determination. Reasonable efforts will be made to keep the parties informed of the progress of the investigation. The respondent will be made aware of any interim measures that have been put into place the directly affect the respondent, such as a university-initiated stay away agreement.
6. The student may identify a support person of their choosing during the entire complaint process, also referred to as a support person. This support person is available to help students retain their composure and think more clearly. Because this is an educational process, students must always speak for themselves. While a support person may offer advice and encouragement, the support person may not represent or speak for the student. The University reserves the right to remove or dismiss disruptive support person(s) or those who do not abide by restrictions on participation.

Additionally, the University is not required to reschedule a meeting or hearing if the support person cannot attend a meeting or hearing. An individual named by either party as a witness or potential witness should not serve in the role of support person to either party. The investigation will be completed by the SCO within 60 calendar days of the complaint. In the event that extenuating circumstances warrant an investigation taking longer than 60 calendar days until resolution, the reasons for the delay will be documented by the SCO. A simultaneous criminal investigation is an example of a situation that may warrant a delay.

7. The SCO will provide a written investigation report to the Vice President for Student Affairs (or designee). The report shall include: a recommendation of whether a violation of the policy occurred, an analysis of the facts discovered during the investigation, any relevant evidence, disciplinary action if a violation of the policy occurred. Factual conclusions shall be based upon a preponderance of the evidence standard. The Vice President for Student Affairs (or designee) will consider the recommendation and will make a final decision in consultation with the offices of Compliance/ Title IX, and Provost. The determination letter will be provided to both parties via regular mail to the mailing address(es) on file with the University or an alternative mailing address, if provided by either or by sending a determination letter via electronic mail using the University email address on file or an alternative email address, if provided by either party. For most scheduling matters, the University email address on file or an alternative email address will be used. It is within the discretion of the Vice President for Student Affairs (or designee) to use an alternative method of delivery as determined necessary or appropriate.
8. Regardless of the level of detail that is provided in writing to both parties, both parties will have the opportunity to schedule a time(s) to review all documents generated during the relevant to the investigation, with or without an advisor of their choice. These opportunities will be offered in a timely manner and at a mutually agreeable time during University business hours in the office of the Vice President for Student Affairs (or designee) or another appropriate location.

Formal Appeal Hearing

The parties have ten (7) working days to appeal the decision in writing using the appeal form provided. The appeal should be submitted in writing to the Vice President for Student Affairs (or designee) via email at studentaffairs@ollusa.edu, hand delivered at Main Hall, Office 123, or U.S. mail at 411 SW 24th Street, San Antonio Texas 78207- post marked by the required deadline.

Special Note: Except for the appeal deadline, all other timelines may be extended upon determination that good cause for such extension exists. If either party requests an extension to the timeline (outside the appeal deadline) they must make their request in writing to the Vice President for Student Affairs by emailing studentaffairs@ollusa.edu prior to the expiration of the existing deadline.

If an appeal is filed by either party, the Vice President for Student Affairs (or designee) will review the complaint and all documentation and will gather a panel of three (3) from the sitting OLLU University Grievance Committee (UGC). The selected UGC panel members will select one member to serve as chair. The Vice President for Student Affairs (or designee) will prepare the appeal materials for the panel that will include: the complaint, response, any investigation materials including documents, transcripts (if any) from interviews, investigator notes, recommendation (if any), decision, and appeal. The appeal hearing will be scheduled to be held within University business days, and the names of the selected UGC members will be disclosed to both parties.

The entirety of the process, including the investigation and appeal hearing, will be conducted fairly, impartially, and with the purpose of discovering the truth. However, formal rules of procedure and

evidence used in courts of law will not apply. A policy violation will be evaluated using the preponderance of evidence standard. This is the same standard of proof used in most civil legal cases and requires that the determination as to what occurred is more probable or likely than not. This entails some sense of weighing the evidence based on the relative importance of the various pieces of evidence presented.

The respondent and complainant may each identify a support person of their choosing during the entire complaint process, also referred to as an advisor. Each party may bring an advisor of choice with him or her to the appeal hearing. However, the advisors will be present for the purpose of providing support to the individual directly and will not be afforded the opportunity to speak or present. The University reserves the right to remove or dismiss disruptive advisors or those who do not abide by restrictions on participation. Additionally, the University is not required to reschedule a proceeding or hearing if the advisor cannot attend a meeting or hearing. An individual named by either party as a witness or potential witness should not serve in the role of advisor to either party.

Timely notice for all meetings will be given to both parties as well as to when an appeal hearing will take place. Attendance at an appeal hearing is not required and failure to attend by either party will not affect the decision of the UGC.

The appeal hearing is considered private and is closed to the public. Accordingly, the University will exert its best efforts to maintain the confidentiality of the proceeding and to protect the privacy of the parties to the complaint. The hearing is limited to the complainant, respondent, and their advisors of choice, the Vice President for Student Affairs (or designee) and the selected panel members of the UGC.

The appeal hearing will consist of a summary of the complaint, investigation and decision by the Vice President for Student Affairs (or designee); a brief presentation by each party, if desired; informal questioning of either party by the UGC panel, if desired; and private deliberation by the UGC. The UGC panel may reconvene after deliberation at their discretion. The UGC panel may also consult with the Vice President for Student Affairs (or designee) during the entire process. A majority vote of the UGC panel will determine whether the underlying decision made by the Vice President for Student Affairs (or designee) and SCO should be upheld, overturned, or upheld in part or overturned in part. The appeal decision will be written by the UGC chair and presented to both parties and the Vice President for Student Affairs (or designee) within seven (7) working days after the hearing. The UGC's decision is final.

University Grievance Committee

The University Grievance Committee (UGC) consists of approximately fourteen (14) committee members selected from throughout the university who will serve designated terms. Faculty members are selected from the various university academic programs and eight are staff members employed by the university. The Dean (or designee) of each academic program nominates faculty members (of any rank). Staff members are nominated by the vice presidents of their unit. The deans and vice presidents will make their recommendations to the president. The president makes all final decisions regarding appointments. Vacant positions can be filled as necessary.

NOTE: Investigation and adjudication of a formal complaint process pursuant to this procedure will continue regardless of whether a respondent withdraws or otherwise leaves school prior to the conclusion of the process.

Grounds for Appeal

Appeals are limited to the following grounds:

1. Procedural irregularity that affected the outcome of the matter;

2. New evidence that was not reasonably available at the time the determination regarding responsibility or dismissal was made, that could affect the outcome of the matter; and
3. The Title IX Coordinator, Investigator(s), or Decision-maker(s) had a conflict of interest or bias for or against Complainants or Respondents generally or the specific Complainant or Respondent that affected the outcome of the matter.
4. The sanction(s) is disproportionate, viewed as arbitrary to a reasonable person, to the violation.

If any of the grounds in the Request for Appeal do not meet the grounds in this Policy, that request will be denied by the UGC Panel Chair and the parties and their Advisors will be notified in writing of the denial and the rationale.

If any of the grounds in the Request for Appeal meet the grounds in the Procedures, then the UGC Panel Chair will notify the other party(ies) and their Advisors, the Title IX Coordinator, and, when appropriate, the Investigators and the original Decision-maker(s) selected from the TDC Panel.

The other party(ies) and their Advisors, the Title IX Coordinator, and, when appropriate, the Investigators and/or the original Decision-maker(s) will be mailed, emailed, and/or provided a hard copy of the Request for Appeal with the approved grounds, to include follow up questions from the UGC Panel, if any, and then be given five (5) business days to submit a response to the portion of the appeal that was approved and involves them. All responses will be forwarded by the UGC Panel Chair to all parties for review and comment.

The non-appealing party (if any) may also choose to raise a new ground for appeal at this time. If so, that will be reviewed for standing by the UGC Panel Chair and either denied or approved. If approved, the new grounds for appeal, to include follow up questions from the UGC Panel, if any, will be forwarded to the party who initially requested an appeal, the Investigator(s) and/or original Decision-maker(s), as necessary, who will submit their responses in five (5) business days, which will be circulated for review and comment by all parties.

Neither party may submit any new requests for appeal after this time period. The UGC Panel Chair will collect any additional information needed and all documentation regarding the approved grounds and the subsequent responses will be shared with the UGC Panel rendering a decision in no more than five (5) business days, barring exigent circumstances. All decisions are by majority vote and apply the preponderance of the evidence.

A Notice of Appeal Outcome will be sent to all parties simultaneously including the decision on each approved ground and rationale for each decision. The Notice of Appeal Outcome will specify the finding on each ground for appeal, any specific instructions for remand or reconsideration, any sanctions that may result which OLLU is permitted to share according to state or federal law, and the rationale supporting the essential findings to the extent OLLU is permitted to share under state or federal law.

Notification will be made in writing and may be delivered by one or more of the following methods: in person, mailed to the local or permanent address of the parties as indicated in official institutional records, or emailed to the parties' OLLU-issued email or otherwise approved account. Once mailed, emailed and/or received in-person, notice will be presumptively delivered.

