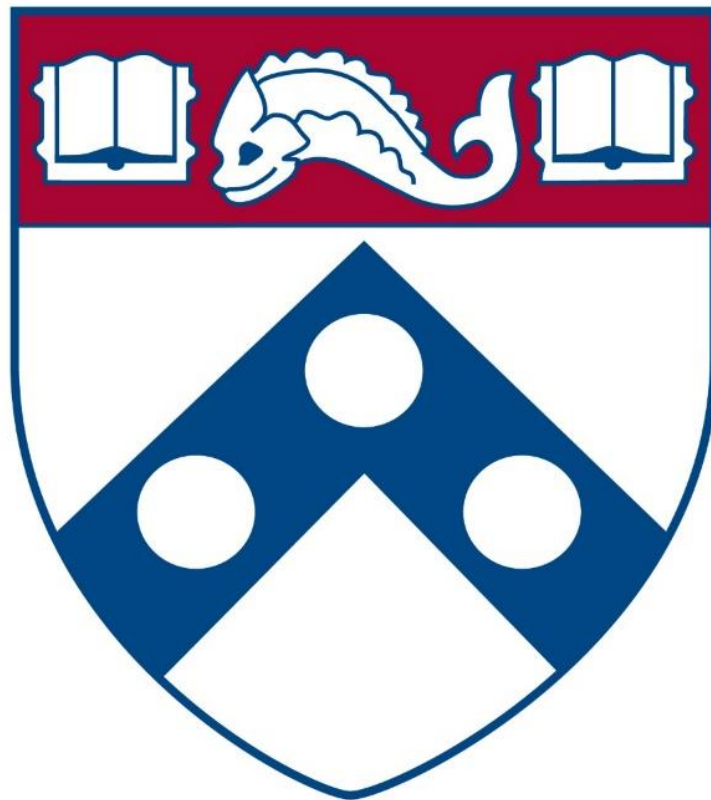# Penn LPS Online

Certificate and General Coursetaking Student Handbook

Academic Year: 2019-2020

General Information

Penn LPS Online Office and Contact Information

College of Liberal and Professional Studies
University of Pennsylvania
3440 Market Street, Suite 100
Philadelphia, PA 19104

Telephone: 215-898-7326
Fax: 215-573-2053
lpsonline@sas.upenn.edu
www.sas.upenn.edu/lps/online
Student Records and Billing: 215-746-7040
Academic Advising: 215-746-7040

Academic Advising Appointments

To schedule an in-person, telephone or Zoom appointment with your advisor please call 215-746-7040. Students may also consult with their advisors via email. Advisor emails can be found in Penn InTouch.

Purpose of the handbook

Penn LPS Online has produced this handbook to provide a useful source of information to orient you to the University of Pennsylvania and assist in planning your program of study. Students are required to read the handbook; it contains rules and regulations, procedures, options, curriculum requirements, resources at Penn, and other pertinent information. Read the entire handbook before you begin classes. Continue to reference the handbook frequently during your career at Penn to remain aware of your obligations as well as to investigate the many support services and academic opportunities available to you. Students are responsible for adhering to all Penn LPS Online policies, procedures, and academic deadlines, and for consulting with advisors on a regular basis in order to optimize their academic experience. Please check the Penn LPS Online website periodically for updates.

Curriculum

Two Enrollment Options: Courses and Certificates

Course Takers

Penn LPS Online students can enjoy the benefits of enrolling in individual courses. Students are welcome to take Penn LPS Online courses without being enrolled in a certificate program. All students are able to combine individual courses to suit their needs and develop critical competencies through personal and professional application of coursework.

If a student is enrolled as a course taker and wants to switch to a certificate program, they should complete a Certificate Declaration form.

Certificate Students

Penn LPS Online students can earn credit certificates to enhance their personal or professional skills, whether for career advancement, job transition or the pursuit of additional learning. A current listing of certificate offerings, including course lists and how to complete each certificate is

available on the Penn LPS Online website. All Penn LPS Online courses are open to certificate students. Courses outside of the Penn LPS Online offerings are not available.

Once a student has completed a certificate they should submit a [Certificate Declaration form](#).

