DOING BUSINESS BUCKEYE STYLE

Getting down to business is easy at Ohio State! With Buckeye Link, students can securely log in to their own personal Student Center and manage their affairs online. For further assistance, the Student Service Center (SSC) is the single point of contact for taking care of the business of being a Buckeye. The knowledgeable staff can assist students and families in person, by phone or by email.

Buckeye Link

buckeyelink.osu.edu

When looking for information about financial aid, a student account and course registration, the place to go is Buckeye Link (*buckeyelink.osu.edu*). This website provides links to information about paying tuition and fees, tracking financial aid, registering for classes and more. In addition, Buckeye Link is where students log in to their personalized Student Center, which allows them to manage and track almost all of their academic and financial affairs at Ohio State from admission to graduation.

Buckeye Link also features important announcements, links to such things as the Course Catalog, Schedule of Classes, Student Legal Services, grades, transcripts, BuckID and how to apply for a passport.

Email is the primary means of communication at Ohio State. All students are given a unique email address (lastname.#@osu.edu) and are encouraged to check it often. All official university email communication will be sent to this address.

Student Center

The Student Center is how Ohio State students take care of their business online. Through this secure, personalized, self-service site, students manage most of their university related affairs, ranging from registering for classes to ordering transcripts. Common tasks students do through their Student Center include the following:

- Accept and/or decline financial aid awards
- Sign up for direct deposit (the quickest way to get refunds)
- Pay tuition and fees or designate a third party to pay fees
- Enroll in the Tuition Option Payment Plan (TOPP)
- Update contact information
- Sign student information releases and Statement of Financial Responsibility
- Enroll in classes
- Order a transcript or enrollment verification
- Select/waive student health insurance and/or the fee for Student Legal Services
- Sign promissory notes and complete counseling for loans
- View and print the Statement of Account

By checking their Student Center regularly, students can stay on top of things that require their attention, receive important messages and alerts, and keep track of adjustments made to their financial aid or student account.

Student Service Center (SSC)

ssc.osu.edu

Students are encouraged to use self-service and online resources available to them through Buckeye Link. However, if a student needs more information or personalized assistance with anything related to financial aid, student financial account or official record, the place to go is the Student Service Center (SSC).

Staffed weekdays by knowledgeable specialists, the SSC assists students and families in person, by phone or by email with a wide variety of issues, including:

- Understanding financial aid awards and filing an appeal, should a student lose financial aid or need more
- Signing financial aid consortium agreements when taking courses at other schools
- Making account inquiries, including refund questions or how to clear a hold
- Getting answers to general payment questions or questions regarding fee authorizations and scholarships
- Seeking re-enrollment if they are dropped for non-payment
- Applying for residency for tuition purposes and establishing independent status
- · Counseling about how to prevent future problems or issues

Contacting the Student Service Center

Walk-in:	First floor, Student Academic Services Bldg.,
	281 W. Lane Avenue
Phone:	614-292-0300 Toll-free: 800-678-6440
Email:	ssc@osu.edu
Hours:	9 a.m. to 5 p.m. Monday through Thursday
	9 a.m. to 4 p.m. Friday

Registration

A student's first registration at Ohio State will likely occur through an orientation program. After that, students register for upcoming terms through their Student Center via Buckeye Link. Registration reminders are sent to students via email.

Planning ahead

Ohio State operates on the semester system. Each semester consists of 14 weeks of classes and a week for final exams. Throughout these 14 weeks, students take steps to plan for and select courses for the upcoming term. During the first weeks of each term, the Schedule of Classes for the next term becomes available on Buckeye Link. During the sixth week of each term, students receive an email that tells them enrollment appointments have been assigned. (Students can access that information through their Student Center via Buckeye Link.) Students should meet with their advisors throughout the term to plan courses so they are prepared for their enrollment appointments. Students should check their To Do Lists in their Student Centers for other steps related to enrolling in classes.

Registration appointments and priority

Registration begins the ninth week of the term. Students are assigned an "enrollment appointment," which is the date and time they may begin to enroll in classes. Enrollment appointments are assigned according to the student's scheduling priority so that students with the highest priority enroll first. Within each individual priority group, enrollment appointments are made based on the student's earned credit hours. Because scheduling is based on a priority hierarchy, students should schedule their classes as soon as their enrollment appointment opens. The following list explains the priority system:

- 1st: University priority (honors, disabled students, varsity athletes)
- 2nd: Graduating students (with college approval)
- 3rd: Graduate and professional students, seniors (not already covered above)
- 4th: Juniors (not already covered above)
- 5th: Sophomores (not already covered above)
- 6th: Freshmen (not already covered above)

Using Buckeye Link for registration

Students register using their Student Center via Buckeye Link and enter the class numbers of the courses in which they would like to enroll. If a course is open and the student meets all the requisites and has no time conflicts, the student is enrolled in the course. If the course is full, students may put their name on an automated wait-list or select another course.