Sanctions Status During the Appeal

Any sanctions imposed as a result of the hearing are stayed during the appeal process. Supportive measures may be reinstated, subject to the same supportive measure procedures in the Policy.

If any of the sanctions are to be implemented immediately post-hearing, then emergency removal procedures (detailed above) for a hearing on the justification for doing so must be permitted within 48 hours of implementation.

OLLU may still place holds on official transcripts, diplomas, graduations, and course registration pending the outcome of an appeal when the original sanctions included separation.

Appeal Considerations

- Decisions on appeal are to be deferential to the original decision, making changes to the finding only when there is clear error and to the sanction(s)/responsive action(s) only if there is a compelling justification to do so.
- Appeals are not intended to provide for a full re-hearing of the allegation(s). In most cases, appeals are confined to a review of the written documentation or record of the original hearing and pertinent documentation regarding the specific grounds for appeal.
- An appeal is not an opportunity for Appeal Decision-makers to substitute their judgment for that of the original Decision-maker(s) merely because they disagree with the finding and/or sanction(s).
- The Appeal Chair/Panel may consult with the Vice President for Student Affairs (or designee) on questions of procedure or rationale, for clarification, if needed. Documentation of all such consultation will be maintained.
- Appeals granted based on new evidence should normally be remanded to the original SCO for reconsideration. Other appeals may be remanded at the discretion of the Vice President for Student Affairs (or designee) or, in limited circumstances, decided on appeal.
- Once an appeal is decided, the outcome is final: further appeals are not permitted, even if a decision or sanction is changed on remand (except in the case of a new hearing).
- In rare cases where a procedural or substantive error cannot be cured by the original SCO (as in cases of bias), the appeal may order a new hearing with a new SCO.
- The results of a remand to a SCO cannot be appealed. The results of a new hearing can be appealed, once, on any of the three available appeal grounds.
- In cases in which the appeal results in reinstatement to OLLU or resumption of privileges, all reasonable attempts will be made to restore the Respondent to their prior status, recognizing that some opportunities lost may be irreparable in the short term.

Other Complaint Procedures

Our Lady of the Lake University provides a uniform method by which students can pursue discrimination concerns and/or issues. Students, faculty, staff and visitors who witness or are aware of suspected incidents of prohibited discrimination are strongly encouraged to immediately report the incident to the Vice President for Student Affairs. The following are various complaint procedures:

- Academic grievances should follow the [Academic Grievance Procedures](#).
- Concerns regarding ADA accommodations should follow the [ADA Accommodations Grievance Procedures](#)
- If the complaint is against a student employee's supervisor, the procedures in the Student Employment Handbook should be followed. Please visit the Student Employment Office for details.
- To appeal a determination of financial aid ineligibility, contact the financial aid office or submit the Academic Progress Appeals form.
- Review the [OLLU non-discrimination policy](#) for the complete complaint procedures for persons who believe that he or she has been subjected to prohibited discrimination against an OLLU employee (i.e. faculty, staff).

VIII. STUDENT CODE OF CONDUCT

Definitions

1. The term “University” means Our Lady of the Lake University.
2. The term “student” includes all persons taking courses at the University, both full-time and part-time, pursuing undergraduate, graduate or professional studies, and those who attend post-secondary educational institutions other than Our Lady of the Lake University and who reside in University residence halls. Persons who are not officially enrolled for a particular term but who have a continuing relationship with the University are considered “students.”
3. The term “faculty member” means any person hired by the University to conduct classroom activities.
4. The term “University official” includes any person employed by the University, performing assigned administrative or professional responsibilities.
5. The term “member of the University community” includes any person who is a student, faculty member, University official or any other person employed by the University. A person’s status in a particular situation shall be determined by the Vice President for Student Affairs (or designee).
6. The term “University premises” includes all land, buildings, facilities and other property in the possession of, or owned, used or controlled by the University, including adjacent streets and sidewalks.
7. The term “organization” means any number of persons who have complied with the formal requirements for University recognition.
8. The Vice President of Academic Affairs and Dean of the appropriate school is the person designated by the University President to be responsible for the administration of the academic components of the Student Code of Conduct.
9. The term “conduct officer” means a University official authorized on a case-by-case basis by the Vice President of Student Affairs, or designee, to impose sanctions upon students found to have violated the Student Code of Conduct.
10. The term “shall” is used in the mandatory sense.
11. The term “may” is used in the permissive sense.
12. The term “regulation” is defined as the rules concerning student conduct including, but not limited to, the following publications of the University: The Student Code of Conduct, the Student Handbook, the Faculty Handbook, the Undergraduate and Graduate Bulletins, the Residence Life Handbook and the Worden School of Social Service Code of Ethics.
13. The term “cheating” means an act or attempted act of deception by which a student seeks to misrepresent information. Please refer to Article VIII, Academic Dishonesty Policy for detailed information.
14. The term “plagiarism” means the inclusion of someone else’s words, ideas or data as one’s own work. Please refer to Article VIII, Academic Dishonesty Policy for more detail.
15. The term “academic misconduct” means the intentional violation of University policies, tampering with grades, or taking part in obtaining and/or distributing any part of an un-administered test. Some examples of academic misconduct include, but are not limited to, the following:
 - a. Stealing, buying or obtaining all or part of an un-administered test, including answers.

- b. Selling or giving away all or part of an un-administered test, including answers.
- c. Bribing another person to obtain an un-administered test, including answers.
- d. Entering a building or office for the purpose of changing a grade.
- e. Changing, altering or supporting another student in the changing or altering of grades or other academic records.
- f. Forging signatures or changing information on class authorization forms.
- g. Continuing to work on a test or project after the time allowed has elapsed.

Explanation of Judicial Authority

The authority to enact and enforce regulations of the University is vested in the University's President by the Board of Trustees. The responsibility for enforcing those policies may be delegated to any University official the President designates.

The Vice President for Academic Affairs is the principal officer designated for the administration of academic discipline and the Vice President for Student Affairs is the principal officer designated for the administration of non-academic discipline.

Persons may be designated by these individuals to implement disciplinary policies. Generally, discipline is utilized as a means of regulating conduct that occurs on University premises or any action or behavior that brings serious disrepute to the University, its community, and/or the pursuit of its objectives. The Vice President for Student Affairs shall act as the primary judicial conduct officer for non-academic violations and shall develop policies for the administration of the judicial program and procedures for the conduct of meetings that are consistent with the provisions of the Student Code of Conduct. The University reserves the right to notify parents of dependent students regarding conduct situations as necessary.

Violation of Law and University Discipline

1. The University disciplinary proceedings may be instituted against a student charged with violation of a law that is also a violation of the Student Code of Conduct, depending on the situation, without regard to the tendency of civil litigation or criminal investigation and prosecution. Proceedings under this Student Code of Conduct may be carried out prior to, simultaneously with, or following civil or criminal proceedings.
2. If a student is charged with an off-campus violation of federal, state or local laws, but not with any other violation of the Student Code of Conduct, disciplinary action may be taken and sanctions imposed for grave misconduct demonstrating flagrant disregard for the University community.
3. When a student is charged with a violation of the law by federal, state, or local authorities, the University shall not request or agree to special considerations for that individual because of his or her status as a student. If the alleged offense is also the subject of a proceeding under the Student Code of Conduct, the University may advise off-campus authorities of the existence of the Student Code of Conduct and of how such matters shall be handled internally within the University community. The University shall cooperate fully with law enforcement and other agencies in the enforcement of criminal law on campus and the conditions imposed by criminal courts for the rehabilitation of student violators. Students, faculty members and staff members, acting in their personal capacities, remain free to interact with governmental representatives, as they deem appropriate.

Article I: Disciplinary Conduct

Any student found to have committed the following misconduct is subject to disciplinary sanctions:

- A. Disruption or obstruction of teaching, research, administration, disciplinary proceedings, other University activities, including public-service functions on or off campus, or other authorized non-University activities, when the activities occur on University premises.
- B. Physical abuse, verbal abuse, threats, intimidation, harassment, coercion, assault (including sexual), stalking, hate speech and/or any other conduct that threatens or endangers the health or safety of any person or if based on race, creed, color, gender, national origin, religion, physical ability, sexual orientation or illness.
- C. Attempted or actual theft of and/or damage to University property or property of a member of the University community.
- D. Forgery of signatures or information or fabrication of University-related documents
- E. Hazing is defined as an act that endangers the mental or physical health or safety of a student, or that destroys or removes public or private property, for the purpose of initiation, admission into, affiliation with, or as a condition for continued membership in a group or organization; any act that is in conflict with the Texas Education Code (Title II, Subtitle G, Chapter 37, Subchapter F, §§ 37.151 through §§ 37.157).
- F. Failure to comply with directions of University officials or law enforcement officers acting in performance of their duties; failure to properly identify oneself to these persons when requested to do so; furnishing false information.
- G. Unauthorized possession, duplication or use of keys or access cards to any University premises; unauthorized entry to or use of University premises.
- H. Unauthorized possession, duplication or use of University ID cards or failure to present ID cards when requested by University officials acting in performance of their duties; possession of an altered or “fake” ID card on University premises.
- I. Violation of published or posted University policies, rules or regulations.
- J. Violation of federal, state or local laws on University premises or at University-sponsored or supervised activities.
- K. Use, possession or distribution of narcotic and/or other controlled substances or paraphernalia, except as permitted by law.
- L. Use, possession or distribution of alcoholic beverages, except as expressly permitted by law and University regulations, including public intoxication and driving while intoxicated. The University alcohol policy is as follows: The University does not permit the sale, purchase, possession or consumption of alcohol to or by persons less than 21 years of age. The use of alcohol in Lake View Apartments and/or designated areas is permitted when done in a responsible, moderate and legal manner. Kegs, party balls and wine boxes are prohibited in all of the residence halls.
- M. Possession of firearms, including handguns and concealed weapons allowed by permit, explosives, fireworks, other weapons and/or dangerous chemicals or substances as determined by a University official on the University premises.
- N. Participation in a campus demonstration that disrupts the normal University operations and infringes on the rights of other members of the University community; leading or inciting others to disrupt scheduled and/or normal activities on University premises;
- O. Intentional obstruction that interferes with freedom of movement, whether pedestrian or vehicular at supervised University sponsored functions.

