

Our Lady of the Lake University

Student Handbook

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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. The regulations and requirements herein, are subject to change without notice at any time at the discretion of the administration. The handbook is in effect until the next publication is made and posted on the university website. Students will be notified when an updated publication is made.

I. A MESSAGE FROM THE PRESIDENT



Dear OLLU Saint,

Welcome to Our Lady of the Lake University (OLLU), a learning community dedicated to your success.

Like many of you, I was the first in my family to attend college. The rewards that have come from the decision to step out in faith and forge a new path for my family have far outweighed the challenges. That single decision to attend college has taken me across the globe, opened countless doors, and led me here to be part of this outstanding academic community.

Your decision to attend OLLU will be the key that opens doors for you. An OLLU education is built on the Core Values of Community, Integrity, Trust and Service. We live these values as we create an environment that provides you unmatched support so you can grow personally, professionally and spiritually.

The Sisters of Divine Providence created the foundation for OLLU more than 125 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 grow to be leaders in your families, communities and professions.

This Student Handbook will help you understand the values of our university and the many support services that are available to you. Please use it as an important resource throughout your journey as an OLLU Saint.

May Providence be with you on your path to graduation and beyond.

Abel A. Chávez, PhD.
President

II. UNIVERSITY OVERVIEW

Mission Statement

Founded and sponsored by the Sisters of Divine Providence, Our Lady of the Lake University is a Catholic, Hispanic-serving, inclusive learning community. Through quality, innovative undergraduate and graduate education, we foster spiritual, personal, and professional growth. Our graduates are prepared for purposeful lives and service to humanity.

- Approved by the Board of Trustees, January 27, 2022

Vision Statement

Embracing the Catholic Intellectual tradition that integrates curiosity, faith and ethical reasoning in the pursuit of truth, Our Lady of the Lake University challenges its diverse student body with transformative experiences to enrich their lives and inspire leaders in service with faith and wisdom.

- Approved by the Board of Trustees, January 27, 2022

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 that values inclusivity and embraces:

- Respect for diversity of thought, culture, creative expression, and experiences; and
- Compassionate support for each other's successes and challenges.

Integrity We engage in ethical behavior through:

- Honesty, transparency, and accountability in decision making; and
- Congruence between values and actions.

Trust We recognize our interdependence, and we value:

- Confidence in our Provident God;
- Mutual reliance on each other; and
- Stewardship of our resources and environment.

Service We are called to:

- Use our time, talent, and knowledge for the benefit of others; and
- Advocate for social justice which embraces equity, access, and care of creation for the common good

Our History and Heritage

The Congregation of Divine Providence founded Our Lady of the Lake University of San Antonio in 1895. Mother St. Andrew Feltin, 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 Matter

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

6
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

12
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 division staff, and students are selected by the Student Government Association's Student Congress recommendation.

University President's Council

- 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 Institutional Enrollment
- Vice President for Student Affairs
- Athletics Director
- Chief Technology Officer
- Chief Communications 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. 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 Athletic Director. 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

Academic Support

OLLU provides all students with academic resources aimed at improving their study and learning strategies, promoting successful transitions throughout their education and fostering their growth as self-directed, lifelong learners. Services include support in areas such as:

- [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 Advisors 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 success coaches to ensure all students have the resources they need to navigate the college experience.

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, Events Management office, and the Student Affairs Office. Commencement ceremonies include: veteran's ceremony, graduation fair, ring blessings, baccalaureate and graduate liturgies, and fall and spring commencement services.

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

[Graduation Information](#)

[How to Register for Classes](#)

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.

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 on **October 1** 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.

[Self Service Financial Aid](#) platform via myOLLU portal is available to all students to view their financial aid status for the academic year.

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 considered 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 send an email to finaid@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. To appeal a determination of financial aid ineligibility, contact the Financial Aid Office.

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 Course Catalog). 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.

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.