Students can use Schedule Planner to help them plan class schedules. This online class scheduling system is accessible from the Student Center and allows students to select courses from the Schedule of Classes and block out time for studying, extra-curricular activities, work schedules, internships, athletics, etc. The Schedule Planner will then generate possible schedules that meet the criteria selected.

Verification of schedules/Student Account

After completing their registration session, students may verify their confirmed schedules and student account via Buckeye Link. Students will receive an email reminder to review their schedule around the end of the preceding term.

Fees are usually due seven days prior to the first day of the term. Students who do not pay their tuition, fees, and current and prior balances in full by the second Friday of classes will be dropped from all classes. Certain exemptions may apply.

Note: The university does not print billing statements; the Statement of Account is available on the Student Center only. Students are responsible for checking their student accounts and paying all current and outstanding balances in full by the due date.

Wait-listing

If a course is closed, the student has the option of putting his/her name on an automated wait-list. The Student Information System (SIS) assigns a wait-list position for each closed-out student. As spaces become available, the wait-list places students into classes on a "first-on, first-off" basis if the student meets all the requisites and has no time conflicts. Students are wait-listed for class sections, rather than courses. The wait-list runs in batches throughout the day during registration through the first Friday of classes.

Students scheduled into classes from the wait-list are notified by email. However, the best way for students to know if they have been scheduled into a course from the wait-list is to check their Student Center via Buckeye Link. Students are advised to check their status weekly before the term starts and daily the first week of classes. It is a good idea for students to attend the class during the first week if they are high on the wait-list and it appears there may be available space in the class. Much activity occurs during the first week and it is advisable not to be behind in the course material.

Note: Students are not billed for a course for which they are waitlisted until they are actually enrolled in the class, which may impact the Statement of Account and financial aid.

Schedule adjustments

Once students' enrollment appointments begin, they can make schedule changes using the Student Center, accessible via Buckeye Link. Students can add classes through Friday of the first week of classes or drop classes through Friday of the fourth week of classes. For students receiving financial aid, a change in hours could have an adverse effect on their award(s). Schedule adjustments may also cause changes to a student's fees. And adding a class after the second Friday of a term will result in a late registration fee. For these reasons, students should monitor their Statement of Account closely. See "Fee Payment" on page 4 for more information.

Troubleshooting

To avoid potential difficulties in scheduling classes, students should be aware of the following:

Course permission

If a course requires special permission, the registration system will not allow the student to add the course unless permission is posted. Students should visit their college office with a signed permission slip on or after the date and time their enrollment appointment opens.

Course requisites

Many courses at Ohio State have requisites. Students can check Buckeye Link prior to scheduling to verify that they have met any requisites. If students do not meet the requisites, the online registration system will not allow them to add the course.

Registering late

Because enrollment appointments are assigned according to priorities, students should enroll as soon as possible after their appointment opens. Students who wait to enroll may not get their first choice of classes and may be charged late registration fees.

Holds

A hold may be placed on a student's account if the student has an outstanding obligation to the university. Depending on the reason for the hold, students may not be able to enroll, receive their grades, order transcripts or receive their diploma. Students should contact the office listed in the details of the Holds section of their Student Center:

Admissions office	
Undergraduate	614-292-3980
Grad./Intl./Prof.	614-292-9444
Bursar's office	614-292-1056
CampusParc	614-688-0000
Library	614-292-4217
Office of International Affairs	614-292-6101
Student Service Center	614-292-0300 or
(Student Financial Aid,	1-800-678-6440
University Registrar)	
Student Health Services	614-292-4321
Student Conduct	614-292-0748

Incorrect addresses

If a student does not receive university mailings, it may be due to an incorrect address. It is essential that students keep their addresses up-to-date. See "Information Changes" on page 8 for more information.

Not receiving Ohio State email

Some students experience difficulty receiving email because they use Internet Service Providers (ISPs) that filter what appears to be bulk email. Ohio State email often appears to these ISPs as bulk email. This can prevent students from receiving grade information, financial information and other correspondence from the university.

For users of some of these ISPs, messages may be available for a limited time in the "trash," "deleted" or "junk" folders. In some cases, removing the filter may be an option. The IT Service Desk is unable to support ISPs other than the Buckeye Mail student email system. For assistance with removing the filter or with locating email, contact the help desk of the specific ISP being used.