Penn LPS Online Academic Calendar and Deadlines

You can view the Penn LPS Online Academic Calendar, complete with registration deadlines, on the [Penn LPS Online website](#). *Please be advised that dates and deadlines differ from those on the LPS Academic Calendar, as well as in other Penn Schools and Colleges.*

Course Selection and Registration

Penn Portal and Penn InTouch

Access [Penn InTouch](#) from your [Penn Portal](#) where you can view and update your record and register for courses. Penn InTouch provides secure access to the web for the following:

- Course Search and Mock Schedule functions
- Billing information
- Online course registration
- Course schedules and academic records
- Academic Planning Worksheet
- Privacy settings for release of academic and financial information to parents or partners.

Adding a Course

All students must be officially registered in order to take a course for credit.

Students may add a new course via [Penn InTouch](#) through approximately the second week of the term. Students should consult the [current Penn LPS Online Academic Calendar](#) for term-specific deadlines. Students registering for a course in Fall 2 or Spring 2, after the last day to add a course in Penn In Touch, must submit registration requests via the [Registration Request form](#).

Dropping a Course

Students may drop a course with no financial obligation until the published deadline in the current Penn LPS Online Academic Calendar. Students can officially drop a Fall 1, Spring 1, or Summer course through Penn In Touch until the Drop deadline. Students dropping a Fall 2 or Spring 2 course must email a request to drop a course via the [Registration Request form](#) by the published deadlines in the [Penn LPS Online Academic Calendar](#).

Absence from class does not constitute a drop, nor does notifying the instructor or another university office. Students who fail to drop a course officially within published deadlines may receive a grade of F and are financially responsible for the tuition.

Registration Holds

A registration hold may be placed on a student's record that will prevent the student from registering until action has been taken to resolve the issue. If students are unable to register using Penn InTouch, it is their responsibility to contact their advisor or other relevant office promptly to determine the cause of the problem and resolve it in a timely manner. Students may

see what registration holds, if any, have been placed on their account by reading the messages on the front page of Penn InTouch. Students on an academic, financial, or disciplinary hold must have their hold cleared and must register officially by the end of the add period in order to take a course for credit or to audit a course.

Verification of Registration Changes

When making registration changes via Penn InTouch, prior to logging out students are responsible for verifying their schedule to make sure changes have taken effect.

Withdrawing from a Course

Students who want to discontinue a course after the drop period has ended may withdraw from the course until the published withdrawal period deadline. Students should consult the academic calendar on the Penn LPS Online website for term-specific deadlines.

To withdraw, students must go the LPS website to print a withdrawal form. Students must complete the form and email it to lpsonline@sas.upenn.edu by the end of the day on the last day of the withdrawal deadline. No exceptions can be made to this deadline.

Withdrawals may affect students' academic standing. Students are encouraged to consult their advisor to discuss their withdrawal and overall academic progress. Students are responsible for investigating how a withdrawal may affect their eligibility with any other offices outside of Penn LPS Online. Students who withdraw from a course have full financial obligation.

Tuition, fees and billing

Tuition

Tuition is the cost of instruction. The current tuition rates for Penn LPS Online courses can be found on the Penn LPS Online website.

Online General Fee

The online student general fee supports the specific activities, services, and virtual spaces that Penn Online students can access from a distance.

Payment Process and Billing Schedule

The University of Pennsylvania bills students on a schedule. To view when upcoming bills will be sent, please visit the Student Financial Services Billing Schedule page.

Receiving Your Bill

www.sfs.upenn.edu
Penn.Pay is Penn's electronic billing system for student accounts. Penn.Pay enables the student, and other payers you authorize, to receive your Penn student account billing statement online. The bill includes charges for tuition, fees, and other expenses from a variety of Penn offices. New students must complete the Student Financial Services "MUST DO LIST".

Paying Your Bill

www.sfs.upenn.edu   215-898-1988
Penn encourages students to make payments online using Penn.Pay. Students can also mail a check, pay in person at the Franklin Building Lobby, or wire payment. Payment is also accepted online with an American Express® Card. (A 2.0% convenience fee will be assessed on your American Express® statement. Penn does not receive any portion of the convenience fee.)

All tuition and fees are payable by the date indicated on the bill and the full amount of the payment is due. Students who have not received a bill within six weeks after registration should contact Student Financial Services.

