

# Dakota State University Online Handbook



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## **ARE YOU READY TO TAKE AN ONLINE COURSE?**

Visit our [Online Readiness Quiz](#) to get instant feedback to help you make the right decision. Once you have responded to all the questions, you will receive a total score and some suggestions that will help you decide if you are ready to take online courses.

## **ACADEMIC CALENDAR**

Fall and Spring terms are typically 16 weeks long, with some online courses offered on an 8-week schedule within the 16-week semester. The fall term starts in late August and lasts through mid-December. Spring semester starts in early January and lasts through mid-May. Summer sessions vary in length from 4 weeks to 12 weeks, May through August. If you would like to view Dakota State University's current academic calendar you can do so on our website by clicking here. If you are looking for a holiday and break the calendar, please see the [SDBOR Academic Calendar](#).

## **TECHNOLOGY SUPPORT & REQUIREMENTS**

To ensure the effective delivery of DSU online courses, minimum hardware and software requirements have been established refer to the [DSU Knowledge Base](#).

## **PLATFORM REQUIREMENTS**

### **D2L User Platform Requirements (V10.5)**

D2L supports [operating systems & web browser versions](#). Also included are plug-ins needed for most courses and mobile access for devices. Before you begin: Perform a quick check of your system, open the browser you intend to use and then click to test: [Check My System](#)

## **MOBILE ID DEVICE REQUIREMENTS**

Concerns

Which devices and OS versions are compatible with eAccounts Mobile app? Check your iOS and Android device and version.

## **Duo: Mobile Applications**

Duo authentication on DSU supported mobile applications such as Outlook and Everbridge.

[DUO Application on Mobile Device](#) in KnowledgeBase.

## **D2L Mobile Device App: Brightspace Pulse:**

D2L has developed a mobile app named "Brightspace Plus" free to download from the Apple and Google Play Stores. This is available for both iOS and Android. The app connects to the student's courses in D2L and uses a calendar to display coursework availability as registered in the course calendars, including Dropbox assignments, quizzes, discussion topics, content topics, and other calendar events.

[D2L Mobile Device App Information](#) in KnowledgeBase.

# NETIQUETTE

Netiquette is the term for common social norms and proper manners needed when communicating and interacting with others in an online environment. Here are some general guidelines for online coursework:

## **BE VOCAL AND PROMPT**

If you run into any concerns, do not hesitate to let the instructor know. Write down what happened to provide the instructor or the Help Desk with clues to figure out what might have gone wrong so they may better resolve the issue. Email the instructor when you have any questions or are unclear about something.

## **WRITE CLEARLY AND DESCRIBE FULLY**

In face-to-face communication, we can clarify and explain immediately if we find anything missing in what we said or if others do not understand a statement. In online communication, it's often difficult to tell if such miscommunication occurs. To minimize possible misinterpretation or confusion, it is important to write the message clearly and fully describe the issue.

## **BE RESPECTFUL**

Whether you are receiving or sending an email, or participating in an online discussion, it is important to be courteous and respectful of others who might have different cultural, language or religious backgrounds. Whenever you disagree with others' opinions, keep in mind that a good discussion focuses on issues and questions. Others may have points in what they say. Avoid words that might cause personal offense.

## **USE EMOTICONS ONLY WHERE APPROPRIATE**

In the online environment, tone of voice or facial expressions can't help conveying or interpreting meanings. Emoticons can be used in conjunction with text to complement or supplement messages, but they may not be familiar to all, so be cautious when using symbols and emoticons. It is better to explain ideas fully and clearly.

## **USE DISCUSSION BOARDS FOR GROUP DISCUSSION/INFORMATION SHARING**

Discussion boards are intended for sharing messages with the whole class or group. If a message is intended for only one individual and is not of general interest or concern to the class, use email instead to send that person a private message.

## **CHECK SPELLING AND FOLLOW GRAMMAR RULES**

Be sure to check your spelling and grammar prior to sending your email messages or postings to the discussion board. Avoid writing messages in all capital letters. THIS IS GENERALLY UNDERSTOOD AS SHOUTING!

## **THINK TWICE BEFORE PUSHING THE "SEND" BUTTON**

Make sure that the message you have just composed is really what you want to say. Think about how the recipient(s) may feel about or interpret the message before you press the "Send" button. It is much easier to revise before sending than to correct or apologize afterward.

## **The Core Rules of Netiquette**

# ONLINE RESOURCES

Here are some resources you will use when you begin online classes at Dakota State.