Student Business Office

The [Student Business 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 my OLLU portal, Self-Service, Student Finance and the University's online student accounts financial system. Students must obtain [Final Confirmation](#) of Registration in order to complete the registration process by completing the following four requirements:

1. Agreeing to the Financial Responsibility in myOLLU portal, Self-Service, Student Finance.
2. Enrolling in a payment agreement if NOT fully covered by financial aid. This includes students paying in full, paying balance of tuition/fees less financial aid or if covered by an employer.
3. Making an initial payment as stated on the payment agreement.
4. Taking care of all outstanding issues with the Student Business Office such as a prior balance and/or mismatched registration verses financial aid awarded hours.

Payment deadlines are available at the Student Business Office's myOLLU portal page. Please see this website for information on employer reimbursed plans, payment agreement enrollment instructions, and other information, such as policies and deadlines. Various payment options are:

- **OPTION 1** - One payment per semester: Available in the fall, spring and summer semesters.
 - Payment in full due by deferred date or date of enrollment in a payment agreement.
 - Payment can be net of financial aid and/or employer reimbursement amount.
 - \$47 late payment fee assessed.
- **OPTION 2** - Two payments per semester: Available in the fall, spring, summer semesters and Fast Track A or B only¹.
 - 50% due by deferred date or the date of enrollment in a payment agreement.
 - Remainder due as stated in the payment agreement.
 - \$47 late payment fee assessed for each payment.
- **OPTION 3** - Four payments per semester: Available in the fall, spring and summer semesters for students registered for Fast Track A and B only and/or non-traditional students.

¹ Some Online programs are not eligible for this plan

- 25% due by deferred date or date of enrollment in a payment agreement
 - 25% due as stated on payment agreement
 - 25% due as stated on payment agreement
 - 25% due as stated on payment agreement
 - Requires a payment plan fee of \$47
- **OPTION 4** – Five payments per semester: Available in the fall and spring semesters only for students registered in Fast Track A and B only and/or non-traditional students.
 - 20% due by deferred date or date of enrollment in a payment agreement
 - 20% due as stated on payment agreement
 - 20% due as stated on payment agreement
 - 20% due as stated on payment agreement
 - 20% due as stated on payment agreement
 - 20% due as stated on payment agreement
 - Requires a payment plan fee of \$47

An email confirming the plan will be sent to the student's University email address immediately, and soon after an email will be sent either for Final Confirmation of Registration or indicating the action to be taken. Payments may be made online, in person, or mailed. Checks payable to Our Lady of the Lake University, Visa, MasterCard, Discover or American Express are accepted. Eligible Veterans should contact the Veterans Coordinator in the Office of Financial Aid for assistance in completing necessary paperwork.

- All Access Program- Books for undergraduates will not be released until Final Confirmation has been obtained.
- A book voucher may be available at the University Bookstore if expected financial aid is in excess of tuition, fees, and other charges for the session provided you have received final confirmation of registration.
- If a student decides not to attend OLLU and has already registered, it is the responsibility of the student to formally withdraw per the Financial Obligation and Refunds Policy. Students will be liable for any tuition due if they do not formally withdraw. 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.

Refund Policy-Credit Balances

1. 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.
 - Financial Aid Refunds are processed weekly after the 100 percent drop period of the start of a term. Federal regulations require that excess be disbursed within 14 days from when funds are credited to the student's account (not when awarded).
 - Students will be notified via e-mail when an E-Refund has been disbursed. Students should allow at least 24-48 hours for the funds to be credited to their bank account.

- Students can set-up E-Refund by logging into myOLLU portal Self-Service, Student Finance select "Make Payment/Confirm" select "Continue to Payment Center," select "Refunds" followed by "Set up Account." On the Account information, students should enter checking account information and check the box to agree to the terms and enter. You will receive a message stating your bank account information has been saved.
2. If a student does not enroll in E-Refund, the financial aid refund will be disbursed by check. The check will be mailed to the student's preferred mailing address as indicated in University records. If a mailed check is not received at the preferred address, there is a 10-business day waiting period before a replacement check can be issued. Disbursements can be checked by logging into E-Commerce and selecting "View Activity." Estimated Financial Aid listed, is considered pending aid and is not subject to refund until finalized.