Details about Paying Your Bill and Payment Options, including the Penn Monthly Budget Plan, can be found in the 'Billing and Payment' section of the Student Financial Services website.

Late Payment

Penn must receive the amount due in full on, or before, the due date. If full payment is not received by this date, a late payment penalty of 1.5% of the past due amount per month will be assessed, and future registration and continuing enrollment will be jeopardized.

Penn Faculty/Staff Tuition Benefits

Penn LPS Online and Student Financial Services do not administer tuition benefits for Penn employees, and will not be able to provide eligibility information. To determine eligibility, options and obligations that may pertain to your employment status, and to activate payment of tuition benefits, students must contact their Human Resources benefits office directly.

Penn employees should note that eligibility for tuition benefits does not automatically allow them to enroll in courses. All students must first complete an enrollment form. Once accepted into a program of study, Penn employees using tuition benefits are afforded options and subject to academic and financial obligations identical to those of all LPS students.

All students are responsible for understanding the policies of their tuition benefits, knowing and abiding by all Penn LPS Online Academic Calendar deadlines, and for grades and bills incurred through registration in any course regardless of attendance, completion, or employee status.

University System

> www.hr.upenn.edu/tuition/
> Eligible employees of the University may request tuition benefits, view current and past requests for payment, and view pending payments by using the online tuition management system on the Human Resources website at the above link. Payments are not automatically made, or continued for future terms based upon registration; the employee must apply online for tuition benefits each term.

Health System

> Eligible employees of the University of Pennsylvania Health System should consult with their supervisor to determine benefits eligibility, policy and procedures.

Academic Policies and Procedures

Enrollment Status

To be considered enrolled at Penn, a student must maintain registration in a course or courses. Students who defer their enrollment or take limited time off may be considered to have an active program status (see the section in this handbook on maintaining academic standing) but are not considered currently enrolled. Students will have access to student services and resources only during semesters in which they register for courses.

Course Load

Certificate students and course takers may enroll in up to four course units in their first semester with a maximum of two C.U.'s per eight-week session. A semester includes both accelerated (eight-week) and classic (full semester) courses. (e.g. Fall 1 and Fall 2).

Most working adults register for one course in each eight-week session and will thereby complete two C.U.'s across the semester which makes them a half-time student.

Deferred Enrollment

Students who are admitted to Penn LPS Online may defer their matriculation for up to one year. Students who wish to do so should notify Penn LPS Online of their intentions as early as possible. It is not necessary for officially deferred students to reapply. An applicant who has not registered for and completed courses within one year of acceptance will be required to reapply.

Inactive Status

Students who do not enroll in courses for four consecutive semesters, including summer, will be in inactive status and will be officially withdrawn from the University for Inactivity. After being withdrawn, students wishing to resume their studies at Penn are required to reenroll and pay a new application fee.

Transfer Credit

Penn LPS Online Certificates do not accept transfer credits. Courses delivered through Penn LPS Online count toward the Bachelor of Applied Arts and Sciences and the Bachelor of Fine Arts degrees in LPS, but do not count toward any other degrees at the University of Pennsylvania. Students planning to transfer Penn LPS Online credits to another institution should be aware that transfer credits are awarded at the discretion of the receiving institution.

System Requirements

To confirm that you have what you need to get started in an online course, please review our technical requirements. Students are strongly encouraged to have a PC or MAC desktop or laptop—notebook computers like Chromebooks as well as mobile devices like tablets and smartphones are NOT recommended as a sole device as they do not support all course technologies.

Policies governing grades

Credit System

Academic credit at the University of Pennsylvania is figured in course units (C.U.s). A course unit is usually equivalent to a four credit course at another institution. The transferability of credits and assignment of credit hours is at the discretion of the receiving institution.

Grading System

The following grades are used to report the standing of a student upon completion of each course.

All courses must be taken for a grade. Courses cannot be taken pass / fail or as an auditor.