## [MYDSU PORTAL](#)

Dakota State University's web-based portal, [MyDSU](#), is accessible anywhere with an internet connection. MyDSU Portal allows users to access applications and resources, store, and share news, information, communications, and documents. Use the portal as your one-stop access point to applications you often use, including Banner Self Service, Desire2Learn (D2L), and school email. MyDSU Portal also contains many resources that will assist you with a variety of university support services. Instructions for retrieving, setting up your passwords, accessing your accounts, and setting up your MyDSU Portal are accessed from this link: [get my account information](#). Please record your DSU/BORIS username and email address as you need this to access your email and coursework. You will use your student ID number to log in.

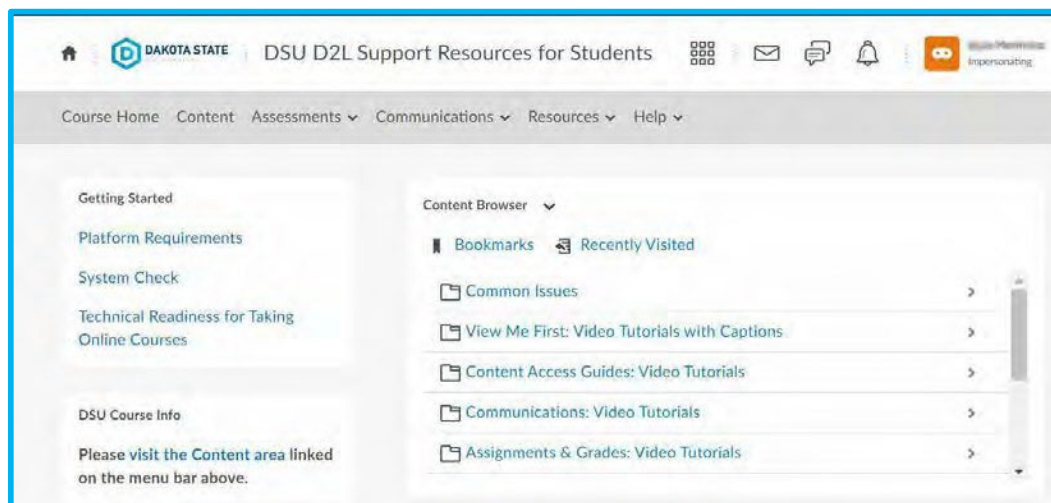
## [ACCESSING YOUR DSU EMAIL](#)

All students at Dakota State University have a DSU email address. We require you to use this for your coursework. You will also receive official university correspondence through this email address. It will be important to have your email set up and accessible before classes begin. To access your email, log into [MyDSU](#) and set up your credentials.

## [DESIRE2LEARN \(D2L\)](#)

DSU utilizes the learning management system (LMS) Desire2Learn (D2L), to offer all online courses. D2L provides a web-based environment for online course delivery and class interaction.

To access your courses, go directly through [D2L's login page](#) or to access D2L through [MyDSU Portal](#) on the [DSU web page](#). Click My DSU on the top right-hand side of the page. Click Login to MyDSU Portal on the login page, and enter your BORIS username and password, which is the same username and password for both Desire2Learn and Banner Self Service. After login, click the Connect to D2L button under the My D2L widget.



## **BANNER SELF SERVICE**

Banner Self Service provides registration, SDePay, course listings, grades, and program evaluation information for all DSU faculty, students, and their advisors. Banner Self Service uses your BORIS username/password, which is the same as your D2L account.

To access your grades, log into your student Banner Self Service account via the MyDSU Portal and go to Academic Profile>Grades. Please note that your class schedule, transcript information, and program evaluation can be found under the academic profile.

## **TROJAN CONNECT**

TrojanConnect is a FREE mobile app that will help you thrive at Dakota State University, with customized content just for YOU – whether you are in your first semester or a graduating senior, it is like and advisor and all kinds of other resources, right in your pocket!

### **Download the TrojanConnect App Today!**

- Search: Navigate Student
- Search: Dakota State University
- Enter your DSU Trojan login and DUO Authentication
- Start using the App now!



## **BANNER SELF SERVICE REGISTRATION PROCESS**

Students use Self-Service registration to schedule courses for current or upcoming semesters. Most students will have an Advising Hold on their account that will require you to meet with your advisor before registering. Many advisors use TrojanConnect for students to schedule their advising appointments, but they can use other methods. If you are unsure, please email your advisor to ask how they prefer for you to meet with them.