To manage an Ohio State email account and/or change a password, students should go to *my.osu.edu.*

Difficulty accessing Buckeye Link

To access Buckeye Link, students must have an active Ohio State email account (name.#@osu.edu). They may receive their email account and information about accessing it by contacting the IT Service Desk at 614-688-HELP, visiting 025 Enarson Classroom Building, or going to *8help.osu.edu*.

If students are locked out of registration, they should check their To Do List in the Student Center and contact their college office. Some students may be required to talk with their advisor in order to register for classes. New students will typically not be allowed to schedule classes online until they have enrolled in a survey course.

Find more detailed registration troubleshooting tips at *registrar. osu.edu* under Course and Class Information.

Registration at a glance

Students enroll for upcoming terms during each current term. Find important dates and deadlines at *registrar.osu.edu*. The following is a general registration time line:

Fourth week of the current term: The Schedule of Classes (specific course listings for the following term) is available on Buckeye Link for the next term. Students should begin planning for enrollment at this time by meeting with their academic advisors.

Eighth week of the current term: Students should complete enrollment planning for the next term. Enrollment information for the next term (enrollment appointment) is available to students in their Student Center, accessible via Buckeye Link.

Ninth week of the current term: Enrollment appointments for the next term begin to open and remain open through Friday of the first week of the next term (fourth Friday for "drops" only).

Last couple of weeks of the current term: Class schedules for the next term and billing information are also available in the Student Center, accessible via Buckeye Link.

Registration agreement

Before enrolling in classes each term, students must sign the Statement of Financial Responsibility through the Student Center and agree to assume full financial responsibility for all applicable fees. Once a student enrolls in classes, the university commits resources to provide that student with instruction by qualified faculty and to provide sufficient class space for the course. Thus upon enrollment, students assume responsibility for either paying fees in full by a prescribed due date or notifying the university in an appropriate time frame that they will not attend.

Enrollment is not automatically canceled for nonpayment of fees by the fee payment deadline. To avoid a financial penalty to the university, this cancellation of enrollment must be reported as soon as possible, but no later than Friday of the first week of classes. Prompt notification also helps to free up class space for other students who may be interested in the same classes. Students who do not pay tuition and fees in full by the second Friday of the term will be disenrolled from all classes and placed on leave. These students will be ineligible to enroll in classes for future terms until they are updated by their college office.

Courses in the Schedule of Classes are subject to change. Although unusual, a section may be canceled due to low enrollment or staffing considerations. The department that cancels the class will notify any students already enrolled and assist with alternate arrangements. At the beginning of the term, students should always check Buckeye Link for changes made to their class meeting times or classroom locations.

Fee Payment

Students must sign the Statement of Financial Responsibility through their Student Center each term and agree to assume full financial responsibility for all applicable fees. Fees are usually due in full no later than seven days prior to the first day of classes each term.

Charges and credits

A student's bill will contain required charges such as instructional fees, general fees and the COTA fee; optional charges such as scholarship contributions; and any applicable credits posted to the student's account. Credits may include scholarships, grants and loans.

Required fees

A list and explanation of all required fees, including a link to tuition and fee tables, can be found on Buckeye Link or at *registrar.osu.edu*.

Student health insurance fees

Students will be billed the student health insurance fee unless they provide proof of other insurance and complete the opt-out waiver on the Finances page of the Student Center, accessible via Buckeye Link, by the fee payment deadline of their first term of enrollment. Adding or dropping courses may impact the student's insured status, so it is important to view the account each time course information is altered.

Student Legal Services fee

Students at the Columbus campus will be assessed an annual fee for use of Student Legal Services (SLS). Students can have the fee waived by completing the opt-out waiver on the Finances page of the Student Center, accessible via Buckeye Link, by the fee payment deadline of their first term of enrollment.

Housing and campus dining services fees

Students will be billed housing and campus dining services fees based on the contract they signed. For questions concerning these fees, contact the housing office at 614-292-8266 or visit *housing.osu.edu.*

Student Financial Aid

Most forms of financial aid are applied directly to the Student Account beginning 10 days before the start of each term. Until that time, these credits will appear under Pending Financial Aid. For more information about financial aid, visit the Student Center (accessible via Buckeye Link), go to *sfa.osu.edu* or contact the Student Service Center.

Up-to-date account information

Occasionally, a student's bill may change. For example, schedule changes, adjustments to financial aid or the addition/removal of optional fees may cause the balance to change. Students are encouraged to check their account activity throughout the term. Up-to-date account information may be obtained from the Student Center, accessible via Buckeye Link.

