

NORTH GREENVILLE
UNIVERSITY
Christ Makes the Difference

T. Walter Brashier Graduate School



GRADUATE STUDENT
MANUAL
2021- 2022

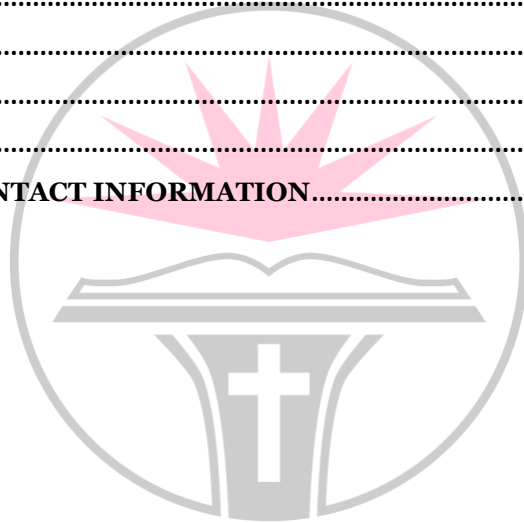
North Greenville University reserves the right to establish additional policies or modify current policies as needed. Changes effective immediately. Failure to follow these principles or refusal to cooperate with the University's officials may result in removal from University and/or dismissal from enrollment.





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Welcome to North Greenville University!

There has never been a time when more working adults have been interested in furthering their education, whether to advance their careers or simply to enrich their lives. As you pursue your particular vocational objectives, North Greenville University wants to help you to acquire the knowledge and skills necessary to succeed and come alongside you as you fulfill your educational goals and make an impact in the vocation God has called you to and for which He is gifting you.

At the T. Walter Brashier Graduate School of North Greenville University, we offer our students a distinctively Christ-centered program that combines a grounding in biblical principles, a commitment to the knowledge and skills associated with each field of study, and an emphasis on practical application that can be fleshed out in the real world. Our gifted faculty are seasoned in their areas of expertise and are committed to providing students with the personal interaction they need to flourish throughout their program and beyond.

So let me welcome you for becoming a part of the T. Walter Brashier Graduate School of North Greenville University, where you will find a spiritual, intellectual, and professional learning community that will help you to thrive personally and become a transformative leader in your career.



Nathan A. Finn, Ph.D.

*Provost and Dean of the University
Faculty*

T. Walter Brashier Graduate School
North Greenville University

STUDENT RESOURCES

Students at NGU will receive access to three systems through the University: Student Portal, NGU Email, and Blackboard. The credentials for these three accounts are the same. If a student has any trouble logging into any of these systems, please contact the **IT Helpdesk at 864.977.7272** or email them at helpdesk@ngu.edu.

Please note that if you have an active NGU student account from previous enrollment in our Undergraduate Program or CAPS, your credentials should remain the same.

Your **username** is comprised of your last name and the last FOUR digits of your Student ID number, which is located on the top right corner of your statement.

Example: Smith1234

Your **Password** is created using the first three letters of your name and the last FIVE digits of your social security number. Capitalize the first letter of your last name. **Example: Smi12345**

** If a student did not submit a Social Security number when they applied, the Password will be created using the last five digits of the student's ID number.*

Student Portal



Student Portal is the University's database that enables you to access tuition statements, view term offerings, transcripts, and final grades, as well as make payments and set up payment plans. In the coming terms, we are adding a powerful feature for students to enable them to do online registration. More information will come to you as this process is made available.

When accessing the [Student Portal](#), it is **important to verify that you are in the current academic term.**



NGU Email

NGU Email is the official mode of communication with all students. All students are required to utilize this email account as it is the default email system for Blackboard and notifications from the Academic Services Office.

You are responsible for checking it, as important emails may only be sent to that address. All students will need to periodically check spam & clutter files as it has come to our attention that emails are often incorrectly placed there by an automatic filtering system.



Student Accounts / Payments

All online payments must go through your Student Portal, and full payment or a payment plan must be in place no later than one week prior to the start of the term.