To view your registration, start-time, and to verify there are no holds on your record, click on "Prepare for Registration". All items displayed in green, and blue indicate you are eligible for registration at the date and time of your time ticket. Any messages appearing in red indicate holds preventing you from registering until the hold is resolved.

## **TUTORIALS**

### **HOW DO I USE TROJANCONNECT TO MEET WITH MY ADVISOR?**

### **HOW DO I USE SELF-SERVICE TO REGISTER FOR COURSES?**

### **HOW CAN I USE THE PLAN AHEAD FEATURE IN SELF-SERVICE TO PREP FOR REGISTRATION APPOINTMENTS?**

# **Academic Support Services**

## **ORDERING TEXTBOOKS**

One of the major functions of the [bookstore](#) is to provide the sale of required textbooks in direct support of the academic programs of the university. Used books are available for most courses at substantial savings over new book prices. To access the book order site, simply log into the MyDSU Portal and click on the bookstore link on the right side of your screen. Click on the "Buy Your Books" link and search by course. Additionally, you can order your books by phone, fax, mail, email or online:

 Phone: (605) 256-5238       Email: [trojanzone@dsu.edu](mailto:trojanzone@dsu.edu)  
 Fax: (605) 256-5020       Online: [dsubookstore.com](http://dsubookstore.com)  
 Mail: 820 N. Washington Ave. Madison, SD 57042

## **LIBRARY SERVICES**

The Karl E. Mundt Library's mission is to support the academic programs, and information needs of all Dakota State University students, faculty, and staff. One of the chief responsibilities of an academic library is to train undergraduate and graduate students in information literacy so they can find, evaluate, and use information to solve problems and to make decisions effectively. Students need such knowledge and skills to function successfully as continuous learners in an ever-changing information world. To successfully meet its mission, the library provides excellent collections, information systems, services, instruction, and staff.

The library provides access to an extensive collection of materials through its online catalog. In addition to its print holdings, the Mundt Library subscribes to numerous electronic indexes and full-text research databases, most notably EBSCO's Academic Search Premier, IEEE Xplore Digital Library, ProQuest Research Library, ABI-Inform, MLA Bibliography, and Lexis-Nexis. These databases are authoritative scholarly research tools needed to support DSU's academic programs. In addition, the library's collection of e-books continues to grow.

[The library's website](#) provides the on- and off-campus community with direct access to the information resources critical to the various disciplines. Materials held by other libraries are also readily available through the interlibrary loan, so the Mundt Library can quickly meet an individual's information needs. The library also provides online access to tutorials and other research aids for independent scholars.

The most important and best resource is the library staff. These trained professionals are available to help you find and use the resources you need. Reach them online by using the "Ask DSU Librarians" link on the library's website.

The library has 24-hour access to most resources and services available through its website. Visit the Mundt Library's homepage to search for information, request services, and learn more about this resource.

## **DSU WRITING CENTER**

The DSU Writing Center & Writing Center Online provide reading and writing support to undergraduate students across a variety of disciplines. From interpreting a course text to developing or finalizing an essay, our learning assistants can assist you at any stage of the process. In addition to one-on-one consultations, the Writing Center offers walk-in hours (on campus) and group workshops in reading, study skills, scholarly formatting, research, and a variety of other topics. Distance students may access these resources through the Writing Center Online page in D2L. Our learning assistants are available to meet via video conferencing, D2L Collaborate, or provide asynchronous feedback through a D2L Dropbox folder.

**D2L Writing Center Homepage:** In addition to scheduling an appointment, if you plan to have an online appointment, you must upload your documents on the Writing Center D2L page. You are already a member of the D2L Writing Center page. Please read all the directions on this page to ensure that you upload all the appropriate documents. Email [writingcenter@dsu.edu](mailto:writingcenter@dsu.edu) if you have any questions.

## **TESTING SERVICES**

The Testing Center manages math and English placement and provides testing services for the following examinations:

- » CLEP exams for course credit
- » Course placement exams (ACCUPLACER, ACT Residual, PRAXIS)
- » Exit exams at the undergraduate level (ETS-MFT and D2L exams)

Please schedule your exam appointment through [TrojanConnect](#).

More information about testing services can be found on the [testing services website](#) or by contacting (605)256-5121 or [testing@dsu.edu](mailto:testing@dsu.edu).