Paying tuition and fees

Tuition, fees and all current and outstanding balances are usually due one week (seven calendar days) prior to the start of classes each term. Fees may be paid online or by mail. Cash is not accepted. Checks and money orders should be made payable to The Ohio State University and must include the student's ID number.

Note: Ohio State does not mail printed statements or bills. Students access their Statement of Account online through their Student Center.

Paying fees online

The online ePayment site, accessible through the Student Center, allows students to select from several payment options. Electronic fee payment will post to a student's Statement of Account within 24 hours.

To use ePayment

- Sign into the Student Center at *buckeyelink.osu.edu*.
- Click the Make Payment button in the Finances section and choose from the payment options.

Payment options

Electronic check payments: Online payment from a student's checking or savings account using routing and account numbers. (Receipt of payment will post to the student's Statement of Account within 24 hours.)

Credit cards: Ohio State currently accepts Discover, Master Card, Visa and American Express. There is a 2.75% non-refundable convenience fee per credit card transaction.

Guardian access: Students can grant access for a guardian(s) to make payment by using the Guardian Setup Payment Option or by selecting the Guardian Setup link under My Account in the Finances section of the Student Center. Authorized guardians receive an email with instructions how to access and use the ePayment site. Because of the Federal Family Education Rights and Privacy Act of 1974 (FERPA), account details are not viewable through the guardian ePayment site.

Mail a payment: To mail a check or money order, select the Mail a Payment button to generate a payment coupon. Sending payment without a coupon may result in delays in posting the payment to the account. (Allow 5–10 working days for receipt of payment.)

Foreign currency: Make an online payment using foreign currency.

Note: Currency conversion rates are updated daily and are effective for 72 hours after the point of transaction. Foreign currency ePayments are pending until the wire transfer of funds from the bank is completed.

Go to *https://assist-erp.osu.edu/sis/WebHelp/studentcenter/* for more information about fee payment options.

Paying with 529 College Plans

To avoid late fees and penalties, we strongly recommend that you contact your 529 College Savings account administrator at least four to six weeks prior to the fee payment deadline to begin the withdrawal process each term. These payments should be mailed to:

The Ohio State University Office of the University Bursar 281 W. Lane Ave. Columbus, OH 43210

Tuition Option Payment Plant (TOPP)

TOPP allows Ohio State students and their families to divide the cost of fees and other eligible university expenses into three payments per semester. You must sign up for TOPP each term and pay the \$30 enrollment fee.

To sign up for TOPP:

- Sign into Student Center at *buckeyelink.osu.edu*.
- Select the Payment Plan tab under Account Inquiry in the Finances section of your Student Center.

For more information about TOPP, visit ssc.osu.edu/TOPP.html.

Returned checks

If the check for payment (or ePayment) is not honored by the bank, a \$30 returned check fee (or a \$25 returned ePayment fee) will be assessed, the student's receipt will be null and void, late fees may be assessed, and registration may be canceled. If permitted to re-enroll, the student will also be assessed any late penalties in effect at the time of repayment.

Late registration/payment penalty

If a student does not register by the second Friday of the term, the Late Registration Penalty of \$500 is assessed due to the loss of subsidy from the state of Ohio.

The Late Fee Payment Penalty is a two-tier fee of \$200/\$300. The \$200 penalty fee is assessed six days prior to the first day of classes and continues through the second Friday of the term. After the second Friday, an additional \$100 penalty is assessed.

The university believes that the expectation of both the student and the university is that the fee assessment and penalty process should accomplish the following:

- 1. Allow for the timely payment of fees
- 2. Be fair and equitable
- 3. Be simple to understand, remember and administer
- 4. Encourage timely registration/payment

5. Have meaningful and fairly applied consequences for those who do not register initially/pay in a timely manner

Note: Students should contact the Student Service Center if they are assessed a penalty fee and believe they have grounds for an appeal.

The university reserves the right to reject a student's payment and cancel enrollment if fees are not paid (with applicable penalty) by the second Friday of classes. Students whose enrollments are canceled will have to follow a review process to determine eligibility for reinstatement. The review panel reserves the right to reject a student's request for reinstatement. Separate penalties may also be assessed by University Housing and University Dining Services.

Refund of fees

Students who withdraw from the university by the first Friday of the term will receive a full refund of fees. Students who withdraw or drop classes after the first Friday of the term will be charged for a portion of their tuition and required fees. After a designated date, students who withdraw or drop classes will not receive any refund.