- P. Conduct that is disorderly, lewd or indecent, or is in any way inconsistent with the Christian goals and values that are an integral part of the University community.
- Q. Breach of peace and/or aiding, abetting or procuring another person to breach the peace on University premises or at any function sponsored by or participated in by the University.
- R. Theft or other abuse of computer time, including, but not limited to, the following:
 1. Unauthorized entry into a file to use, read or change the contents or for any other purpose.
 2. Unauthorized transfer of a file.
 3. Unauthorized use of another individual's identification password.
 4. Use of computing facilities to interfere with the work of another student or University official.
 5. Violation of software copyright laws.
 6. Use of computing facilities to interfere with normal University operations.
 7. Use of computer facilities to harass, coerce, or in any way intimidate persons.
 8. Acceptance or distribution of pornographic material via University computer lines.
- S. Abuse of the University's judicial process, including, but not limited to, the following:
 1. Failure to obey the summons of a judicial body or University official.
 2. Falsification of information.
 3. Disruption or interference of the orderly conduct of a judicial proceeding.
 4. Initiation of a judicial proceeding knowingly without cause.
 5. Attempting to discourage an individual's proper participation in or use of the judicial system.
 6. Attempting to influence the impartiality of a member of a judicial body or a witness prior to and/or during the course of the judicial proceeding.
 7. Harassment (verbal or physical) and/or intimidation of a member of a judicial body or a witness prior to, during and/or after a judicial proceeding.
 8. Failure to comply with the sanction(s) imposed under the Student Code of Conduct.
 9. Influencing or attempting to influence another person to commit an abuse of the judicial process.
 10. Discussing a judicial proceeding following the proceeding without the expressed written consent of the accused, the accuser and the conduct officer.
- T. Awareness of and/or providing assistance to another individual to violate University policy.
- U. Possession of animals, with the exception of animals that provide ADA assistance (e.g. seeing-eye dogs) and authorized pets, in the residence halls.
- V. Unauthorized presence in and/or use of any University building or designated area which is officially closed according to hours posted or which is restricted for designated purposes or to designated individuals.
- W. Acting as an agent of the University unless authorized to do so.
- X. Use of skateboards, in-line skates, roller skates, bicycles, scooters and motorized vehicles inside University buildings including residence halls.

Article II: Judicial Procedures

The Judicial Procedures have been established to ensure fundamental fairness to all individuals and organizations involved. The evidentiary standard that guides this process is the preponderance of the evidence and provides the standard of proof required to determine if a student and/ or student organization violated the Code of Student Conduct. The standard is met when the evidence brought forth through the student conduct process proves the allegations to be more likely true than not true.

Any member of the campus community, including visitors or guests, can file a complaint against a student for a violation of the Student Code of Conduct by submitting this [online reporting form](#). Complaints will be reviewed by the Vice President for Student Affairs (or designee) and accepted, rejected, or routed to another appropriate department for review. A violation of the policy by a student constitutes a violation of the Student Code of Conduct and may also violate one or more other substantive code provisions.

Residential Life Conduct

If a student is identified for an alleged violation within the Residential Life policies (e.g., noise complaint, roommate concerns), these reported incidents will follow the Residential Life judicial process. The Assistant Director of Residential Life (or designee) will coordinate alleged Residential Life policy violations for all University Residential buildings.

Student Conduct Officers

A Student Conduct Officer (SCO) will begin an investigation of the incident. The SCOs are appointed by the Vice President for Student Affairs (or designee) to adjudicate all student incident cases and is designated as the primary point of contact throughout the conduct investigation.

Restorative Justice Resolution Process

Restorative Justice process means the incident will be completed without a formal resolution, usually by agreement between the student and the SCO. It may also be a result of unilateral disciplinary action if a student fails to participate in the disciplinary process or when a sanction is imposed as specified in a prior deferred sanction agreement. **The matter can be moved from the Restorative Justice process to the Standard Resolution process by the Vice President for Student Affairs (or designee) at any time.**

The Process

This is an alternative approach (i.e. restorative method) that promotes individual responsibility and community restoration. This process is designed to reach mutually beneficial solutions that foster repair, reconciliation, and the rebuilding of relationships. This process involves helping students to understand the harm they may have caused others and facilitates the development of empathy for those harmed by the behavior. During this process, the assigned SCO will schedule a meeting with the student. The purpose of the meeting, which may occur over a period of several meetings, is to:

- Allow the SCO to discuss the alleged violation(s) with the student;
- Make recommended sanctions and taking as true all facts in the incident report;
- Provide the student with opportunity to accept responsibility for violating the Student Code of Conduct and accept the recommended Sanction(s).

Once a Restorative Justice resolution has been concluded, the process is complete.

Standard Resolution Process

A Standard Resolution investigation proceeding is to determine if a violation of the Student Code of Conduct has occurred, and if so, to determine appropriate sanctions. The entirety of the process, including the investigation and appeal hearing, will be conducted fairly, impartially, and with the purpose of discovering the truth. However, formal rules of procedure and evidence used in courts of law will not apply.

A Student Code of Conduct violation will be evaluated using the preponderance of evidence standard. This is the same standard of proof used in most civil legal cases and requires that the determination as to what occurred is more probable or likely than not. This entails some sense of weighing the evidence based on the relative importance of the various pieces of evidence presented. The investigation shall determine the facts of the incident through interviews, reports, and other forms of evidence.

Thus, the following procedures apply in adjudicating allegations of student misconduct:

1. The assigned SCO will review the complaint, supporting documentation, and begin the investigation. The SCO will contact the student (via e-mail, phone, and/or letter sent to current address on file). The notice will include, but not limited to the following:
 - Request to schedule a **preliminary conference** with the SCO.
 - Advised the student on the alleged violation(s), the investigation, and procedures.
 - Offer the student the opportunity to respond to the allegation(s) and evidence gathered. The student will have seven (7) working days¹ to provide a written response to the complaint.
2. The student may identify a support person of their choosing during the entire complaint process, also referred to as a support person. This support person is available to help students retain their composure and think more clearly. Because this is an educational process, students must always speak for themselves. While a support person may offer advice and encouragement, the support person may not represent or speak for the student. The University reserves the right to remove or dismiss disruptive support person(s) or those who do not abide by restrictions on participation. Additionally, the University is not required to reschedule a meeting or hearing if the support person cannot attend a meeting or hearing. An individual named by either party as a witness or potential witness should not serve in the role of support person to either party.
3. The student may elect to not participate in the investigation. If the student elects not to participate in or fails to attend the investigation, the SCO may decide the matter in the student's absence. Failure to cooperate or appear will not delay the outcome of the matter. A student's failure to participate in the investigation will not prevent an investigation from taking place or a decision from being made.
4. If the student elects to participate in the investigation, the SCO will explain the student conduct process, provide a copy of this procedures, and review the alleged violation(s) with the student during the scheduled primary conference. The student will be provided a reasonable opportunity to share his or her perspective, provide information to the SCO, and respond to the information presented.
5. The SCO will review the evidence to determine if any violation of the Code of Conduct occurred. The investigation will be completed by the SCO usually within 30 days of the complaint if not sooner. If extenuating circumstances warrant an investigation taking longer than 30 calendar days until resolution, this will be communicated with both parties.
6. The SCO will provide the VPSA (or designee) with an investigation memo which includes a summary of findings. The VPSA (or designee) will provide an incident determination letter to appropriate parties along with information regarding the process to appeal the decision. If a timely appeal is not filed, the sanctions and any other outcomes designed to remedy the effects of the conduct and prevent further occurrences will take place will be final.

Additional Investigation

- The SCO will seek meetings with other parties and witnesses involved in the case.

¹ A working day is defined as a day when the University is in full operation.