## **PROCTOR INFORMATION**

Certain DSU courses may require proctoring such as the use of an internet browser that locks down the testing environment and may require a webcam to complete exams/quizzes. Proctoring (via online or face-to-face methods), essentially monitors a student as an exam is being taken and ensures that academic integrity is maintained. Please make sure to check the course syllabus or D2L regarding the specific requirements for proctoring of exams as they may vary by course/faculty. Students will be responsible for any proctoring expenses, if applicable. Learn more about [LockDown Browser and Respondus Monitor](#).

### **System Requirements for Respondus Monitor include:**

- » Windows: 10, 8, 7
- » Mac: OS X 10.12 or higher
- » Web camera (internal or external) & microphone
- » A broadband internet connection
- » iOS: 10.0+ (iPad only). Must have compatible LMS integration.

## **TUTOR.COM**

TUTOR.COM is an online tutoring service available 24/7 to DSU students. [Login to Tutor.com](#) or find TUTOR.COM within your course(s) in D2L.

### **With Tutor.com, you can:**

- » Connect one-on-one with one of our 3,000+ highly qualified tutors.
- » View recordings of your previous sessions.
- » Drop off an essay for review and feedback.
- » Save your favorite tutors and see their schedule of availability.

**Questions?** Please visit [tutor.com/contact-us](#) or Sarah Rasmussen, Director of Online Education. [Sarah.Rasmussen@dsu.edu](mailto:Sarah.Rasmussen@dsu.edu)

### **How do I access tutoring services?**

1. Click on the “help” tab within the D2L course shell and then Click on DSU – Tutor.
2. You will be able to sign into Tutor.com using your DSU login credentials.
3. Going directly to the tutor.com website will not allow students to sign up for tutoring, you must go to the link through your D2L course shell.
4. Select your topic, subject, and fill out the question or concept you want help with. Make sure to have your question and any important notes in the pre-session questionnaire; this will save you time while you are in your tutoring session!

# **Student Support Services**

## **MYDSU PORTAL**

An academic advisor is assigned to each student, an example of Dakota State University’s commitment to personalized education. A student is assigned an advisor to get acquainted with

and discuss career and educational plans as you progress through the program. A student should stay in contact with the assigned advisor regularly to assess progress and discuss pre-registration procedures for the next semester.

The advisor is the advisee's primary contact for planning and maintaining an academic program. Information related to curriculum changes, course schedules, grades, etc., is given to the advisor, who in turn informs the student. A student's questions should be directed to their advisor who will either answer them immediately or find a source for answers and relay them to the student. Advisors may refer students to the appropriate department with questions or concerns as needed. Students with a declared major are assigned an advisor who is a member of the college responsible for that major. A student with a declared major who wishes to change advisors should contact that college's office for the appropriate paperwork. Students without a declared major are assigned an advisor who is either an instructor in one of their initial courses or a faculty member in the College of Arts and Sciences. Each student is ultimately responsible for his/her academic schedule and activities. The dean of each college is responsible for maintaining and evaluating the advising system within that academic unit. The provost/vice president for academic affairs is responsible for maintaining and evaluating the overall advising system.

### **ITS SUPPORT DESK**

The ITS Support Desk provides all online and on-campus students with excellent support resources and can assist with any sort of technical issues, such as:

- » Your user accounts are not working, or you are unable to log in to university resources.
- » You are having difficulties with your assigned DSU device or personal computer.
- » You are receiving error messages when accessing your online courses.
- » Help is available in several formats, all with a click on your computer.

### **DSU's Knowledge Base**

Answers to many questions can be found in our knowledge base articles at [support.dsu.edu](https://support.dsu.edu).

### **Support Desk Quick Ticket**

Need something that ITS provides? Submit a ticket to get assistance. Create an incident, make a request, or ask a question for any issues not found under Service categories. Your service ticket will be created and addressed during business hours.

### **Service Catalog**

Need something that ITS provides? Ask for it through our service catalog. Information gets routed automatically to the team that can help you or browse the catalog to get the help you need with all your IT related problems or questions.

### **DSU's Remote Assistance**

DSU utilizes the Bomgar product to provide remote assistance for those who need help configuring and troubleshooting hardware and software issues.

### **After-Hours Help**

Students can call 605-256-5675 and leave a detailed issue description or submit a ticket using the Support Site at <https://support.dsu.edu>. Your message will be forwarded as a service ticket,

and the first available technician will respond first thing during business hours. You may also submit a service ticket online by emailing [help@dsu.edu](mailto:help@dsu.edu) to schedule a date/time for after-hours tech support. ITS Help Desk personnel will do their best to accommodate your needs.