Students with financial aid who drop classes or withdraw may have aid reduced or canceled. This could result in an unpaid balance. Personal over payments (Web and/or personal check) will refund within 14 days of posting to the student account.

Visit Buckeye Link or *registrar.osu.edu* for a listing of fees due and refund dates each term.

Direct deposits for credit balances

A quick and convenient way for students to receive credit balances is through direct deposit to their personal bank account. Students using direct deposit typically receive their credit balances five to seven days sooner than those who receive a paper check. To enroll in direct deposit or for more information, visit the Finances section of your Student Center and click on Account Refund.

Office of the University Bursar

The Office of the University Bursar (OUB) functions within the Office of Financial Services and collects fees for tuition, instruction and lab costs, residence and dining charges, and student insurance; produces student refunds for excess aid from nonuniversity, university-based and Federal aid programs; and manages the Tuition Option Payment Plan (TOPP).

The Bursar's Office also manages the collection of delinquent outstanding debts owed to the university (i.e., overdue tuition fees, returned checks and various service bills); handles legal matters associated with the collection of delinquent accounts; oversees the disbursement, maintenance and collection of all university and Perkins/Health Professions loans issued to Ohio State students; and serves as liaison between The Ohio State University and the Ohio Attorney General, external collection agencies, and special legal counsel associated with the collection of past due campus-based and university student loans.

Contacting the University Bursar

To make a payment in person, use the drop box in the lobby of the Student Academic Services Building, 281 West Lane Avenue. (For general inquiries, contact the Student Service Center, see page 1.)

Phone: 614-292-1056 Email: bursar@osu.edu Hours: 9 a.m. to 4 p.m. Monday through Friday Website: *treasurer.ohio-state.edu*

Financial Aid

sfa.osu.edu

Student Financial Aid strives to ensure access and choice to all eligible Ohio State students by providing financial assistance in the form of university scholarships; federal, state and institutional grants; work programs; and loans.

Applications and deadlines

To be considered for university-administered aid (Ohio State scholarships and grants, Federal Supplemental Educational Opportunity Grant, Federal Work-Study and Federal Perkins Loans), students must apply for financial aid by the priority date of February 15 of each year by completing the Free Application for Federal Student Aid (FAFSA) at *fafsa.ed.gov* and the Application for Special Scholarships at *sfa.osu.edu/scholarships*.

Students completing the FAFSA after the priority date of February 15 will be considered for aid if funds are available.

All students who file the FAFSA within the award year will be considered for Federal Pell Grant, Federal Direct Loans and Federal Direct Parent PLUS Loans regardless of priority date.

Frequently asked questions about financial aid

After the priority date has passed, what financial assistance is available?

Students may still be eligible for financial assistance for universityadministered aid on a funds-available basis. Other types of aid for which students may apply after the university priority date has passed are listed in the chart below.

Will academic performance affect financial aid eligibility?

Federal regulations require that The Ohio State University establish policies to monitor the academic progress of students who apply for and/or receive federal financial aid. To remain eligible for many types of financial aid, recipients are required to be making satisfactory academic progress toward a degree.

Current policy provides that students' progress be evaluated each term on the basis of the following criteria:

Annually:

- Minimum cumulative grade point average (GPA) of 2.0
- Successful completion of 67 percent of cumulative hours attempted at Ohio State

Each term:

 Successful completion of academic degree/program within a specified maximum time frame expressed as hours attempted. The maximum time frame cannot exceed 150 percent of the program length. This is calculated for each student and displayed on the Status tab of the Financial Aid section of the Student Center.

Failure to meet these standards can result in not being eligible for all types of financial aid. Contact the Student Service Center for more detailed information on the Satisfactory Academic Progress policy or visit *sfa.osu.edu/howtokeepit/index.asp.*

TYPE OF AID	APPLICATION PROCESS	PROCESSING TIME
Federal Pell Grant	Complete FAFSA	2–4 weeks
Federal Direct Loan	Complete FAFSA	2–4 weeks
Ohio College Opportunity Grant (Ohio residents only)	Complete FAFSA by October 1	2–4 weeks
University Short- Term Loan	Complete the application at sfa.osu.edu/forms/universityloan.pdf, then submit to the Student Service Center.	3–5 days
University Long-Term Loan	Complete the application at sfa.osu.edu/forms/universityloan.pdf, then contact the Student Service Center for staff authorization. (maximum loan is \$1,000; FAFSA required)	3–5 days

What if the FAFSA information needs to be corrected?

If financial or household information needs to be corrected, the student or parent should make corrections at *fafsa.ed.gov*. Student Financial Aid will review the corrections and make necessary updates. In certain circumstances, SFA may request additional information to verify changes.