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. Consideration cannot be given to the date the student ceased attending classes unless proper withdrawal procedures have been followed:

- A. Obtain proper form(s) from Registrar's Office, located in Walter Student Service Center, Room 104
- B. Obtain signature of adviser
- C. Submit completed form(s) to Registrar for final processing
 - San Antonio campus: submit to Registrar's Office, located in Walter Student Service Center, Room 104
 - Houston campus: OLLU- 600 N. Sam Houston Parkway West (Beltway 8)
 - La Feria (Rio Grande Valley) 1650 S. Main, Room 113
 - Online students may submit the form by email to registrar@ollusa.edu

Application fees and advance tuition deposits for new students are not refundable. After the 100 percent refund period, all other fees are forfeited. If proper withdrawal procedures have been followed, tuition is adjusted according. See [university catalogs](#) for additional information.

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.

VII. UNIVERSITY POLICIES AND STATEMENTS

UNIVERSITY POLICIES

The university policies are listed below. The following policies contains all regulations that relate to students. Students are held individually responsible for meeting all requirements as determined by OLLU officials. Failure to read and comply with policies, regulations, and procedures will not exempt a student from whatever sanctions and/or penalties they may incur. A complete copy of each policy is available by clicking on the available link (please use your OLLU email credentials to access each document).

Students, who are also applying for university employment, are currently employed by the university, or are/will be employed by a grant paid through the university, should also refer to the policies and procedures stated in the [Student Employee Handbook](#) and the [Human Resources' Employee Handbook](#).

Students, who are also residents of on-campus housing, should also refer to the [Residence Life Handbook and Housing Contract](#).

[Academic Integrity Policy](#)
[Alcohol Distribution Policy](#)
[Bacterial Meningitis Policy](#)
[Campus Animal Policy](#)
[Chalking Policy](#)
[Change of Student Information](#)
[Charitable Collections Policy](#)
[Children in the Workplace or Classroom Policy](#)
[Convicted Felons Policy](#)
[Copyright](#)
[Cyberstalking, Cyberbullying and Cyber Harassment Policy](#)
[External Communications Policy](#)
[Family Educational Rights and Privacy Act of 1974 FERPA Policy](#)
[Freedom of Expression and Dissent Policy](#)
[Harassment Policy](#)
[Hazing Policy](#)
[Health Insurance Policy](#)
[Identification Card Policy](#)
[Illegal Gambling Policy](#)
[Intellectual Property Policy](#)
[Lactation Policy](#)
[Leave of Absence Status for Graduate Students](#)
[Loitering Policy](#)
[Missing Student Notification Policy](#)
[Non-Discrimination Policy](#)
[Policy on Compliance with the Drug-Free Schools and Communities Act of 1989](#)
[Policy for Recognition of Student Organizations](#)
[Policy for Student Organization Sanctions](#)
[Posting Policy](#)
[Sales and Solicitation Policy](#)
[Security and Emergency Services Policy](#)
[Service Based RSO Policies](#)
[Smoke-Free, Tobacco-Free Policy](#)
[Student Organization Conduct Code Policy](#)

[Student Organization Membership Policies](#)

[Technology Acceptable Use Policy](#)

[Theft Policy](#)

[Title IX Policy](#)

[Vehicle Usage Policy](#)

[Visitors in Classes](#)

[Weapons](#)

[UNIVERSITY STATEMENTS AND GUIDELINES](#)

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

[Death or Serious Illness in the Family](#)

[Fraternity and Sorority Life Compliance Guidelines](#)

[General Guidelines for Community Service](#)

[International Folk Cultural Center Guidelines](#)

[Loss of a Student Statement](#)

[Saints Strong COVID-19 Procedures](#)

[Social Media Guidelines](#)

[Statement of Rights and Responsibilities of Students](#)

[Statement on AIDS and HIV Infection](#)

[Statement on Political Speakers](#)

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

VIII. UNIVERSITY PROCEDURES

OLLU provides a uniform method by which student complaints and grievances may be reported and resolved in a prompt, fair, and equitable manner using the following procedures:

[Family Educational Rights and Privacy Act of 1974 \(FERPA\) Procedures](#)

[Procedures for Housing Application and Termination](#)

[Procedures for Housing Occupancy and Vacancy](#)

[Registration Renewal Procedure](#)

[Academic Grievance Procedure:](#)

for concerns involving academic policies (e.g., application of grading policies), unfairness in the application of policies (e.g., accusation of plagiarism or cheating), or other academic matters

[Non-Academic Compliant and Grievance Procedures:](#)

to address non-academic student complaints (e.g., a dissatisfaction with some factor regarding a department, service, process, person, or university administrative action) and grievances (e.g., allegations involving a serious violation of a university policy or that a person believes to be unfair, inequitable, retaliatory, discriminatory, or a hindrance to the educational process) not covered by other procedures

[Title IX Sexual and Misconduct Grievance Procedure:](#)

for reports involving sexual harassment and misconduct, including acts of sexual assault, dating violence, domestic violence, and stalking.

IX. 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 “complainant” refers to an individual who has filed a complaint regarding behavior that may be in violation of University policy.
4. The term “respondent” refers to an individual who is responding to a complaint regarding allegations of behavior that may be in violation of University policy.
5. The term “faculty member” means any person hired by the University to conduct classroom activities.
6. The term “University official” includes any person employed by the University, performing assigned administrative or professional responsibilities.

7. 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).
8. 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.
9. The term “organization” means any number of persons who have complied with the formal requirements for University recognition.
10. The Provost (or designee) is the person designated by the University President to be responsible for the administration of the academic components of the Student Code of Conduct.
11. 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.
12. The term “shall” is used in the mandatory sense.
13. The term “may” is used in the permissive sense.
14. 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 Course Catalogs, the Residence Life Handbook and the Worden School of Social Service Code of Ethics.
15. 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.
16. 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.
17. 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 their 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, retaliation, harassment (including sexual), 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, color, sex, pregnancy, religion, national origin, citizenship status, disability, age, marital status, gender, gender identity or expression, sexual orientation, veteran or military status, or any other protected class as defined by University policy.
- 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, which 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. (Refer to University’s Alcohol Distribution Policy and Residence Life Handbook.)
- 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. Intentionally or maliciously sharing false information to discredit another OLLU community member.
- 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. Retaliation or harassment against any person because of their complaint or participation in the judicial proceeding.
- 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.
- Y. Engaging in surveillance or recording of any type without the subject's knowledge or consent in areas where there is a reasonable expectation of privacy and/or the broadcasting or distribution of such material, including sexual exploitation, that violates the privacy of a member of the University community.

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 Student Code of 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](#). The University reserves the right to initiate a complaint without a complainant and to initiate conduct proceedings. Complaints will be reviewed by the Vice President for Student Affairs (or designee) and accepted, rejected, or routed to another appropriate department for review.

The Student Code of Conduct does not prohibit the University from adopting or maintaining additional rules to govern the conduct of students. Allegations of misconduct brought under the Student Code of Conduct may be combined with allegations arising under other University rules, at the discretion of the Vice President for Student Affairs (or designee).

Residential Life Conduct

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

University Residential buildings in accordance with the [Residence Life Handbook](#) and [Residence Life Housing Contract](#)

Student Conduct Officers

Student Conduct Officers (SCOs) are appointed by the Vice President for Student Affairs (or designee) to adjudicate all student incident cases and are designated as the primary point of contact throughout the conduct investigation. The VPSA (or designee) will assess each incident report and select a SCO, on a case-by-case basis, to begin an investigation of the incident. The investigator(s) may be the VPSA, an employee of the university, or an external investigator engaged to assist the university in its fact gathering.

Accommodations During the Resolution Process

OLLU is committed to providing reasonable accommodations and support to qualified students, employees, or others with disabilities to ensure equal access to OLLU's resolution process, including appeal. Anyone needing such accommodations or support should contact the [Accessibility Services Office](#) to request assistance.