### **DSU HELP DESK'S OPERATIONAL HOURS:**

Monday – Friday

8 a.m. – 5 p.m. (during academic year)

7:30 a.m. – 4:30 p.m. (summer break)

Phone: 605-256-5675

### **DIRECTORY**

Contact information for instructors, advisors, or DSU staff can be found on our online directory.

### **DROPPING A CLASS**

A student may drop a class and receive tuition and fee refunds during the official drop/add period. Check the [academic calendar](#) for semester add/drop dates.

### **WITHDRAWAL PROCESS**

This section is applicable if dropping one or more courses, but not all courses for the semester. A student may withdraw from a class after the drop/add deadline, up until the last day to withdraw in the academic calendar. Students who withdraw during this period earn a “WD” in the course and do not receive any refund. The “WD” grade does not affect the student’s grade point average. A student is allowed a maximum of six WD grades; after the sixth single-course withdrawal, a grade of “WFL” is assigned, which counts toward the student’s GPA the same as an “F” grade. Students are not allowed to withdraw from specific classes after the published last day to withdraw except under extenuating circumstances and only with the approval of the provost/vice president for academic affairs. Anticipated course failure does not constitute an extenuating circumstance. Failure to officially withdraw may result in failing grades, and forfeiture of any possible refund of charges, and will impact federal financial aid eligibility. Additionally, a student is withdrawn from the University if classes have begun and the University has administratively suspended a student for reasons such as non-payment of tuition and fees, disciplinary sanctions, etc.

For questions or assistance, contact the Financial Aid Office at (605) 256-5152 or [fa@dsu.edu](mailto:fa@dsu.edu).

### **WITHDRAWAL FROM THE UNIVERSITY**

When a student withdraws from all their courses in any academic term, they also withdraw from the university. If the withdrawal is after the add/drop period, a grade of “WW” will be posted for all courses for the term, and a partial refund may be calculated based on the date of withdrawal. If the withdrawal occurs after courses have begun but before the add/drop deadline for full refund, WD-101 or WD-801 will be posted to the transcript under the term to indicate enrollment. If a student is enrolled at more than one Board of Regents institution, the student must withdraw from all courses at all institutions.

To withdraw from all DSU’s courses, students (undergraduate and graduate) must complete the [online withdrawal form](#). The Registrar’s Office will coordinate the notification process so that all appropriate offices and persons are made aware of the withdrawal.

The effective date of withdrawal is the date the student initiates the withdrawal process officially, either verbally or in writing, with the appropriate office. Failure to officially withdraw will result in failing grades in all courses, forfeiture of any possible refund of charges, and will impact federal financial aid eligibility. Additionally, a student is withdrawn from the university if classes have begun, and the university has administratively suspended a student for reasons such as non-payment of tuition and fees, disciplinary sanctions, etc.

Dates for withdrawal are found on the [Academic Calendar](#) located on the DSU website.

## **FINANCIAL AID**

Dakota State University makes every effort to help eligible students secure the finances needed to begin and complete their college education. The university provides financial aid assistance to qualifying students in the form of scholarships, grants, loans, and work-study opportunities. In addition, all sources of student financial aid (agency, private, federal, state, and institutional) are coordinated through the Financial Aid Office. Any funding in addition to the student and family contribution is considered financial aid and is processed through this DSU office.

For a complete listing of financial aid programs, policies, and alternative financing options, visit the MyDSU Portal or the DSU website. Application information, eligibility requirements, loan counseling, and links to current loan information can be accessed via the MyDSU Portal. Eligibility is determined annually based on the results of the Free Application for Federal Student Aid (FAFSA), DSU scholarship application, student date of application and student financial aid satisfactory academic progress. Electronic applications for institutional, federal aid and other aid sources may be done through links found online.

Students may access [consumer information](#) required for DSU to participate in federal aid programs through this office such as Student Right to Know, Placement Statistics, Crime Report, Equity in Athletics and average graduate loan debt information. Professional staff are available to assist students in determining educational funding options and understanding available programs. If students have a change in their family situation during the school year, they should contact the Financial Aid Office regarding special circumstance consideration.

## **PAYING FOR TUITION / FEES**

Dakota State University offers online billing and payment through SDePay. Details can be found on the student portal at MyDSU>Financial>Pay for College/Tuition & Fees or on [the website](#). Students may also contact the DSU Cashier's Office at [cashier@dsu.edu](mailto:cashier@dsu.edu) or 605-256-5271.