- If a police report was made to the Our Lady of the Lake University Police Department or other law enforcement agency, the SCO will request a copy of the report.
- For incidents that took place on campus, the SCO will review available video footage (if available).
- If provided, the SCO will review available text messages, emails, and social media information. At the end of the investigation, the SCO must decide whether to close the case or issue sanctions.
- Both parties can provide the names of any witnesses that they believe will assist the SCO in making a determination. Reasonable efforts will be made to keep the parties informed of the progress of the investigation.
- The Complainant and the Respondent will be made aware of any interim measures or accommodations that have been put into place that directly affect them, such as a no contact order, academic, and/ or housing accommodations.

Disciplinary Records

If disciplinary action is taken against a student under the procedures outlined above and a sanction imposed, a record of the action will be kept by Division of Student Affairs in accordance with the College record retention schedule. Texas law requires higher education institutions to include a notation on the transcript of any student ineligible to reenroll in the institution for a reason other than an academic or financial reason. In addition, if a student withdraws from a school while there are pending disciplinary charges that may result in the student becoming ineligible to reenroll in the institution for a reason other than an academic or financial reason, the school is prohibited from ending the disciplinary process until it makes a final determination of responsibility.

Article III: Sanctions

When a student is found responsible for violating the Student Code of Conduct, they may be assigned a sanction. Sanctions are dependent on which policy or policies were violated, to what degree they were violated, and the student's prior conduct history. Sanctions may also be tailored to fit the needs of a specific student or group of students. Students will be allotted a specific amount of time to complete sanctions. If a student has a viable excuse as to why they could not finish their sanction in time, an extension may be issued. Failure to complete sanctions may lead to more disciplinary actions. Examples of possible sanctions include:

1. *Warning*: A written notice to the student that the student is violating or has violated the Policy. The notice may specify that more severe disciplinary action shall occur should the student be involved in further violations during the written notice period.
2. *Probation*: A written notice to the student that the student is violating or has violated the Policy and is placed on probation for a designated period of time. This notice may specify that more severe disciplinary action shall occur should the student be involved in further violations during the period of the probation.
3. *Loss of Privileges*: Denial of specified privileges for a designated period of time.
 - a. *Withdrawal of Privileges*: Privileges that may be withdrawn include facility usage, advertising and posting, financial transactions, fundraising, participation in University events, usage of the University's phone and email systems, and usage of other support services.
4. *Fine*: An individual or group may be fined any amount determined to be appropriate and commensurate with the severity of the offense.
5. *Restitution*: Compensation for loss, damage or injury. This sanction may take the form of appropriate service and/or monetary or material replacement.

6. *Behavioral Requirement*: Participation in required activities such as academic and/or personal counseling, conducting specific projects with administrative offices, and writing letters of apology, among others.
7. *Discretionary Sanctions*: Work assignments, community retribution and university service, among others.
8. *Residence Hall Probation*: Placement on official notice that if further violations of the Policy occur during the probationary period, the student may immediately be removed from the residence hall.
9. *Residence Hall Reassignment*: Relocation to another residence hall if, in the opinion of the or Director of Residence Life, other resident students and/or the University community would benefit from such a move.
10. *Residence Hall Suspension*: Separation from the residence halls for a designated period of time, after which the student shall be eligible to return; conditions for readmission may be specified.
11. *Residence Hall Expulsion*: Permanent separation from the residence halls. The student shall be permanently banned from the residence hall premises.
12. *Administrative Suspension*: Restriction of the student's right to conduct official business with the University because of the student's outstanding obligations. This suspension shall be lifted when obligations are met.
13. *Co-curricular Suspension*: Exclusion from all University facilities, services and functions, except the attendance of classes. Use of any other facilities, including residence halls, must be approved by the Director of Residence Life.
14. *Suspension*: Separation from the University for a designated period of time, after which the student is eligible to petition for return. During the period of suspension, the student shall be banned from the University's premises.
15. *Student Organization Suspension*: Suspension of all privileges for a specified length of time, usually no less than the remainder of the semester. Additional conditions may be imposed before the suspension is lifted.
16. *Dismissal*: Removal from the University. The student is ineligible to enroll in classes for a minimum of one year but may petition for reconsideration or readmission at the conclusion of the dismissal period. During the period of dismissal, the student shall be banned from the University's premises.
17. *Expulsion*: Permanent separation from all University facilities, services and functions. The student shall be permanently banned from the University's premises.
18. *Withdrawal of Student Organization Recognition*: Complete revocation of recognition and all privileges thereof.
19. *Involuntary Administrative Leave*: The student is prohibited from using all University facilities, services and functions, except the attendance of classes through virtual access. Any return to campus for purposes of conducting administrative business must be authorized by the Title IX Office or University Police Department.
20. *Withholding Diploma*: OLLU may withhold a student's diploma for a specified period of time and/or deny a student participation in commencement activities if the student has an allegation pending or as a sanction if the student is found responsible for an alleged violation.
21. *Revocation of Degree*: OLLU reserves the right to revoke a degree previously awarded from OLLU for fraud, misrepresentation, and/or other violation of OLLU policies, procedures, or directives in obtaining the degree, or for other serious violations committed by a student prior to graduation.
22. *Other Actions*: In addition to or in place of the above sanctions, OLLU may assign any other sanctions as deemed appropriate.

Minimal Sanctions for Offenses

The following are the minimal sanctions for violations of the Student Code of Conduct. These sanctions

apply only to first time offenses. Repeat offenders may receive more serious sanctions, up to and including any combination of the aforementioned sanctions:

1. Alcohol-related activity: Probation, Fine (\$50 minimum), Evaluation and/or Personal Counseling and/or referral, Community Retribution (25 hours minimum);
2. Damage to University property or equipment: Probation, Restitution, Community Retribution (20 hours minimum);
3. Failure to comply with directions: Probation;
4. Failure to return reserved space to proper condition: Probation, Loss of Privilege(s), Restitution;
5. False Alarms: Fine (\$200 minimum), Suspension, Dismissal, Expulsion;
6. False testimony: Suspension;
7. Forgery of signatures or fabrication of documents: Suspension;
8. Hazing: Probation, Community Retribution (15 hours minimum);
9. Lewd conduct: Probation, Behavioral Requirement, Evaluation and/or Personal Counseling and/or referral, Community;
10. Misuse of computer resources and/or e-mail accounts: Probation, Loss of Privilege(s), Restitution, Suspension;
11. Misuse of ID card: Warning;
12. Misuse of telephone or long-distance service: Probation, Restitution;
13. Non-compliance with community retribution or other discretionary sanctions: Fine (\$5 minimum per hour of unperformed service);
14. Physical abuse, verbal abuse, harassment or sexual assault: Suspension
15. Possession or use of firearms or other weapons: Probation, Confiscation of Weapon(s), Community Retribution (15 hours minimum);
16. Possession or use of incense, fireworks, candles or other open flamed devices in residence halls: Confiscation and Disposal of Items, Community Retribution (10 hours minimum);
17. Possession or use of narcotics or controlled substances: Probation, Fine (\$50 minimum), Drug Assessment, Evaluation and/or Personal Counseling and/or referral, Community Service, hours will be determined;
18. Smoking indoors and in designated smoke-free areas: Probation, Community Retribution (10 hours);
19. Theft of property: Restitution, Suspension;
20. Unauthorized residence hall room change: Fine (\$35 minimum);
21. Violation of overnight guest policy in residence halls: Probation, Loss of Privilege(s);
22. Violation of quiet hours in residence halls: Warning, Probation;
23. Violation of visitation policy in residence halls: Warning, Loss of Privilege(s).

Article IV: Sanctioning Procedures

A. Determining and Imposing Sanctions

1. Any combination of the aforementioned sanctions may be imposed for any single violation.
2. Other than expulsion, disciplinary sanctions shall not be made part of the student's permanent academic record, but shall become part of the student's confidential record. Upon graduation, the student's confidential record may be expunged of disciplinary actions other than residence hall expulsion, suspension or expulsion, upon application to the Director of Residence Life. The

Director of Residence Life may consider whether the student has complied with the sanctions imposed by the conduct officer in making this determination.

3. In each case in which it is determined that a student has violated the Student Code of Conduct, sanction(s) shall be determined and imposed by the conduct officer. Following the hearing, the conduct officer shall advise the accused in writing of its determination and of the sanction(s) imposed, if any. At the discretion of the conduct officer, the accuser may be notified of the determination.