Restorative Justice Resolution Process

Restorative Justice 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. Restorative Justice process means the incident will be completed without a formal resolution, usually by agreement between the complainant and respondent (collectively, "parties") and the SCO.

The matter can be moved from the Restorative Justice process to the Standard Resolution process by the Vice President for Student Affairs (or designee), the SCO, or either party at any time.

During this process, the assigned SCO will schedule separate meetings with the parties. 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 parties.
- Make recommended sanctions and taking as true all facts in the incident report.
- Provide the respondent with opportunity to accept responsibility for violating the Student Code of Conduct and accept the recommended sanction(s).
- A simultaneous meeting with both parties may be held as part of informal resolution but is not required nor is it always appropriate.

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 in a prompt and equitable manner, 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 investigation will be conducted in a manner appropriate in light of the circumstances of the case. The investigation may include, but is not limited to, conducting interviews of the parties involved, and any witnesses (witnesses must have observed the acts in question or have information relevant to the incident); and gathering, examining, and preserving other relevant documents and physical, written, and electronic evidence. 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 agreement, academic, and/ or housing accommodations.
2. The SCO will contact the respondent (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.
 - Advise the respondent on the alleged violation(s), the investigation, and procedures.
 - Offer the respondent the opportunity to respond to the allegation(s) and evidence gathered. The student will have seven (7) business days² to provide a written response to the complaint.
 - When scheduling meetings, SCO will refer to university class schedules to determine the best possible time to schedule a meeting. Students are expected to treat notices from the SCO with the utmost priority and to communicate any potential conflicts as soon as possible. While requests to re-schedule a meeting can be made, they can be denied if deemed for an inadequate reason or deemed an attempt to delay/avoid addressing the allegations.
3. The respondent may identify a support person of their choosing during the entire standard resolution 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.
4. The respondent may elect to not participate in the investigation. If the respondent 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.
5. If the respondent 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 respondent during the scheduled primary conference. The respondent will be provided a

² A business day is defined as a day when the University is in full operation.

reasonable opportunity to share their perspective, provide information to the SCO, and respond to the information presented.

6. 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.
7. 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 Information

- 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.
- Investigation and adjudication of the case will continue regardless of whether a respondent withdraws or otherwise leaves school prior to the conclusion of the process.
- *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 studentconduct@ollusa.edu prior to the expiration of the existing deadline.

Formal Appeal Hearing

The parties have five (5) business days to appeal the decision in writing using the appeal form provided with the determination letter. The appeal should be submitted in writing to the Vice President for Student Affairs (or designee) via email at studentconduct@ollusa.edu, hand delivered at Moye Hall, Office 103, or U.S. mail at 411 SW 24th Street, San Antonio Texas 78207- post marked by the required deadline.

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 decision was made, that could affect the outcome of the matter
3. The investigator(s), or decision-maker(s) had a conflict of interest or bias for or against the parties that affected the outcome of the matter
4. The sanction(s) is disproportionate, viewed as arbitrary to a reasonable person, to the violation

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 OLLU Equity Compliance Officer shall serve as an additional non-voting panel member for alleged violations of the University's Nondiscrimination Policy and may serve as an additional non-voting panel member for other matters, at the discretion of the Vice President for Student Affairs (or designee). 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. If any of the grounds in the Request for Appeal do not meet the grounds listed above, that request will be denied by the UGC Panel Chair and the parties will be notified in writing of the denial.

The appeal hearing will be scheduled within seven (7) University business days, and the names of the selected UGC members (and Equity Compliance Officer, if applicable) will be disclosed to both parties. 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 complainant and respondent are not required to be in the same room as each other during their presentations to the UGC panel. The hearing is limited to the complainant, respondent, and their support person of choice, the Vice President for Student Affairs (or designee), and the selected panel members.

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) business days after the hearing. The UGC's decision is final.

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.

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 the appeal panel 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 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.
- 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.

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.

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.