## **COUNSELING**

We realize there is more to college than remarkable academic achievements. It is about meeting goals in all areas of your life. The Student Success Center is here to help you overcome challenges, attain life goals, and enhance your personal growth. Our counseling resources are here to help you succeed academically, socially, and personally. Please visit our [website](#) for more information, email [counseling.center@dsu.edu](mailto:counseling.center@dsu.edu) or call 605-256-5121.

## **VETERANS AFFAIRS**

As a veteran, you have many educational benefits available to you. DSU is accredited by the SAA (State Approving Agency) as a program eligible for veterans' benefits. Along with providing you with one-on-one attention with our veteran benefits coordinator, we continue to support you during your DSU career with our Military Resource Center. We strive to maintain a military-friendly university and environment for all active military, veterans, and their dependents. To help make your online education experience a success, we are happy to answer any questions. Call us at 605-681- 8276 or email [veteran.assistant@dsu.edu](mailto:veteran.assistant@dsu.edu). Feel free to visit our [website](#). You will love working one-on-one with the Director of Veteran Affairs.

# **ACADEMIC POLICIES**

## **ACADEMIC APPEALS/FREEDOM IN LEARNING**

Administrative offices of the university have the responsibility and authority to make decisions within their respective areas of jurisdiction. In the case of a concern or complaint regarding an academic matter, a student should first discuss the concern with the official directly responsible for the area involved (see [Appealing Academic and Administrative Decisions](#) and/or the [Academic Integrity policy](#)).

Students are responsible for learning the content of any course of study in which they are enrolled. Under the Board of Regents and Dakota State University policy, student academic performance shall be evaluated solely on an academic basis and students should be free to take reasoned exceptions to the data or views offered in any course of study. Students who believe that an academic evaluation is unrelated to academic standards but is instead related to judgment of their opinion or conduct should contact the dean of the college that offers the class to initiate a review of the evaluation. ([Student Appeals for Academic Affairs Policy 2.9.1](#))

## **DISABILITY SERVICES**

We believe that everyone should have equal opportunities to learn. Reasonable accommodations vary from student to student and help people learn in different ways. We will work with you to find a solution that will help you succeed.

To receive accommodations at DSU, here is what you need to do:

- Contact your ADA Advisor at [DSU-ADA@dsu.edu](mailto:DSU-ADA@dsu.edu)
- Provide recent medical or other diagnostic evaluation of your disability as soon as possible
- Discuss your accommodations with your ADA Advisor to determine what accommodations are needed

We respect your privacy. The Americans with Disabilities Act and Section 504 of the Rehabilitation Act are very clear on privacy issues. Disability-related information is to be treated with strict confidentiality, and we take this very seriously at DSU. It's important to individuals who may wish to access their right to accommodation while minimizing the risk of stigma sometimes associated with disability.

## ACADEMIC INTEGRITY

Dakota State University is committed to providing students with a quality education. The faculty of DSU will not tolerate academic dishonesty in any form. The Academic Integrity Board policy clarifies the definition of academic dishonesty, the student's rights, and the faculty's rights and responsibilities to prohibit, limit, and censure instances of academic dishonesty. [Academic Integrity policy](#)

## DIVERSITY SERVICES

Diversity is the key to excellence in education. DSU is committed to enriching the lives of our students, faculty, and staff by providing a diverse campus where the exchange of ideas, knowledge, and perspectives is an active part of learning. The goal of Diversity Services is to make your time at DSU a great experience by learning about yourself and others. We can assist you in many ways from admissions advice and registration help to scholarship identification.

# STATE AUTHORIZATION

## Your Location and The Program You Are in Matter - Find Out Why

### **State Authorization Reciprocity Agreement**

Each state has laws and regulations which govern educational activities within the state. These include education provided by entities within the state and outside of the state. These laws and regulations are in place to protect the citizens of the state.

The State Authorization Reciprocity Agreement (SARA) is a voluntary, national initiative established to allow member states to offer online courses outside each institution's state by seeking and maintaining state approvals via a streamlined process. State participation in SARA assists institutions to remain compliant with other member SARA state's regulatory agencies.

### Learn more about SARA:

- Shares a distance learning opportunity with 49 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands. DSU is not required to obtain authorization for fully online education in California ([Bureau for Private Postsecondary Education](#)).
- Limited Authorization Colorado:
- Due to the [Colorado Workers' Compensation Act](#), DSU students are unable to participate in unpaid experiential learning activities (internships, clinical, field experiences) in the state of Colorado.