B. Involuntary Administrative Withdrawal

1. The criteria for Involuntary Administrative Withdrawal from the University and/or University residence halls includes, but is not limited to, one or more of the following:
 - a. The student engages in or threatens to engage in behavior which poses a danger or causes physical harm to self or others.
 - b. The student engages in or threatens to engage in behavior which would cause significant property damage and/or directly and substantially impede normal University operations.
 - c. The student does not respond to pending disciplinary charges resulting from such behavior.
 - d. The student did not comprehend the nature or wrongfulness of such behavior at the time of the offense.
2. The Vice President for Student Affairs may refer a student for evaluation by independent licensed psychiatrists or psychologists chosen by the University if the Vice President for Student Affairs reasonably believes that the student may meet the aforementioned criteria or if a student subject to disciplinary charges wishes to introduce relevant evidence of any mental disorder.
 - a. The student referred for evaluation shall be so informed in writing, either by personal delivery or by certified mail, and shall be given a copy of this policy. The evaluation must be completed within a reasonable time frame as indicated in writing by the Vice President for Student Affairs. The student shall sign a release permitting the evaluating psychologists or psychiatrists to submit a report of the findings to the Vice President for Student Affairs.
 - b. At the discretion of the Vice President for Student Affairs any pending disciplinary action may be withheld until the evaluation is completed.
 - c. A student who fails to complete the evaluation may be administratively withdrawn on an interim basis, referred for disciplinary action or both.
3. A student subject to interim administrative withdrawal shall be notified, either by personal delivery or by certified mail, and shall be given a copy of these standards and procedures. The student shall be given an opportunity to appear before the Vice President for Student Affairs, or a designate, within two business days from the effective date of the interim administrative withdrawal, in order to review the following issues only:
 - a. The reliability of the information concerning the student's behavior;
 - b. Whether the student suffers from a mental disorder;
 - c. Whether the student has completed an evaluation, in accordance with these standards and procedures.
4. A student subject to interim administrative withdrawal may be assisted in the proceeding by an advocate (family members and licensed psychologists or psychiatrists). Furthermore, the student may be accompanied by legal counsel, although the role of counsel shall be limited to providing legal advice to the student. Students shall be expected to speak for themselves whenever possible.

5. An informal hearing shall be held within a reasonable time frame after the student has been evaluated by the appropriate mental health professional. Such evaluation should be undertaken within a reasonable time frame after the student submits proper requests for an appointment. The student shall remain withdrawn on an interim basis pending completion of the informal hearing, but shall be allowed to enter upon University premises to attend the hearing, or for other necessary purposes, as authorized in writing by the Vice President for Student Affairs.
6. Students subject to an involuntary withdrawal shall be accorded an informal hearing before the Vice President for Student Affairs or a designee. The following guidelines apply:
 - a. The student shall be informed of the time, date and location of the informal hearing, in writing, by personal delivery, email or certified mail, within a reasonable time frame.
 - b. The entire case file, including an evaluation and the names of prospective witnesses, shall be available for inspection by the student in the Student Affairs Office during normal business hours. The file, which shall be available a minimum of two business days before the informal hearing, need not include the personal and confidential notes of any University official or participant in the evaluation process.
 - c. The informal hearing shall be conversational and non-adversarial. Formal rules of evidence shall not apply. The Vice President for Student Affairs, or a designee, shall direct the proceedings. Any individual who disrupts the hearing may be required to leave the hearing.
 - d. The student may choose to be assisted by an advocate.
 - e. Those assisting the student, except for legal counsel, shall be given reasonable time to ask relevant questions of any individual appearing at the informal hearing, as well as to present relevant evidence.
 - f. Whenever possible, the student shall be expected to respond to questions asked by the Vice President for Student Affairs, or a designee.
 - g. The informal hearing may be conducted if a student fails to appear after proper notice.
 - h. The mental health professional who prepared the evaluation may be expected to appear at the informal hearing and to respond to relevant questions, upon request of any party, if the Vice President for Student Affairs, or a designee, determines that such participation is essential to the resolution of a dispositive issue in the case.
 - i. The Vice President for Student Affairs, or a designee, may permit a University official and the mental health professional who prepared the evaluation to appear at the informal hearing and to present evidence in support of any withdrawal recommendations. Such evidence shall not be presented by legal counsel for the University.
 - j. The informal hearing may be tape recorded. The tape(s) shall be kept with the pertinent case file for as long as the case file shall be maintained by the University.
 - k. A written decision shall be rendered by the Vice President for Student Affairs, or a designee, within a reasonable time after the completion of the informal hearing. The written decision, which shall be mailed or personally delivered to the student, shall contain a statement of reasons for any determination leading to involuntary withdrawal. The student shall also be advised as to when a petition for reinstatement would be considered, along with any conditions for reinstatement.
 - l. The decision of the Vice President for Student Affairs, or a designee, shall be final and conclusive and not subject to appeal.
 - m. Reasonable deviations from these procedures shall not alter or invalidate a proceeding.

- n. All parties involved shall be informed of the student's right to confidentiality and their obligation to comply.
- o. These standards do not preclude removal from the University nor do they provide exemptions to the University Residence Hall Agreement or other University regulations.

C. Emergency Removal

In certain circumstances, the Vice President for Student Affairs (or designee), in consultation with appropriate University officials, may impose University or residence hall suspension prior to the student conduct investigation.

1. Interim suspension may be imposed only to accomplish the following:
 - a. To ensure the safety and well-being of members of the University community and preservation of the University facilities,
 - b. To ensure the student's own physical or emotional safety and well-being, and
 - c. To prohibit the student from posing a definite threat of disruption or interference with normal University operations.
2. During the period of interim suspension, students shall be denied access to University premises, including attending classes in person and/or residing in the residence halls.

In all cases in which an emergency removal is imposed, the student will be given notice of the action and the option to request to meet with the Vice President for Student Affairs (or designee) prior to such action/removal being imposed, or as soon thereafter as reasonably possible, to show cause why the action/removal should not be implemented or should be modified. This meeting is not a hearing on the merits of the allegation(s), but rather is an administrative process intended to determine solely whether the emergency removal is appropriate. When this meeting is not requested within three day of receipt, objections to the emergency removal will be deemed waived.

This section also applies to any restrictions that a coach or athletic administrator may place on a student-athlete arising from allegations related to Title IX. There is no appeal process for emergency removal decisions.

The Vice President for Student Affairs (or designee) has sole discretion under this policy to implement or stay an emergency removal and to determine the conditions and duration. Violation of an emergency removal under this policy will be grounds for discipline, which may include expulsion or termination.

OLLU will implement the least restrictive emergency actions possible in light of the circumstances and safety concerns. As determined by the Vice President for Student Affairs (or designee), these actions could include, but are not limited to: removing a student from a residence hall, restricting a student's access to or use of facilities or equipment, allowing a student to withdraw or take grades of incomplete without financial penalty, authorizing an administrative leave, and suspending a student's participation in extracurricular activities, student employment, student organizational leadership, or intercollegiate/intramural athletics.

At the discretion of the Vice President for Student Affairs (or designee), alternative coursework options may be pursued to ensure as minimal an academic impact as possible on the parties.

No-Contact Agreements

Upon request of a student and after investigation by the Director of Residence Life/Vice President for Student Affairs, or a designee, a No-Contact Agreement may be enforced between two or more students. These agreements shall be for a minimum of six weeks and may be reviewed at the end of the period for extension.

Article VI: Student Organization Conduct

Whether on or off campus, student organization members are representatives of the University and held to the Student Code of Conduct. As such, individual members, advisors, or organizations as a whole may be subject to sanctions by Judicial Affairs for inappropriate behavior. Additionally, any damages caused by an organization or its members will be charged to the organization and the members' own pockets, as applicable.

Temporary Suspension of Recognition

The Vice President of Student Affairs may temporarily suspend recognition of a student organization pending formal disciplinary procedures. Such action may occur when the continued presence of the organization on campus poses a threat to the physical or emotional wellbeing of an individual student, a group of students, or members of the faculty and staff, or when the presence of the organization would seriously disrupt the University's normal operations.

Article VII: Sanctions for Student Organizations

Student Organizations must comply with all local, state, and federal laws, as well as all University policies and procedures. Officers and advisors of student organizations are held responsible for the student organization activities in the event that the organization violates University policies and civil laws. Any student, faculty or staff member, or other student organization may file a [Conduct Report](#) against a student organization or any of its members. The following sanctions may be imposed upon student organizations by the Vice President of Student Affairs, or designee, for failure to comply with applicable policies, procedures, and guidelines. These sanctions apply to administrative policies only. For discipline violations, similar sanctions may be imposed through the Student Code of Conduct.

Article VIII: Academic Dishonesty Policy

Academic Dishonesty refers to student conduct in academic assignments or situations which violates the norms of the academic community of students and scholars. In practice, it usually refers to academic cheating or plagiarism. Our Lady of the Lake University distinguishes between Academic Dishonesty, which is handled through the Academic Affairs Division, and other violations of the Student Code of Conduct, which are dealt with by the Office of Student Affairs.

Penalties for academic dishonesty may include expulsion or suspension from the University, failure or grade reduction in the affected course or assignment, or a lesser penalty as appropriate.

Academic Cheating means an act or attempted act of deception by which a student seeks to misrepresent information. Examples include, but are not limited to, the following:

- a) copying from another student's test paper;
- b) allowing another student to copy from one's test paper;
- c) using textbooks, notes, and other unauthorized materials during a test;
- d) collaborating with others during a test or on a project where collaboration is not permitted;
- e) theft, purchase, or other acquisition of all or part of an un-administered test;
- f) soliciting or giving away all or part of an un-administered test;
- g) bribing another person to obtain all or part of an un-administered test;

- h) substituting for another student or permitting any other person to substitute for oneself to take a test;
- i) submitting as one's own, in fulfillment of academic requirements, a theme, report, term paper, essay, other written work, painting, drawing, sculpture, other art work, computer program, media production, or other academic assignment prepared totally or in part by another;
- j) selling, giving, or otherwise supplying to another student for use in fulfilling academic requirements, any theme, report, other written work, art work, computer program, media production, or other academic assignment.