Blackboard

Blackboard is the digital platform for online courses and supplemental support for our onsite courses as well. Courses are made available for viewing in Blackboard **ONE WEEK before classes begin**. Please do not contact our office until that time regarding access to classes. We will refer you to this Manual.



Blackboard is a digital classroom; therefore, please do not use it to obtain final grades. View those in the Student Portal. *There is no cost for Online Student Verification and Privacy procedures.*

Financial Aid Portal

PLEASE FOLLOW THE STEPS BELOW TO SET UP YOUR ACCOUNT AND BEGIN THIS SIMPLE PROCESS:

- Please visit: go.ngu.edu/myfinaid-login
- Click “**First Time User**” link (which is underneath the login box)
- Activate your account
- If you are an international student, you must contact our office for special login instructions at financial.information@ngu.edu.

Textbooks: Slingshot Textbook Services

NGU has a partnership with [Slingshot Textbook Services](#). Please visit their website and thoroughly review the Frequently Asked Questions (FAQ). Once you are registered for classes, your rental textbooks, digital resources, and any other required course materials will be prepared for you by Slingshot, and the course materials will be shipped to you prior to the first day of class. Slingshot will deliver your materials to your address on file. The cost of the books will be \$27 per credit hour and will be charged to your student account.

Password Reset: We STRONGLY encourage you to take advantage of our automated password reset service in the event you need to change your NGU password or if you forget it.



Instructions

Visit sos.ngu.edu/_IVS/Reset. Select the enroll option. Log in with your current NGU credentials and answer five security questions. You will receive an email confirmation letting you know this was completed successfully. The next time you need to change your Password, it is ready for you. This also works if you accidentally lock out your account because you mistyped a key too many times or left the caps lock key activated. Just go to the same page and use the unlock option.

STUDENT SERVICES

Student Accounts

Paying your balance: Tuition payments are due no later than one week prior to the start of the term. (If registered late, tuition is due upon registration.) Payments can be processed as follows:

- **Online Payments** – Can be made by logging into the [My.NGU Student Portal](#). Once logged in, please click on the Student tab, then Student Accounts. Please follow the prompts to complete the payment process. *Please Note:* Payments made by eCheck, using a checking account and routing number, will incur **no additional fee**. Debit and Credit card transactions **will incur an additional processing fee per transaction**. If you are unable to make a payment online, please call 1.888.381.8054 to make a payment over the phone.
- **Payment Plan** – Can be set up by logging into the Student Portal. Once logged in, please click on the Student tab, then Student Accounts. Please follow the prompts to set up a payment plan for the term. *An **administration cost of \$35** will be assessed each term whenever a payment plan is utilized.* There are two Payment Plan options:
 1. If a student is registered for the full semester (two 8-week terms or a 16-week term), then the student can set up a payment plan that will process in four payments.
 2. If a student is only registered in one 8-week term, they can opt for a payment plan that will process in two payments over the course of the 8-weeks.

Please Note: Payments made by eCheck, using a check routing number and account number, will incur **no additional fee**. Debit and Credit card transactions **will incur an additional processing fee per transaction**.

If you have questions, please email student.accounts@ngu.edu or call 864.663.0186. For more information, you can also contact our Business Office at 864.977.7004.

- **Paying by check** – Mail payment to North Greenville University, P.O. Box 1892 Tigerville, SC 29688. Please send it to the Attention of “Student Accounts” and include your Student ID Number and the term in which you are currently registered on the check.

Refunds: In the event you become eligible for a refund, please bear in mind that all refunds are processed through the Student Accounts Office. Once it is determined that a refund is due, the money will be deposited directly to you or a check will be prepared. To receive your refund more quickly, you may set up direct deposit in your [My.NGU Student Portal](#) on the Student Accounts page. You will receive an email when the deposit has been made or when a check has been issued from Student Accounts. You can either pick up the check at NGUcentral in Neves Hall of the Tigerville Campus or have it mailed to you.