### **Internship Registration Requirements – New Hampshire:**

New Hampshire requires that programs such as internships, job shadowing, or mentor programs must be approved by the Labor Commissioner when a student is working for practical experience and is not being paid or is being paid at a sub-minimum rate.

- Lead agency: New Hampshire Department of Labor:  
<https://www.nh.gov/labor/inspection/school-to-work.htm>

- Regulations: ([RSA 279:22-aa](#); New Hampshire Administrative Rules [Chapter LAB 805](#))
- FAQ: <https://www.nh.gov/labor/faq/school-to-work.htm#approval>
- Contact: [InspectionDiv@dol.nh.gov](mailto:InspectionDiv@dol.nh.gov)
- Note that both the program and placement work site must be registered with the NH Department of Labor

### **International Students**

International students are advised to understand and be apprised of the rules, regulations, and requirements related to online distance education programs in the country in which they live; particularly: (a) if the country will recognize an online degree; (b) whether the program meets licensure or certification requirements in the country and (c) if the country charges any additional taxes, withholdings or fees associated with online distance education programs. It is your responsibility to check with the [Ministry of Education](#) of the degree would be recognized. If you're considering enrolling in an online program, please also reach out to Dakota State University at [stateauthorization@dsu.edu](mailto:stateauthorization@dsu.edu).

### **Student Concerns and Complaints**

Dakota State University is committed to helping students achieve their academic goals by providing a supportive and challenging educational environment. If students have concerns, they should follow the university's established procedures to address any issues or complaints. We aim to resolve these matters promptly and equitably at the university level: <https://public-info.dsu.edu/sd-sara/complaint-procedures/> and <https://public-info.dsu.edu/sd-sara/consumer-protection/>

### **Academic Complaints or Concerns**

In the case that a student has a concern, the university's procedures should be followed to address these concerns. Where minor concerns arise, we ask students to raise concerns with the instructor or appropriate staff members to resolve the concern at this level. We recommend visiting with the appropriate department and dean as needed. If a complaint cannot be handled through these channels, the students may address it formally through the Office of the Provost.

### **Academic Appeals Policy**

#### **Non-Academic Concerns**

Enrolled students can submit non-academic complaints. The complaints can be submitted electronically using the [Complaints and Concerns form](#).

### **Notification of Complaint Process for Program Integrity**

Any person may file a complaint with the Executive Director of the South Dakota Board of Regents to obtain a review and appropriate action on allegations that an institution governed by the Board:

- Violated South Dakota consumer protection laws.
- Engaged in fraud or false advertising.
- Violated South Dakota laws relating to the licensure of post-secondary institutions or programs;
- Failed to provide an educational program meeting contemporary standards for content and rigor;
- Failed to assign qualified instructors; or
- Violated one or more accreditation requirements.

Where the institution has not already considered and acted upon the complaint, the Executive Director will refer the matter to the institutional president for review and action. If the complainant challenges an institutional disposition of the complaint. The Executive Director will provide for an independent review and disposition of the allegations.

The Office of the Executive Director of the South Dakota Board of Regents  
306 East Capitol Avenue  
Pierre, South Dakota, 57501-2545 Phone: 605-773-345  
E-Mail: [info@sdbor.edu](mailto:info@sdbor.edu).

### **SARA Complaint Procedures for Out-of-State Students**

Complaints must first be processed through DSU's procedures for resolution of complaints. The SD-SARA administrator will verify that all complaints have been received and processed by the institution and will not consider complaints that have not gone through the institutional complaint process. Complainants who processed their complaints through institutional complaint procedures but remain dissatisfied with the outcome of the institutional process may request that the SARA administrator review the institutional resolution of the complaint. The complaint procedures for SD-SARA can be found in [Section 7 of SDBOR SARA Policy 1:29](#).

### **Contact Information for Out-of-State Students**

Students residing in other states while enrolled in a course offered by DSU will utilize the institution's internal complaint or review policies and procedures prior to filing a complaint with the state agency or agencies. For students residing in a [SARA state](#), the complaint must be brought to the institution's home state SARA portal entity. Students may submit complaints to the [SD-SARA Portal Entity](#).