Is more aid available if a family's financial situation has changed drastically since completing the FAFSA?

A student who has special circumstances (e.g., drastic reduction in family income, unusual expenses, etc.) is advised to contact the Student Service Center to determine whether the circumstance warrants an appeal. Staff sign-off is required.

If the appeal is approved, the student's award package will be reviewed to determine if there are any resulting changes in aid eligibility. Aid eligibility is determined on a funds available basis.

Why are students selected for "verification"?

The Ohio State University participates in a federal verification program called Quality Assurance, which ensures accuracy in the administration of federal financial aid.

If you are selected for verification, you will be asked to document that the information you reported on your Free Application for Federal Student Aid (FAFSA) is accurate. For this reason, families need to keep signed copies of federal tax forms, W2s and other tax documents.

Students must respond by the verification deadline. Financial aid awards will not be official until the verification process is complete. Students who submit verification materials after the deadline date may not be considered for all aid programs.

Student employment

Student job boards are on *sfa.osu.edu/jobs* and *studentlife.osu. edu/jobs*. Many students find on- and off-campus jobs that offer flexible work schedules, real-life experience and networking opportunities. Students may work on campus even if they are not awarded Federal Work-Study.

Financial aid application process

Apply for financial aid by following these steps:

- Students (and parents, if applicable) complete the FAFSA (*fafsa.ed.gov*) listing Ohio State's federal school code (003090) and the Application for Special Scholarships (*sfa.* osu.edu/scholarships).
- 2. Student receives Student Aid Report. Ohio State receives FAFSA data.
- Students selected for verification are notified by Ohio State via email. This notification directs them to view their To Do List in the Financial Aid section of the Student Center. Once the student's verification review is complete, the financial aid process can continue.
- 4. Students' award eligibility is determined and they are notified via email. First-year freshmen who are selected for verification may receive an estimated award prior to the completion of their verification. If verification materials are

not turned in by the deadline date or if the Expected Family Contribution (EFC) changes as a result of verification, the final award may change. Award information can then be viewed on the Financial Aid Award Summary Page in the Student Center.

- Students who are awarded Federal Direct Loans(s) and who wish to receive those funds must accept the annual amount to be borrowed, sign Electronic Master Promissory Note (EMPN) and complete loan entrance counseling all online.
- 6. Approximately ten days before the start of each term, financial aid is credited to the Student Account. If financial aid exceeds charges, students are refunded the difference.

Contacting Student Financial Aid

For counseling or guidance regarding financial aid, students and families should contact the Student Service Center (see page 1).

Registrar Services

📕 registrar.osu.edu

The Office of the University Registrar provides a variety of services including registration, grades, enrollment verifications, transcripts and change of information.

Release of student information

Many of the services mentioned above are directly related to the student's record at the university. A student's record is protected by the Family Educational Rights and Privacy Act of 1974, as amended (otherwise known as FERPA). FERPA governs the access to and release of records maintained by an educational institution. Copies of the act and any university policies related to the act are available from college offices, the Student Service Center and the University Registrar. FERPA information is also provided on *registrar.osu.edu*

Under FERPA, the only information the university can generally release to a third party without the written consent of the student is directory information (such as an address and phone number). However, students have the right to request that directory information be withheld. Students may request a "no release" status by checking the "Withhold Directory Information" box in the Student Information Release section of their Student Center.

FERPA's restrictions also apply to family members seeking information about their student's record. The right to inspect information is limited solely to the student. Records may be released to parents only by consent of the student or by submission of evidence that the parents declared the student as a dependent on their most recent federal income tax form.

Student Information Releases authorize third party access to a student's academic, account and financial information. They can be completed in the Student Information Release section of the Student Center via Buckeye Link.

Enrollment verification

Students can request verifications for current enrollment (including verification of good standing or other information to a third party) at *registrar.osu.edu*. Enrollment verifications are processed within three to five working days, free of charge. Students who need same-day service will be assessed a rush processing fee of \$10.

Ohio State has contracted with National Student Clearinghouse to process all third-party requests for past enrollment. If you would like to obtain past enrollment or degree information, contact National Student Clearinghouse at *studentclearinghouse*. *org* or by telephone at 800-646-1858. Operators are available from 8:30 a.m. to 5 p.m., Monday through Friday. National Student Clearinghouse has been granted the authority to respond to all such requests from interested third persons on Ohio State's behalf. Ohio State warrants that results of the inquiries delivered by National Student Clearinghouse, acting as an agent of the university, are based on official student records. Degree verification may require ordering a transcript.