A+ = 4.0 Distinguished	A = 4.0 Excellent	A– = 3.7
B+ = 3.3	B = 3.0 Good	B– = 2.7
C+ = 2.3	C = 2.0 Average	C– = 1.7

| D+ = 1.3 | D = 1.0 Below Average | (No D-) |
| F = 0.0 Failure | | |

GR = No Grade reported for student	I = Incomplete (see below)
NR = No Grades reported for course (see below)	II = Extended Incomplete
	S = Satisfactory progress
W = Withdrew	U = Unsatisfactory
X = Academic Violation	

Incomplete Grades

An incomplete grade indicates that a student has not completed all the work in a course and has done so with the instructor's permission. If the work for a course is incomplete as a result of the student's unexplained failure to hand in assignments or to take the final examination at the regularly scheduled time, the instructor should issue a grade of F for the course.

An instructor who chooses to grant an extension to a student who has not completed a course by the end of the term may grant either an Incomplete (I) or an Extended Incomplete (II). An Incomplete must be made up within the first four weeks of the start of the next term, and an Extended Incomplete must be made up by the end of the next semester (including the summer term). In either case, if the Incomplete is not made up by the deadline, it will become an F. An Incomplete is made up only when the official grade is received by the LPS office and recorded by the Registrar's office on the student's official transcript. Once an Incomplete grade is converted to an F, the instructor may change the grade after the student has completed all required work. Students with two or more incomplete grades are subject to registration hold and are required to meet with their advisor to explain the circumstances of the Incompletes and develop a plan to resolve them. Students with two or more outstanding grades of incomplete who have already registered will be dropped from courses.

Review of a Grade and Academic Grievance

The instructor who gives an evaluation, exam, or course grade has sole authority for changing such evaluation, exam, or course grade provided the instructor remains on the staff of the University of Pennsylvania. In cases in which instructor appointments have terminated, or have resigned or are deceased, sole authority for changing an evaluation rests with the Executive Director of the College of Liberal and Professional Studies.

Penn LPS Online students who wish to have an evaluation, exam, or course grade reviewed must first discuss the matter with the instructor who gave the evaluation unless the instructor is no longer a member of the University of Pennsylvania staff. Should this meeting not yield a resolution that is satisfactory to both the student and the instructor, or not be possible, the student may ask the Executive Director of LPS for assistance in the matter. Should the matter not be resolved with the aid of the Executive Director of LPS, then the student may seek the assistance of the Assistant Vice Dean of Professional and Liberal Education in LPS. The role of the Assistant Vice Dean is limited to insuring that the department or program has arranged for a proper review of the matter. Any concerns related to other academic grievances should follow the same procedure.

Petitions

Students at Penn LPS Online who believe that their circumstances might warrant an exception from a rule or requirement may submit a petition. They may do so by filling out a petition form and writing a statement. In this petition statement, the student must demonstrate why he or she feels that this exemption should be allowed. If extenuating circumstances such as health or family troubles are cited, proper documentation will be necessary.

The student should first discuss the issue with their advisor to discuss options, responsibilities, resources and support services that may pertain to the student's circumstances and serve to inform best strategy toward student success. The student may submit a petition, which will be evaluated by the Petitions Committee.

The Petitions Committee meets at regular intervals throughout the school year. The committee will consider the student's petition statement and any supplementary materials (such as medical documentation) that the student submits. The student will be notified of the committee's decision, usually within a week of the committee meeting.

Grade Point Average

Grade point average (G.P.A.) is computed at the end of each semester and on a cumulative basis. The g.p.a. is calculated by multiplying the credit units for each course by the numerical equivalent of the grade received. The total for all courses is then divided by the total number of credit units taken.

Transcripts

An official transcript of a student's academic record in the College of Liberal and Professional Studies is available from the University Registrar. Procedures for requesting a transcript can be found on the Registrar's web site, and in Penn InTouch.

Maintaining Academic Standing

Penn LPS Online students must maintain academic standing. Maintaining academic standing requires Penn LPS Online students to meet all of the following conditions:

- Maintain a cumulative G.P.A. of 2.0 or higher
- Earn a term G.P.A. of 2.0 or higher
- Accumulate no more than one Incomplete, F, or Withdrawal in a term

Please see "Policies governing academic difficulty" below for the potential consequences of failing to maintain academic standing.

Policies governing academic difficulty

Course Problem Notices

When the work of a student in a given course becomes unsatisfactory for any reason, the instructor may send a Course Problem Notice email to the student. This notice will indicate the nature of the problem and suggest an appropriate person for the student to meet with, including the instructor, a teaching assistant, or an academic advisor. Students are expected to follow the recommendations made in these notices.