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 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 or the Vice President for Student Affairs.
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. *Involuntary Administrative Withdrawal*: see Article IV Sanction Procedures below.
21. *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.
22. *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.
23. *Other Actions*: In addition to or in place of the above sanctions, OLLU may assign any other sanctions as deemed appropriate.

When a student is also employed as a university student employee,

1. The student conduct officer or VPSA will determine if the conduct and sanctions should be shared with the student employee's supervisor, department director, and/or chief division administrator.
2. Any effects to the student's employment will be determined by the student employee's department director or chief division administrator, in consultation with the Student Employment Office as needed.

3. There are certain sanctions listed above that may automatically affect eligibility for any campus employment, including but not limited to suspension, administrative leave, and dismissal. These sanctions are determined by the student judicial process and not by the student's supervisor.

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 (\$75 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).

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 University record retention schedule. Records relating to expulsion are kept permanently. OLLU does not expunge records. The university needs records of past behaviors in order to make the best decision for a student and the community. For students, many outside agencies requesting disciplinary information make clear their intent is to know all disciplinary information, even if a school's policy is to expunge records. Therefore, OLLU keeps records in order to provide accurate information to assist students, and releases information in compliance with the university's Federal Educational Rights and Privacy Act (FERPA) Policy.

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.

Notification of Outcomes and Disclosures

The University may contact the parents/guardians of a student to inform them of situations in which there is a health and/or safety risk. The University may also notify parents/guardians of non-dependent students who are under the age of 21 of alcohol and/or other drug violations. The University also reserves the right to designate which University employees have a legitimate need to know about individual conduct complaints pursuant to the Family Educational Rights and Privacy Act (FERPA) and will share information accordingly.

The outcome determination is considered an education record and protected from release under FERPA, except under certain conditions. In accordance with FERPA, when a student is alleged to have violated a University policy that would constitute a “crime of violence” or sex offense, the University will inform the respondent and the complainant (or, if applicable, the next of kin) in writing of the final results of determination outcome, regardless of whether the University concludes that a violation was committed. Such release of information may only include the respondent’s name, the violation committed, and the sanctions assigned (if applicable) though in cases of sex offenses, the rationale for the outcome will also be shared with all parties to the complainant.

In cases where student is found responsible for violating a policy that would constitute a “crime of violence” or sex offense, the University may also release limited information to third parties in accordance with the University’s [FERPA Policy](#). By law, FERPA defines crimes of violence or non-forcible sex offenses to include:

- a) Arson
- b) Assault offenses
- c) Burglary
- d) Criminal homicide—manslaughter by negligence
- e) Criminal homicide—murder and nonnegligent manslaughter
- g) Destruction/damage/vandalism of property
- h) Kidnapping/abduction
- g) Robbery
- i) Sex offenses, forcible
- j) Sex offenses, non-forcible

Article IV: Sanctioning Procedures

A. Determining and Imposing Sanctions

1. Any combination of the aforementioned sanctions may be imposed for any single violation.
2. 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 SCO and/or Vice President for Student Affairs (or designee) on a case-by-case basis.

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, by email, personal delivery, or 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 designee, 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, by scheduled appointment, 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 Residence Life Handbook or other University regulations.

C. Interim Suspension and 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 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, or
 - 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 removal being imposed, or as soon thereafter as reasonably possible, to show cause why the emergency 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 action/removal is appropriate. When this meeting is not requested within three day of receipt, objections will be deemed waived.

There is no appeal process for emergency removal decisions. Violation of an emergency removal under this policy will be grounds for discipline, which may include expulsion.

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, 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;
- f) 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 Student Affairs. The SBIT core team members include the following OLLU employees:

- Vice President for Student Affairs
- University Chief of Police and Police Lieutenant
- Director of Residence Life
- Director of Counseling & Wellness Services
- Director of Accessibility Services
- Faculty Representative(s)
- Compliance Officer
- Retention Specialist

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 via email at hrteam@ollusa.edu or phone 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 Vice President for Student Affairs and/ or Director of Residence Life for final determination. The Student Code of Conduct shall be reviewed every year under the direction of the Vice President for Student Affairs.
- B. The Student Code of Conduct may be modified by 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. A current version of the Student Handbook can be found on the Student Handbook [webpage](#).