Please note, refunds cannot be processed until the money is received by NGU.

If you have questions regarding your refund, please contact Student Accounts at refunds@ngu.edu.

**If you are a student receiving military/VA benefits, certifying your benefits will be done through the Academic Records Office.*

FINANCIAL AID

Graduate students may qualify for the Federal Direct Student Loan Program. Students wishing to apply for this form of assistance must complete the Free Application for Federal Student Aid (FAFSA) each academic year. The Financial Aid Office will use the student's North Greenville University email address as the official form of communication regarding deadlines, awards, adjustments, and notifications. Additionally, students may access their personal financial aid portal by visiting go.ngu.edu/myfinaid-login.

For more information regarding loan options, visit www.studentaid.gov.

How to Apply for Federal Financial Aid

- Complete the Free Application for Federal Student Aid (FAFSA) online at www.fafsa.ed.gov. Submit the FAFSA as early as October 1 prior to the proceeding fall semester. The FAFSA must be completed each academic year.
- Include North Greenville University with our federal code of 003441.
- Submit all required documentation as requested by the Financial Aid Office in a timely manner to avoid delays in awarding of aid. Check your personal financial aid portal often for updates by visiting go.ngu.edu/myfinaid-login. Note: Eligibility for federal aid programs is restricted to those persons who are citizens or eligible non-citizens. Funding for these programs is contingent on federal approval and subject to change. The guidelines may not be inclusive of all eligibility criteria. For more information, visit www.studentaid.gov.

Scholarships: Scholarship information for ministry students can be found on the Graduate Financial Aid webpage at go.ngu.edu/grad-finaid. Students may also seek private scholarships through organizations and foundations at their own inquiries.

REGISTRATION

Students can view course offerings on Student Portal or at go.ngu.edu/courses. If a student finds course offerings are not posted, they should contact the Dean of their designated program.

Your academic advisor will assist you in registration for each term. All students will be notified through their NGU email by the Graduate Academic Advisor that registration for the next term has been made available. Registration opens mid-semester of your current semester for the upcoming semester. Note: Registration for Summer and Fall is during the preceding Spring semester. For Registration for Fall and Spring semester, you will register for the first sub-term (G1) and the second sub-term (G2) and/or for a full semester course (Go) depending on the degree you are pursuing. Summer is typically one term.

Students on probation will work with their advisor to determine the best solution schedule and students on suspension will not be allowed to register for a least one year unless an appeal is granted. Students with a monetary hold will not be able to register until the hold is removed from their student account.

Please do not delay in contacting your advisor to register for classes as we must determine course offerings based on registration numbers (i.e., classes fill and close or classes do not make and may be cancelled). *We request students to register for classes no later than THREE WEEKS prior to the class start. (i.e., students may be assessed a late registration fee if this protocol is not followed). Our office greatly appreciates early registration.*

WITHDRAWAL FROM CLASS

Access to classes is given to students one week prior to the start of each term in order for students to assess the workload required for their course(s). All requests to drop must be completed prior to the start of the term. You must notify your Graduate Academic Advisor before classes begin to drop your scheduled courses without financial penalty.

Students who wish to withdraw from a class at the graduate school must contact their Graduate Academic Advisor to request a withdrawal form. The withdrawal does not become official until the completed, and signed form is returned. To receive a refund, a student must officially withdraw. Tuition will be refunded at 100% prior to classes beginning, 75% during the 1st week, 50% during the 2nd week and 0% after the 2nd week. If the student has obtained a student loan and requests a withdrawal prior to the 60% point of the term, the student loan will be pro-rated, initializing a return of funds to the lender. In this case, the student may owe money to North Greenville University, as the student is responsible for the full tuition amount. If the student has received a refund from the school for additional funds in their loan, the amount owed to the school may be greater than the tuition for the class.