Transcripts

Order transcripts online 24/7 by clicking on "Transcript ordering" from the registrar's home page or through Buckeye Link. A credit card is required for online transcript orders. The university charges \$7 for each transcript and a \$2.25 handling charge. There is an additional \$10 charge for rush service. For additional instructions on requesting transcripts, call 614-292-0300 or visit *registrar.osu.edu.*

Information changes

Addresses

Students can maintain several addresses on the Student Information System, including emergency contact and permanent and local addresses. The emergency contact address is used as a primary contact in case of a student emergency. The student's permanent address is considered the year-round address. The local address is the student's campus-area residence while taking classes (if different from the permanent address). Address changes must be requested by the student. Students can use any of the following for changing addresses:

- Student Center at buckeyelink.osu.edu
- Student Service Center (SSC)
- registrar.osu.edu
- student's college office

It is essential that students maintain up-to-date addresses with the university to ensure they receive their mail in a timely manner.

Although most correspondence is done via email, some mailings are still sent via the postal service. Those that occur between terms are sent to the student's permanent address.

Other information changes

Students may request changes or corrections to their name, social security number, date of birth, marital status and place of employment by filing a Request for Change of Record form at the SSC or their college office. Documentation will be required for name and social security number changes. The change of records form can be found at *ssc.osu.edu* or *registrar.osu.edu*.

Grades

Students may access their grades through Buckeye Link. If a paper copy is necessary, students may order an official transcript. Grades are not available for distribution if the student has an outstanding hold with the university. Grades are available only after university holds have been cleared (see more information about holds on page 3).

HECC cross-registration

Ohio State participates in a cross-registration program with other central Ohio institutions sponsored by the Higher Education Council of Columbus (HECC). The program allows students to take a course that is not offered at their home institution at one of the participating institutions for curriculum enrichment purposes. Students must be full-time (12 or more credit hours) undergraduates at Ohio State to register (on a space-available basis). Students may register for one additional course per term, no more than three terms, at another participating school, free of instructional charges. Students should contact their academic advisors or visit *registrar.osu.edu/hecc/heccmain.asp* for more information.

Residency

A student's residency is reviewed in accordance with the Ohio Student Residency for State Subsidy and Tuition Surcharge Guidelines, established by the Ohio Board of Regents. Students classified as Ohio residents for tuition purposes receive the benefit of a state-supported education, funded partially by the taxpayers of Ohio. The guidelines are therefore meant to exclude from residency those who are in Ohio primarily for the purpose of receiving a state-supported education. Students who are classified as nonresidents must pay a nonresident surcharge in addition to all other university fees.

Residency for subsidy and tuition surcharge

The residency guidelines established by the Ohio Board of Regents grant in-state status to the following individuals:

- A student whose parents, legal guardian or spouse has been a resident of Ohio for all legal purposes for at least 12 consecutive months immediately preceding the student's enrollment.
- A person who has been a resident of Ohio for all legal purposes for at least 12 consecutive months immediately preceding his/her enrollment and who is not receiving, and has not directly or indirectly received in the past year, financial support from people or entities outside Ohio.
- A dependent child of a parent or legal guardian, or the spouse of a person who, as of the first day of enrollment, has accepted full-time, self-sustaining employment and established a domicile in Ohio.
- Veterans (and their spouse and dependents) with 12 months of active duty service.
- Forever Buckeye extends residency for tuition purposes to any Ohio high school graduate who left Ohio but returns to enroll in an Ohio public institution of higher education and establishes a primary residence by the first day of classes for the requested term.

Exceptions to the General Rule of Residency

The Ohio Board of Regents guidelines have several exceptions. Details of these exceptions can be found at *registrar.osu.edu/ residency*. These exceptions include the following:

- Part-time students who reside and have self-sustaining employment in Ohio.
- Ohio residents (and their dependents) who are on active duty in the U.S. military.
- People on active duty status with the military (and their dependents) who are stationed and residing in Ohio.
- Ohio residents (and their dependents) who are transferred outside the United States for employment.
- Migrant workers and their dependents.
- Ohio residents (and their dependents) in community service positions such as VISTA or City Year.
- People (and their dependents) returning to Ohio after marital hardship who re-establish financial dependency upon Ohio resident parents.
- Members of the Ohio National Guard and their dependents.

Reclassification of status

A student's residency is determined at the point of application to the university. Any student who wants to be considered for reclassification as a resident must apply by the posted deadline and be reviewed by the University Registrar. Find application instructions and information at *registrar.osu.edu* or by contacting the Student Service Center.