Plagiarism means the inclusion of someone else's words, ideas, or data as one's own work. Examples of plagiarism include, but are not limited to, the following:

- a) quoting another person's work, complete sentences or paragraphs, or whole works without acknowledgement of the source;
- b) using another person's ideas, opinions or theories without acknowledgement of the source;
- c) borrowing facts, statistics or other illustrating material without acknowledgement of the source;
- d) copying another person's essay test answer;
- e) copying or allowing another person to copy computer files that contain another student's assignments and submitting them either in part or in full as one's own work;

working together on an assignment or sharing computer files and submitting that assignment as one's individual work.

Article IX: Student Behavior Intervention Team

The Our Lady of the Lake University [Student Behavior Intervention Team's](#) (SBIT) mission is to work collaboratively to protect, as much as possible, the health, safety and welfare of our students and the members of the University community. The purpose of the SBIT is to receive and review the information regarding behavioral incidents and to ensure a thoughtful, well-coordinated University response to them. Specifically, the charge for this team is to:

1. Assess situations involving students who pose a potential risk of harm to persons or property in the University community or are of substantial disruption to University activities in accordance with policies stated in the Student Code of Conduct;
2. Consult with faculty, staff and other students affected by the behaviors of concern;
3. Coordinate the University response to violent, threatening, or potentially dangerous students;
4. Develop a specific strategy to manage the threatening or potentially dangerous behavior and to minimize the potential threat to the University community; and
5. Make recommendations to responsible University officials on appropriate action consistent with University policy, procedures as well as state and federal law.

The SBIT is chaired by the Vice President for Administration. The SBIT core team members include the following OLLU employees:

- Vice President for Student Affairs
- University Chief of Police
- Director of Residence Life
- Director of Counseling Services
- University Police Sergeant
- Director of Services to Students with Disabilities
- Director of Health Services

- Faculty Representative(s)
- Compliance Officer (ex-officio)

The core team is porous. University officials who are involved in a case may be invited to attend and participate in SBIT meetings. The SBIT depends on community members to help keep the community safe. Staff, faculty and students are asked to bring concerns to the attention of the team. Faculty, staff and students can alert us of concerns by submitting a "Behavioral Concerns Form" online or by emailing, calling, or visiting a team member. Reports can be submitted anonymously. All cases will be treated professionally, confidentially and with the utmost care and respect. Concerns regarding the behavior of a faculty or staff member should be directed to the Human Resources Office at 210-431-3970

Article X: Interpretation and Revision

- A. Any questions of interpretation regarding the Student Code of Conduct shall be referred to the Director of Residence Life and the Vice President for Student Affairs for final determination. The Student Code of Conduct shall be reviewed every year under the direction of the Vice President for Student Affairs.
- B. Director of Residence Life. The Student Code of Conduct may be modified by the Director of Residence Life or the Vice President for Student Affairs. Any modification of the Student Code of Conduct shall be made in writing, shall be available in the Student Affairs Office, and shall become effective upon publication.

IX. HEALTH AND SAFETY

Community Counseling Service (Off-campus location)

Community Counseling Service is the University's primary training site for graduate and doctoral counseling psychology students. Community Counseling Service is primarily concerned with addressing the underserved counseling needs of the Westside San Antonio community. Services offered by psychologists, marriage and family therapists, professional counselors and doctoral and master's level graduate students include confidential individual, couple, marital and family counseling, as well as psychological testing and biofeedback services. Community Counseling Service is a component of the School of Professional Studies and is located at the Holy Cross Family Practice Clinic (590 N. General McMullen). The phone number is 210-434-1054 and appointments are scheduled Monday through Friday.

Counseling Services

Counseling Services is one of the departments of the Student Affairs Division and falls under the supervision of the Vice President for Student Affairs. The [Student Counseling Services Department](#) at OLLU offers free and confidential services for enrolled students who attend the San Antonio Campus. The professional staff is comprised of two full-time Licensed Professional Counselors and the Program Director who is a Licensed Psychologist. The mission of the Student Counseling Department is to provide high quality counseling services to students in a culturally sensitive manner that promotes a healthy psychological, spiritual, personal and professional development so that students can reach their full potential. The Student Counseling Department adheres to the ethical and legal standards of the counseling profession and is committed to maintaining confidentiality within certain ethical and legal limits.

The Student Counseling Department offers a wide range of counseling services which include: screenings, intakes, consultations, individual counseling, psychoeducational groups, support and process

groups, referral services, presentations and dissemination of mental health information. If the students' needs are beyond the scope of the specialty of the clinical staff and the resources of the department, students are referred for counseling services to community agencies as well as private providers.

Students who are interested in seeking services are encouraged to call 210-431-4053 to make an appointment. An appointment is not necessary to request services. Students can request services in person without prior appointment. The Student Counseling Department is located in Providence 101. Services are provided Monday through Friday from 9A.M. to 4 P.M.

During an emergency if you are unable to come to the Student Counseling Department, please contact Campus Police at (210) 433-0911. Commuter students experiencing emergencies after hours and off campus, please call 911 or go to the nearest emergency room. Please take note of the following emergency numbers:

The National Suicide Prevention Lifeline:	1-800-273-8255
Crises Care Center - Assessment over the phone:	210-225-5481
The Center for Health Care Services Crises Line:	210-223-7233 or 1-800-316-9241
Emergency Room at the University Hospital	210-358-2078
The United Way Help Line	210-227-4357

Below is a list of the nearest emergency rooms:

Center for Health Care Services
527 N. Leona Street
(inside University Health Center
Downtown Office Building, on 2nd Floor)
San Antonio, Texas 78207
Main Number (210) 223-7233 or 1-800-316-9241
Crises Care Center (Assessment over the phone (210) 225-5481)
<http://familymed.uthscsa.edu/admin08/resources/directionsuhc-dt.asp>

Metropolitan Methodist Hospital
1310 McCullough Ave.
San Antonio, TX 78212
Main Number (210) 757-2200
Emergency Department (210) 757-2280
<http://sahealth.com/location/metropolitan-methodist-hospital>

University Hospital — Psych ER
4502 Medical Drive
San Antonio, Texas 78229
(210) 358-8881
<https://www.universityhealthsystem.com/services/behavioral-health>

San Antonio Behavioral Healthcare Hospital
8550 Huebner Road
San Antonio, Texas 78240
(210) 541-5300
<http://www.sanantoniobehavioral.com/>

Accessibility Services

The [Services to Students with Disabilities](#) office provides accessibility to students requiring accommodations through the provision of a wide variety of services tailored to each student's documented needs. To qualify for services, students must provide appropriate documentation of a disability at the time services and/or accommodations are requested. Upon completion of the verification process, staff will forward a letter that lists the services and accommodations that are deemed reasonable. The letter is distributed to the student, relevant campus offices that provide services, the dean who oversees the school/ college in which courses are taken, and the professors who teach the class.

Emergency Procedures for Students

The most important thing to remember in any emergency is to remain calm. Confusion and fear will do nothing to alleviate personal discomfort or the discomfort of others. Irrational behavior may put lives in serious jeopardy. The following basic steps can apply in any emergency situation:

1. Assess the scene.
2. Call University Police at their emergency number: 433-0911.
3. Off-campus, call 911.
4. When calling in an emergency, be calm and give the best description as possible as to the location, number of participants involved and remain at the scene until the University Police arrives.
5. Care for any victims within your capabilities as long as doing so will not endanger lives.

** The University Policy non-emergency number is (210) 431-4022. They are available 24 hours a day, 365 days a year.*

Emergency Response Management Plan

Our Lady of the Lake University of San Antonio is an institution of higher learning that may be subject to minor or major disruptions due to occurrences beyond the control of the institution. The particular disruption or [emergency](#) will be responded to as the situation necessitates. The institution will provide service, as practical, during periods of emergencies and disruptions. The institution will communicate with the University community as listed in the procedures that address the specific emergency description. The President or designee shall make the determination to close the entire institution, suspend or postpone classes, curtail activities, or make the University available for community support.

Each department and office shall be responsible for the distribution of emergency information and the development of emergency procedure consistent with the responsibilities in its areas.

Authority

1. Authority to completely close the University rests with the President or designee. In the absence of the President and the Provost/Vice President for Academic Affairs in conjunction with the Vice President for Administration and the Vice President for Student Affairs will make that decision
2. In those cases where an emergency may be of such magnitude that it requires a timely decision and the President, and Vice Presidents are not available, those administrators or staff immediately faced with the problem should take the action necessary to preserve life and property in conjunction with Campus Police until such time as an officer of the University can be contacted.