If there are extenuating circumstances and a student is not able to complete a class by the assigned dates, the student and their professor must come to a full agreement for an Incomplete to be administered. Note: An Incomplete Request Form must be submitted to the Assistant Registrar for Graduate and Online Studies. A student only has until the end of the subsequent term to fully complete the work for the class or the grade automatically becomes an F. This will result in the student being placed on academic probation until the grade has been replaced.

FINAL GRADES

Please do not obtain final grades from Blackboard. Final grades are to be obtained each term through Student Portal. We **do not** send statements or final grades through the mail. If you need assistance, please contact the Assistant Registrar for Graduate and Online Studies at 864.977.7009.

STUDENT ID

A Student ID Card is **required** for all students. Student ID Cards are needed to check out books from the library on the Main Campus. A Student ID Card will also give you access to Younts Wellness Center on the Main Campus.

To obtain a Student ID Card, please email a digital copy of a headshot to Braden.Hall@ngu.edu and indicate if you would like the ID to be mailed to you or if you would like to pick up the ID at the Graduate Academic Services Office.

PARKING PASS

If you plan to visit any of the North Greenville University campuses for any reason, you will need a parking pass to avoid a very large fine. Please obtain a parking pass online at www.permitsales.net/NGU. A parking pass is **required** to park at any campus, including the Graduate School.

GRADUATION

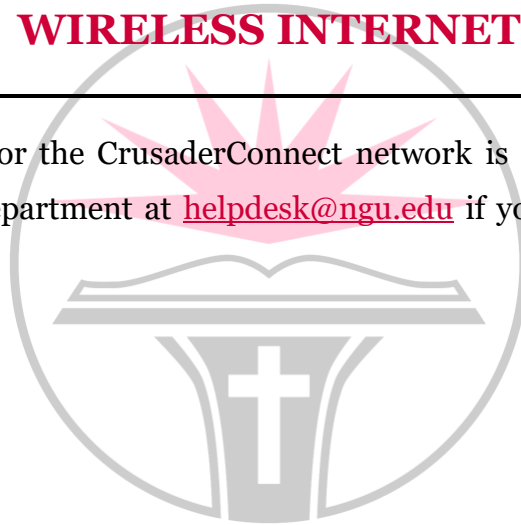
ALL STUDENTS MUST SUBMIT AN APPLICATION FOR GRADUATION. This form is due August 1st if graduating in the Fall, and December 1st if graduating in the Spring. The form can be found on [Student Portal](#) under Forms and Information.

****Students are responsible for their course matriculation and should address any questions with the Graduate Student Advisor. Students that do not turn in a Graduation Application before the deadline may forfeit their opportunity to participate in the graduation ceremony and will be charged a late application fee.*

There is a mandatory graduation fee required from ALL students regardless of participation in the graduation ceremony. **This fee will post to your statement during your FINAL TERM.** Details will be emailed as a student approaches graduation and after they have submitted the Graduation Application. Please stay in contact with the Dean of your program and your Graduate Academic Advisor to stay up to date with regards to your matriculation plan and graduation.

WIRELESS INTERNET

The wireless password for the CrusaderConnect network is **crusader** (lowercase 'c'). Please contact the IT Department at helpdesk@ngu.edu if you are having connectivity issues.



GRADUATE SCHOOL CONTACT INFORMATION

To speak with **Dr. Larry McDonald, DMin, PhD Associate Provost/Dean**, regarding faculty, staff, class feedback or issues, or for any other reason, please contact:

Lindsay M. Evatt, Administrative Assistant of Graduate and Professional Programs
864.663.9099
Lindsay.Evatt@ngu.edu

Regarding **registration, student services, student account information, financial assistance**, or **books**, please contact **NGU Central**.

Rachael Russiaky, Vice President for Student Services
864.977.7190
Rachael.Russiaky@ngu.edu

Tina Wells, Assistant Registrar and Graduate Academic Advisor
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Tina.Wells@ngu.edu

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Mindi Smith, Senior Financial Aid Counselor
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Jordan.Hairr@ngu.edu

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