Nonresident surcharge and Selective Service

All male students who are required to register through the Selective Service must provide their Selective Service Registration Number to The Ohio State University. If a student who is a resident of the state of Ohio fails to provide his Select Service Registration Number to Ohio State, it will result in the assessment of non-resident fees.

Students are expected to make full payment (including nonresident fees) by their appropriate payment due date. Payment deadlines may not be waived or extended if a student is waiting to receive their Selective Service Registration Number, so be sure to register in a timely manner.

Men may register for Selective Service online at *sss.gov* (in a few minutes the student will have his number) or at any post office.

Contacting the University Registrar

Email: registrar@osu.edu

For general questions about student records, students and families should contact the Student Service Center (see page 1).

Examinations and Marks

Course Examinations (Rule 3335-8-19)

At the close of each course as defined in Rule 3335-8-19 of the Administrative Code, an examination will be given on the student's capabilities relative to the stated course objectives, the method of examining to be determined by the instructor or supervisor of the course. Examinations in laboratory and seminar courses shall be optional with the instructor concerned. Examinations for graduating students shall be given at a time near the end of each course, preferably during the last week of classes.

Marks (Rule 3335-8-21)

The chart on the following page lists the official marks of the university. The marks are further defined in the Rules of the University Faculty (3335-8-21) and can be found at *trustees.osu.edu/ rules/university-rules/rules/ru8-21.html* or in the Course Offerings Bulletin.

Freshman Forgiveness (Rule 3335-8-27.1)

The Freshman Forgiveness Rule applies when a course in which a student previously earned a mark of D+, D or E during the first 29 credit hours of enrollment is repeated before the end of 59 credit hours of enrollment. When the student repeats the course before the end of 59 hours of enrollment, the new mark replaces the old mark in the calculation of the cumulative point-hour ratio, even if the new mark is lower. Both marks remain on the student's permanent record and transcript. Freshman Forgiveness can be applied up to 15 credit hours of D+, D or E marks although the same course can be repeated only once under this rule. See University Faculty Rule 3335-8-27.1 for more information.

Repetition of Courses (Rule 3335-8-28)

Undergraduate students who have received a mark of E, EN or NP in a course at Ohio State may repeat the course for credit at their option. Undergraduates who have received a mark of A, A-, B+, B, B-, C+, C, C-, D+, D, EM, K or PA for a course at Ohio State may repeat the course for credit only upon the recommendation of the authorized representative of the dean or director of their enrollment unit. The credit hours for a repeated course are counted only once in meeting graduation requirements. When a student repeats a course, both grades appear on the student's record and both are used in computing the point-hour ratio, unless the course qualifies for Freshman Forgiveness. See University Faculty Rule 3335-8-28 for more information.

A, A-	Excellent
B+, B, B-	Above average
C+, C, C–	Average
D+, D	Below average but acceptable
E	Unsatisfactory, no credit earned
EM	Credit obtained through examinations taken at Ohio State
EN	E for Non-attendance Student registered but did not complete the course because of non-attendance. This mark is treated as an E in calculation of point- hour ratio.
I	Incomplete I indicates that the student has completed a major portion of the work in the course in a satisfactory manner, but for reasons judged by the instructor to be legitimate, a portion of the course require- ments remains to be completed. The I is reported to the university registrar together with the mark that the registrar is authorized to enter on the student's official record unless a different mark is reported. The student must complete the work so that the instructor of the course may report the final mark at the earliest possible time, but not later than noon of the sixth Saturday of the term, semester or session following that in which the I was received. Until a final mark is recorded, the I counts as hours only and is not considered in determining a student's point-hour ratio. A student who has received the mark I for a course cannot repeat the course until the I has been removed.
К	Credit for work from other institutions, counted as hours only and not considered in calculating point-hour ratio. Often referred to as Transfer Credit or K Credit.
Ρ	Progress P indicates satisfactory progress in a series or sequence of courses in which the mark is not reported until the final term, semester, or session of the series or sequence is completed. The mark of P remains on the student's record until it is replaced by the final mark.
PA/NP	PA: Pass, NP: Non-pass PA means the student has satisfied the stated objectives of the course. NP means that the student did not. PA and NP are not computed in the point-hour ratio.
R	Registered to Audit Student is registered to audit the course and has met the conditions established for audit enrollment. No credit is awarded.
S/U	S: Satisfactory, U: Unsatisfactory S records either satisfactory progress in or completion of work in courses approved for this mark. U records unsatisfactory work in course work. S credit is counted as hours only. No credit is awarded for U. Neither the S nor the U is considered in determining the point-hour ratio.
W	Withdrew