### **Students in California**

Complaints may be directed to the Bureau for Private Postsecondary Education, Department of Consumer Affairs through their online form available here:  
[https://www.dca.ca.gov/consumers/complaints/oos\\_students.shtml](https://www.dca.ca.gov/consumers/complaints/oos_students.shtml)

### **Accreditor Complaint Procedure**

DSU is accredited by the Higher Learning Commission (HLC) of the North Central Association (NCA) of Colleges and Schools.

### **[DSU Accreditation](#)**

[Instructions](#) for filing a complaint with the Commission:

### **Consumer Protection**

Allegations involving a violation of consumer protection laws may be filed with the Office of the Attorney General.

Division of Consumer Protection  
1302 E Hwy 14 Suite 3  
Pierre SD 57501-8501



Division of Consumer Protection  
Phone: (605) 773-4400  
Consumer Help Line: 1-800-300-1986 (South Dakota only)  
Fax: 773-7163  
Email: [consumerhelp@state.sd.us](mailto:consumerhelp@state.sd.us)

### **Licensure and Certification Disclosure**

If you are a student or prospective student interested in an educational program that may lead to professional licensure or certificate, you should be aware of certain policies or information important for your success.

Dakota State University programs that lead to professional licensure or certification are intended to prepare a student for potential licensure or certification in South Dakota. If you are planning to seek professional licensure or certification outside South Dakota, it is important for you to know the specific requirements of the state in which you intend to apply for licensure or certification. DSU may not be able to provide programs leading to licensure in all states due to their laws and regulations. Contact the applicable licensing entity in that state to seek information and guidance regarding licensure or certification requirements specific to that state.

If you are considering a program that leads to professional licensure or certification, it is a good idea to learn more about licensure requirements for your profession. Feel free to contact the DSU personnel with direct oversight of the academic program you are interested in for licensure and certification requirements.

College of Business and Information Systems Professional Accountancy:  
605-256-5165 or email [bis@dsu.edu](mailto:bis@dsu.edu)

College of Education and Human Performance Education programs:  
605-256-5177 or email [dsu-coeoffice@dsu.edu](mailto:dsu-coeoffice@dsu.edu)

Dakota State University is working to expand the number of states in which each program is authorized for licensure or certification requirements. Even if the course or program you are interested in is not currently available in your state, it may be in the future. Please view the [DSU Program Availability by Location Map](#) to see whether the program of interest will meet licensure or certification requirements in the state you will be located while enrolled in DSU courses.

Contact the Office of Online Education if you have further questions at 605-256-5049.

### **[List of State Agency/Board for Licensure and Certification](#)**

#### **Location Matters**

Prospective and Current Online & On-campus Student Program Availability by State Location

Dakota State University offers a broad range of academic degree programs available for on-campus and distance education students. Out-of-state students should be aware of their state's requirements for learning from a distance or licensure preparation.

Academic programs and individual graduates must meet standards set by that state's licensure

requirements in order for a graduate to be eligible for a license. Our programs that prepare students for a professionally licensed occupation include Teacher Education and Professional Accountancy.

Use the [Program Availability Map](#) to view the DSU programs and which state programs are available.

### **Impact**

A change in physical location may impact the following:

- Receipt of financial aid or benefits
- Ability to complete the degree program or course
- Ability to sit for professional licensure or certification
- Possibility the program may not meet the eligibility requirements of applicable state

### **Reporting Your Location**

Prospective and current students should keep in mind that licensing and authorization requirements vary by state. Your admission into a program is granted at the time of initial acceptance into the DSU program. In situations where your educational plan changes after registration, you shall inform DSU of any change in physical location. Update your address through the SD Board of Regents Student Portal. Scroll down to under My Academic Information and click on Student Personal Information.

### **Enrolling in Experiential Learning Activity Course Outside of South Dakota**

Before registering for an experiential learning activity course in a state other than that of your physical location, you shall first need to check a few things before you start the activity as distance education regulations and authorization are subject to change. (Activities such as, but not limited to, clinical, internships, externships, student teaching supervised field experience, co-curricular courses, fellowships, seminars, etc.)

### **Consult:**

Plan ahead and consult your advisor to make sure you can do activities outside SD.

Use the [Program Availability Map](#) to view if your program has an experiential activity and which states the activity can be conducted in. Check to see if you need to complete an application before doing the activity.

### **[Licensure and Certification Disclosure](#)**

## **POLICIES**

These policies are important documents that provide you with key information regarding academics, enrollment, and student policies and procedures pertinent to your DSU education. To view these various policies, please visit the [Policy Page](#).