X. 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.

OLLU Wellness Center

The Wellness Center aims to promote a collaborative, holistic, and wraparound approach to student wellness. The OLLU Wellness Center is comprised of two departments: Accessibility Services and Counseling & Wellness Services. The OLLU Wellness Center is located in Walter Center suite 206. You can contact any of the departments by emailing wellnesscenter@ollusa.edu or calling 210-431-4053.

Accessibility Services

The [Accessibility Services Office](#) strives to empower students with disabilities to gain success in and access to educational, professional, and personal opportunities afforded with the skills of self-reliance and self-advocacy on campus and in the community. Accessibility Services provides reasonable accommodations to enable students with disabilities to participate in and benefit from all campus, programs, and activities. Accessibility Services 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. Students who would like to request accommodations can visit the following link: https://ollusa-accommodate.symlicity.com/public_accommodation/

Counseling and Wellness Services

The [Counseling and Wellness Services Department](#) at OLLU offers free and confidential mental health services for any enrolled student who lives in the state of Texas, regardless of campus location. The professional staff is comprised of two full-time Mental Health Clinicians and the Program Director who is a Licensed Psychologist. The mission of Counseling and Wellness Services is to promote and support the healthy emotional, psychological, educational, social, cultural, and spiritual development of OLLU students by offering a wide range of multiculturally inclusive counseling, psychoeducational, consultation, and training services. Counseling and Wellness Services adheres to the ethical and legal standards of the counseling profession and is committed to maintaining confidentiality within certain ethical and legal limits.

The Counseling and Wellness Services Department offers a wide range of mental health services including: 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 email wellnesscenter@ollusa.edu or call 210-431-4053 to make an appointment. An appointment is not necessary to request services. Students can request services in person without a prior appointment. Health Education staff assist students with accessing medical care either through TimelyCare or by helping students connect with an area health care provider and providing guidance on using insurance benefits. Health promotion and disease prevention are emphasized through various programming initiatives.

An additional mental health resource is offered through TimelyCare. TimelyCare services are provided 24/7/365; both "talk now" appointments (if you need to speak with someone immediately) and scheduled counseling appointments are available. You can set up an appointment by visiting www.timelycare.com/ollu or downloading the TimelyCare app. When registering, students should use their ollusa.edu email address so no fees are incurred.

During an emergency if you are unable to visit Counseling Services, 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/>

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.

Note: 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 undergraduate students enrolled in seven or more credit hours will be required to maintain health insurance for the academic year. The health insurance policy must be a hospitalization, illness and accident policy.

Once undergraduate students register for classes, they will automatically be enrolled in [OLLU's health insurance plan](#). The policy fee will be reflected on the student's bill. Undergraduate 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.

Master's and doctoral students have the option of adding the OLLU's student health insurance plan to their account upon request to studentaccounts@ollusa.edu.

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.

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.

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](#). As of October 2023, the OLLU Admissions/Enrollment Management is finalizing a new process for vaccine verification for the Spring 2024 semester so please check with them if the above links don't show the process anymore.

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.

XI. 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.

XII. 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 "[Residence Life Handbook](#)" for additional information.

XIII. 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

(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 Center for Student Involvement 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 Center for Student Involvement. Groups are classified as emerging upon submission of completed "Emerging Student Organization Interest Form" to the Center for Student Involvement. The ESO must then complete an Intent to Organize Packet and submit the electronic copy to the Center for Student Involvement. 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 Senior Coordinator of Student Leadership & Development and the Director of Center for Student Involvement. Once approved by the Director of Center for Student Involvement-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, Center for Student Involvement 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 Senior Coordinator of Center for Student Involvement and Director of Center for Student Involvement. 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 25 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 10 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. For groups with less than 8 active members, all active members must meet the requirements in order to be in good standing.

- RSO Meetings: The organization's 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 Center for Student Involvement only accepts hours approved through the CSLV to apply towards their organization's 25-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 Center for Student Involvement. 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.