Notification of Health Insurance Requirement

All OLLU students enrolled in seven or more credit hours will be required to maintain health insurance. The policy must be a hospitalization, illness and accident policy. Once students register for classes, they

will automatically be enrolled in OLLU's student health insurance plan. The policy fee will be reflected on the student's bill. Students who currently have health insurance, or are on their parent's health insurance, will have the opportunity to submit a waiver to have the fee removed after registration. Note: This policy does not apply to students taking 100 percent online classes.

International Students: All international students are required to maintain the OLLU health insurance. Per Our Lady of the Lake University policy, international students are not allowed to waive coverage. As such, the health insurance policy fee cannot be removed from an international student's bill.

Students will be asked to provide current insurance information to ensure it meets the minimum requirements for health insurance coverage. If the waiver is approved, the fee will be removed from the student's bill.

Note: Please allow five to seven business days from notification of the waiver approval for the health insurance fee to be removed from the bill.

Health Services

The mission of the [Office of Health Services](#) is to assist in the maintenance of health and promotion of wellness by serving the entire community of Our Lady of the Lake University. Health Services is a department within the Division of Student Affairs, and is committed to the care of students. Health promotion and disease prevention are emphasized. Services include but are not limited to the following:

- Nebulizer treatments for acute asthmatic illness
- Health promotion/disease prevention information
- Referrals to outside providers when necessary

Immunization

ALL (undergraduate, graduate, online students and weekend college) students currently enrolled or enrolling in OLLU, regardless of age, must submit the [Meningitis Verification/Education Form](#) to the Health Services Office. Entire medical history is not required. The Bacterial Meningitis vaccination is the only State mandated vaccine for individuals under the age of 22. Certain degree programs may require additional immunizations. Check with your specific college and plan.

Meningitis Vaccination Policy

ALL (undergraduate, graduate, Ph. D, online students and weekend college) students currently enrolled or enrolling in OLLU, regardless of age, must submit the [Meningitis Verification/Education Form](#) (click link) to the Health Services Office. The information may be mailed or delivered to Our Lady of the Lake University, Office of Health Services, 411 S.W. 24th Street, UWAC #112, San Antonio, TX 78207. Feel free to contact the office with any questions: 210-431-3919.

Students under 22 years of age who have been vaccinated must provide proof that the vaccination was administered 10 days prior to the first day of the semester. Vaccinations must be current. Current is defined as having received the vaccination within the past 5 years.

Students over 22 years of age may provide current proof of vaccination or they may waive out on their own conscience. Click here to complete the [waiver form](#).

Pet/Service/Comfort Animal Policy

The purpose of this policy is to provide for the health and safety of Our Lady of the Lake University (OLLU) students, faculty, staff, and visitors and for the protection of the University's property/assets. This policy is intended to allow pets/service/comfort animals on campus in a way that provides for the

restraint of these animals and also provides for some protection for those on campus from breeds that have a history of dangerous behavior.

This policy applies to all on-campus, University-controlled properties and all athletic facilities. Pets/service/comfort animals on campus can pose a significant risk to OLLU and its community. This policy standardizes the University's position on the management of animals on OLLU property.

Definitions

- University-controlled property - Property that is owned, operated, and/or maintained by the University.
- Service Animal - A guide dog, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability. Police K-9s are also considered a service animal as well as other animals that work for emergency personnel.
- Research and Teaching Animals - Approved animals used directly in support of OLLU University's mission of teaching, research, and or clinical programs as used in accordance with guidelines established by the Office of the Vice President of Academic Affairs.
- Pets at Large - An animal that is either unattended and/or unrestrained by its owner.
- Comfort Animals - The student has a disability, meaning that she or he has had a physical or mental impairment which substantially limits one or more of major life activities; has a record of having such an impairment, or is regarded as having such an impairment; the animal is necessary to afford the person with the disability an equal opportunity to use and enjoy a dwelling; and there is an identifiable relationship or nexus between the disability and the assistance the animal provides.

Health & Safety Concerns

Animals can pose various health and safety concerns to the campus community such as allergic reactions to animal dander, excessive noise, animal bites, and disease transmission (i.e., fleas, ticks, parasites, viruses, bacteria, etc.). Individuals with a disability who require the use of a service animal are at particular risk. For example, a dog running at-large poses a hazard to an individual using a service dog, should there be a confrontation between the two animals.

Inside/Outside Facility Guidelines

It is prohibited to bring dogs, cats, or other pets inside any University-controlled buildings, except for the animals listed in the exemption section of this policy. While on University-controlled properties, pets must be maintained on a leash of six feet or shorter, on a restraining harness, or in a caged enclosure. With the exception of the animals listed in the exemption section, pets are not allowed in or on any athletic facilities (inside or outside). Animals will not be allowed (leashed or unleashed) at any special events or University functions with the exception of any specific event that has been approved by the Vice President for Student Affairs. Pet owners are responsible for cleaning up any messes made by their pet. Anyone who brings a pet on University-controlled property assumes all financial responsibility for any damages to property or injury to individuals caused by the animal. Pets may not be tethered to University buildings, structures, motor vehicles, trees, railings, light poles, benches, posts, or other structures.

Prohibited Animals

Animals such as poisonous reptiles, constricting snakes (e.g., Boas, Pythons, and Anacondas) and other potentially dangerous or aggressive animals are prohibited from all University-controlled property (inside and outside) at all times, except those used in accepted academic or experimental purposes.

The following breeds of dogs on this non-exhaustive list are also prohibited from all University-owned property:

- Pit bull
- Rottweiler
- German shepherd
- Doberman pinscher
- Any hybrids that are mixed with the breeds mentioned above
- Non-domesticated animals
- Pets with a history of aggressive behavior

Failure to Comply

- a. **Prohibited Animals on University-controlled Property**
Any prohibited animals on a University-controlled property must be removed immediately. If a prohibited animal is observed on a University-controlled property, the owner may face disciplinary measures by appropriate authorities which may include Student Affairs, Residential Life, or the University's Human Resource Department. OLLU Police Department will enforce this policy.
- b. **Unattended or Unrestrained Animals**
If an unrestrained/unattended animal is observed, a reasonable attempt will be made to locate the animal's owner. If the owner is located, he/she may face disciplinary measures by appropriate authorities. OLLU Police Department will enforce this policy. If attempts to find the animal's owner are unsuccessful, the San Antonio Animal Control Office will be contacted; resulting in the removal of the animal from University property.
- c. **Property Damage**
The University will seek restitution for any animal-related damage to University-controlled property, facilities, or grounds. The repair or replacement cost of damaged property is the sole responsibility of the owner of the animal that caused the damage.

Exempted Pets and Other Animals

The animals listed below are permitted inside University-controlled property:

- Service animals
- Research and testing animals
- Fish in containers of ten gallons or less
- On-duty police K-9s or rescue dogs
- Faculty/Staff -in-Residence apartments excluding those breeds mentioned in the Prohibited Animals section above and as listed in the Residence Hall Agreement.
- Comfort animals
- Official University mascots

Although these animals are permitted within the buildings and facilities, said animals must remain under the control of the owner at all times. The care or supervision of exempted animals is solely the responsibility of their owners. OLLU University reserves the right to exclude an exempt animal whose behavior poses a threat to the health or safety of others.

References

The prohibited breeds of dogs list mentioned in the Prohibited Animals section of this policy is based on in-depth research conducted by the Center for Disease Control, the Human Society of the United States, and the American Veterinary Medical Association.

Police Department

[University Police](#) provide for the safety of University community members, guests and physical property. Services include law enforcement, the maintenance of order, 24-hour emergency response, building key control, patrols of campus facilities, and regulation of campus traffic and parking. All University community members are advised to protect themselves by being observant, reporting all suspicious acts, locking doors, windows and vehicles, and exercising sensible judgment.

Speech-Language and Hearing Services

The [Harry Jersig Center](#) (HJC) is the University's primary training site for graduates in the Communication Disorders Department. HJC is primarily focused on the evaluation and treatment of individuals with speech-language-hearing-voice-swallowing disorders. Graduate students provide the services supervised by certified Speech-Language Pathologists. Everyone at HJC is concerned with meeting the needs of individuals with communication-hearing-swallowing disorders. Any individual exhibiting speech and/or language difficulties may schedule an evaluation concerning the suspected disorder. Confidential services are provided and fees may be assessed. For appointments call 210.431.3938 Monday through Friday.