Failures

The grade of F remains on the record and is not erased even if students have repeated the course with a passing grade. Students who fail a major or major-related course may be required to repeat the course at the discretion of the major advisor. A grade of F is always calculated in the cumulative grade point average.

Repeating a Course

Students who receive an F in a course may retake the course for credit. Both the new grade and the original F will be tabulated into the final G.P.A. and a credit unit will be awarded if

the student receives a passing grade.

Failure to Maintain Academic Standing

Penn LPS Online students must maintain academic standing and make adequate progress toward the degree. Maintaining academic standing requires Penn LPS Online students to meet all of the following conditions:

- Maintain a cumulative G.P.A. of 2.0 or higher
- Earn a term G.P.A. of 2.0 or higher
- Accumulate no more than one Incomplete, F, or Withdrawal in a term

Academic probation Students who fail to meet one or more of the conditions listed above will be placed on academic probation. Students on academic probation will be required to meet with the Penn LPS Online advisor and may be placed on registration hold. Students will be expected to remedy the condition(s) that placed them on academic probation with the next three courses they take (no grades of W, F, I, GR, or NR). If students are on probation for any incomplete grades they will be placed on hold until they resolve their incomplete courses. If they are unable to meet the requirements of their probation, they may be subject to dismissal from the program, pending a decision of the LPS Executive Committee.

Dismissal: After being placed on Academic Probation, students who do not meet all four of the conditions listed above will be reviewed by the Executive Committee. If the Committee decides that the student is unlikely to successfully complete their program, the student will be sent an academic dismissal letter via email and U.S. postal mail.

Mandatory Leave of Absence: Students who accumulate one or more incomplete grades in a given semester may be placed on a mandatory leave of absence until such work is finished. Students placed on a mandatory leave must complete all outstanding course work before they are allowed to re-enroll and continue with new work.

Conditions for readmission: Students who have been dropped for poor academic performance and who wish to be considered for readmission must contact their advisor for requirements and procedures for readmission. Students will not be considered for readmission for one full calendar year following dismissal. If a student is readmitted, the student must maintain good academic standing throughout the program. If the student fails to meet these conditions, the student will be dropped from the University without further warning, and with no opportunity for readmission.

General University Policies and Procedures

The Penn Book

The Penn Book is a collection of policies that relate to student life at the University of Pennsylvania. These policies govern academic activities such as grading and exams, provide guidance on the use of campus resources, and explain membership in the university community. The University of Pennsylvania reserves the right to rescind admission to a student in violation of its codes of conduct and/or personal responsibilities policies. All students are expected to have read and understood these codes and policies—which are published at the link below— before taking classes. https://catalog.upenn.edu/pennbook/

Academic Integrity

The fundamental purpose of the University as an academic community is the pursuit of knowledge. Essential to the success of this educational mission is a commitment to the principles of academic integrity. Academic work represents not only what we have learned about a subject but also how we have learned it. Values and beliefs about academic integrity have been adopted by scholars so that others may trace our honorable footsteps, verify what we have learned, and build upon our work. Every member of the University community is responsible for upholding the highest standards of honesty at all times.

As members of the University community, students are also responsible for adhering to the principles and spirit of the Code of Academic Integrity. Penn believes strongly in the importance of academic integrity. Students who violate its precepts are subject to punishment through the judicial system. Ignorance of the rules is no excuse. If a student is unsure whether his or her action(s) constitute a violation of the Code of Academic Integrity, it is that student's responsibility to consult with the instructor to clarify any ambiguity.

The best strategy for maintaining academic integrity is to avoid situations where academic dishonesty might occur. When in doubt, cite. There are many publications, such as the Chicago Manual of Style or the MLA Handbook for Writers of Research Papers (which has been placed in Rosengarten Reserve by the Honor Council), that provide information about methods of proper citation. Failure to acknowledge sources is plagiarism, regardless of intention.

- Consult with instructors about assignments
- Plan ahead to leave sufficient time to complete work
- Work with your academic advisor
- For more information, consult the Office of Student Conduct

Student Services

Information about student resources can be found on our Canvas site.