X. ATHLETICS

Our Lady of the Lake University participates in the National Intercollegiate Athletic Association, is a Red River Athletic Conference member and competes against schools from Texas, Oklahoma, Louisiana and New Mexico. The purpose of [intercollegiate athletics](#) is to provide an opportunity for each student-athlete to develop his/her potential as a skilled performer in a highly competitive yet, educational setting. Educational opportunities provide experiences in which student-athletes encounter a progression in self-discovery, growing emotionally, socially, and intellectually, in conjunction with the intercollegiate athletics program. Please contact the Athletic Department for more information about the sport programs offered. The Athletic Director is located in the UWAC Athletics Office. *Refer to the "Student Athlete Handbook" for additional information.*

XI. RESIDENCE LIFE

The [Office of Residence Life](#) provides an atmosphere conducive to the development of resident students' personalities and abilities. This living and learning experience allows students to grow as individuals through the development of new friendships, the exploration of new ideas, and involvement in new activities. The residence hall atmosphere encourages growth through academic, cultural, social and physical programs and activities. Living in the University's residence halls is optional and not required as a condition for enrollment. *Refer to the "Resident Student Policies and Procedures" handbook for additional information.*

XII. STUDENT ORGANIZATION POLICIES and PROCEDURES

All [student organizations](#) must be officially recognized by the University in accordance with the "Policy for Recognition of Student Organizations." Official recognition, however, does not commit the University to the proposed programs of any student organization. The University asserts that certain responsibilities accompany the rights associated with official recognition. The members, officers, and advisors of all RSOs and CSOs must know, understand, and comply with the following guidelines. Failure to do so may result in immediate loss of recognition or other sanction as deemed appropriate by the Director of Student Leadership & Development and Vice President for Student Affairs.

Types of Student Organizations

Chartered Student Organizations

[Chartered Student Organizations](#) (CSOs) are groups sponsored under the umbrella of a University department and are directly funded by University funds. The mission statement, purpose statement or constitution of a CSO should be in accordance with both the departmental and University mission statement. Advisement and leadership development of CSOs is the responsibility of the departmental staff. Departmental CSOs provide activities and programs that benefit the department unit plan through measurable goals, recruitment, retention, and leadership development. All CSOs are held to the same policies and procedures outlined by the University for Student Organizations.

Recognized Student Organizations

Recognized Student Organizations (RSOs) are groups operating on a voluntary and self-governing basis. These groups are funded through membership dues, fundraising projects, and budget allocations from the Student Government Association's Student Activity Fee Funds. . The University's RSO's offer students the opportunity to develop and explore special interests while working collaboratively with others. The University recognizes academic groups, honor societies, special interest groups, and service based Greek Organizations. Through participation in the Student Government Association and initiatives such as the Student Organization Handbook, the Advisor/Officer Workshops, Club Rush, Leadership Summit and various speakers on leadership, the Student Leadership & Development Office works to increase the leadership development of student organization officers and members. For a complete listing of student organizations, visit the [Campus Life](#) link for more information.

Emerging Student Organizations

Emerging Student Organizations (ESOs) are groups that are actively pursuing official University recognition through the Student Leadership & Development Office. Groups are classified as emerging upon submission of completed "Emerging Student Organization Interest Form" to the Student Leadership & Development Office. The ESO must then complete an Intent to Organize Packet and submit the electronic copy to the Student Leadership & Development Office. Deadline for packet submission is once a semester due before the fall or spring breaks (specific date and time subject to calendar). The ESO constitution is reviewed by the Student Government Association's Constitution Review Committee. The ESO packet is reviewed by the Coordinator of Student Leadership & Development and the Director of Student Leadership & Development. Once approved by the Director of Student Leadership & Development the ESO is granted official University recognition. If the packet information is deemed insufficient or incorrect the ESO is contacted for revision changes. While in the ESO process the student organization is allowed to hold informational meetings only. ESOs are not allowed to publicize materials as an OLLU recognized organization or coordinate activities and programs, unless required by a national affiliation. Such behavior will jeopardize the official University recognition process.

Unrecognized Student Organizations

Unrecognized Student Organizations are groups that (1) do not seek official University recognition or (2) seek such recognition, but are denied and still operate on the University's campus in violation of the "Policy for Recognition of Student Organizations." Unrecognized Student Organizations are not allowed to take advantage of University services such as, posting policies, budget allocations, University distribution emails, organization fundraising, University facility reservations, Student Leadership & Development Office services, organization credit through the Center for Service-Learning and Volunteerism and various student organization functions. Additionally, members of unrecognized groups may not promote the goals, purposes, identity, or activities of those groups. Anyone with knowledge of Unrecognized Student Organization activity at OLLU violating student organization policy should report

the behavior to the Student Leadership & Development Office. Unrecognized Student Organizations and its members may be subject to University disciplinary action.

Policy for Recognition of Student Organizations

All members of the University community must be free to associate with any organization of their choosing, whether on campus or in the community. However, Our Lady of the Lake University will consider for official recognition only those organizations that support the mission and tradition of the University, are not a duplication of a current organization goals and whose practices are consistent with University goals, values, and policies.

A student organization shall be defined as “a group of 5 or more Our Lady of the Lake students joined together in the pursuit of a common purpose.” A student organization seeking official University recognition should have a goal, purpose, and identity that is both unique and singular. Any group whose purpose duplicates that of an existing organization may not be recognized. The limited number of potential members, dictated by the University’s enrollment, will not support an infinite number of student organizations.

University recognition is offered to organizations as a privilege, with the expectation that organizations will demand, and their members will maintain, the highest standards of conduct. Recognition of a student organization may be withdrawn or suspended at any time, and any organization and its members may be subject to University disciplinary action.

Groups that either do not seek University recognition or that seek recognition and are denied, present a unique challenge to the University community. Their members individually maintain those rights extended to all University students, although collectively as an organization, those rights are denied. Such unrecognized organizations are extended none of the privileges extended to recognized groups, which include advertising and posting, using University facilities and services, fundraising and solicitation, seeking University funding, and participating in any manner at on- or off-campus University-related events. Unrecognized organizations cannot wear and/or display organization attire nor can they officially recruit members into the organization. Other rights of recognized organizations are outlined in the University’s “Student Handbook.” Additionally, members of unrecognized groups may not promote the goals, purposes, identity, or activities of those groups.

Student Organization representatives appointed by the Student Government Association for the Constitution Review Committee will review all applications from groups seeking recognition and will forward recommendations to the Coordinator of Student Leadership & Development and Director of Student Leadership & Development. As a group composed of representatives from Recognized Student Organizations and Chartered Student Organizations, the Student Government Association promises to work closely with those who are members of the Student Congress to keep the organizations informed and aware of all current University news. SGA is the voice of the student body.

Service Organizations

The Director of the Center for Service-Learning and Volunteerism will assist Recognized Student Organizations (RSOs) through monitoring the activities of these organizations. To facilitate this relationship and to ensure that service organizations are addressing community needs, service organizations are required to work directly with the [Center for Service-Learning and Volunteerism](#) (CSLV). You will also be given a copy of the most recent “Organizing Volunteers with the OLLU Center for Service-Learning and Volunteerism” handbook, which provides further guidance and details but below is a summary.

Service Based RSO Requirements

- **Service Hours:** Regardless of national or international chapter requirements, the University requires that each of the organization's active members participate in a minimum of 30 service hours to the community each semester. This requirement must be met or exceeded by 80% of the organization's members. The organization's active members will complete at least 12 of these service hours in a long-term service commitment (one year minimum). This requirement must be met or exceeded by 80% of the organization's members.
- **RSO Meetings:** The organization's president and service chair will schedule and keep three appointments per semester with the Director of the CSLV. The RSO must turn in the Information Form to the CSLV along with a list of active members.
- **Service Projects:** The organization will organize for its active members two group service projects per semester. These projects can be just for active members or open to other OLLU volunteers. Additionally, the majority of active members should participate in OLLU Make a Difference Day and vOLLUnteer IMPACT.
- **Service Chair:** The organization will identify an active member to serve in a leadership position on the vOLLUnteer Unity Council (we suggest appointing a Service Chair). This person must attend at least 75% of the VUC general meetings each semester.

Service Guidance for All Students

Service Project Approval: All student organizations must register their community service projects with the CSLV; all individual students are encouraged to register their service projects so that hours can be tracked for you and you are eligible for a service report of hours. This can be done with the Request for Service Project Approval Form, which is recommended to be turned in at least two weeks before the project date. Forms will be considered on a case-by-case basis after this time; however, Approval Forms must be turned in within two weeks of the project or they will not be considered. All service projects should partner with a non-profit or public agency.

It is important for organizations to obtain service project approval from the CSLV. The Student Leadership & Development Office only accepts hours approved through the CSLV to apply towards their organization's 30-hour requirement. To be eligible for service awards, RSO's and CSO's service projects must be approved by the CSLV.

Service Project Sign-in Sheet: The CSLV maintains records of service activities for all active members of each student organization, as well as any OLLU student who volunteers. The Service Project Timesheet is to be used to document group and individual projects. This form requires contact information and a signature from an agency representative. If no agency representative is present, the organization's advisor must sign this sheet. When used for one-time projects, this form must be submitted to the CSLV within two weeks of the project date. Forms for long-term service hours must be submitted according to deadlines set at the beginning of each academic year.

Philanthropy: All student organizations must register their fundraising activities with the Student Leadership and Development Office. In addition, if the fundraising or on-campus collection is charitable, a Request for Service Project Approval Form must be completed and turned into the CSLV at least two weeks before the first collection date. All collections should benefit a non-profit or public agency.

Risk Assessment Forms: All volunteers need to complete the Volunteer Risk Assessment and Agreement Form for the CSLV records. This may be obtained from the CSLV and submitted to the CSLV.