

Academic Policies

Conduct

Students enrolling in a graduate program at Webster University assume the obligation of conducting themselves in a manner compatible with the University's function as an educational institution. Misconduct in the University setting can take many forms. Misconduct is defined as being any unacceptable or improper action. Misconduct for which students are subject to discipline is outlined in the Student Code of Conduct (<http://www.webster.edu/studenthandbook/>). Students who engage in any misconduct may be subject to disciplinary action or dismissal from the University, as prescribed in the Student Code of Conduct. Academic Deans, Academic Affairs, Public Safety, Student Affairs and other University personnel may be involved in the review of misconduct cases. To the extent that penalties for any of these misconducts (e.g., theft or destruction of property) are prescribed by law, the University will consider appropriate action under such laws.

Academic Honesty Policy

The University is committed to high standards of academic conduct and integrity. Students will be held responsible for violations of academic honesty.

Definitions of Academic Dishonesty

Academic dishonesty includes the following and any other forms of academic dishonesty:

- Cheating - Using or attempting to use crib sheets, electronic sources, stolen exams, unauthorized study aids in an academic assignment or copying or colluding with a fellow student in an effort to improve one's grade.
- Fabrication - Falsifying, inventing, or misstating any data, information, or citation in an academic assignment, field experience, academic credentials, job application or placement file.
- Plagiarism - Using the works (i.e., words, images, other materials) of another person as one's own words without proper citation in any academic assignment. This includes submission (in whole or in part) of any work purchased or downloaded from a Web site or an Internet paper clearinghouse.
- Facilitating Academic Dishonesty - Assisting or attempting to assist any person to commit any act of academic misconduct, such as allowing someone to copy a paper or test answers.

Disciplinary Actions

In most cases, the instructor will address issues of academic dishonesty within the confines of the student's course. The instructor may decide an appropriate consequence, including the following options: a written warning; the assignment of a written research project about the nature of plagiarism and academic honesty; a reduced grade or partial credit on the assignment; requiring the student to repeat the assignment; or issuing a failing grade to the student of the course.

If a student receives an unsatisfactory grade (C, F) in a course as a result of academic dishonesty, existing academic policies may lead to warning, probation or dismissal.

In extreme cases, a dishonesty violation may warrant consideration for dismissal, suspension or other disciplinary action. These disciplinary actions require a formal judicial process as outlined in the Student Handbook.

Credit Hours

Webster University adheres to the credit hour definitions provided by the Higher Learning Commission.

A credit hour is an amount of work represented in intended learning outcomes and verified by evidence of student achievement that reasonably approximates:

1. One hour of classroom or direct faculty instruction and a minimum of two hours of out-of-class student work each week for approximately fifteen weeks for one semester hour of credit, or the equivalent amount of work over a different amount of time; or
2. At least an equivalent amount of work as required in paragraph (1) for other activities, including laboratory work, internships, practica, studio work, online discussions, projects, and other academic work.

Most Webster University graduate courses are 3-credit-hour courses. Credits which are transcribed by other institutions as quarter-hours will be transferred using a 2/3 conversion factor.

Continuing Enrollment/Break in Enrollment

Students who have not enrolled in Webster University graduate degree coursework for five consecutive terms must enroll for the sixth term, or the student will be required to meet the program degree requirements stated in the catalog that is current when the student resumes classes with Webster University. In consultation with their academic advisor, students may request to continue in their previous catalog requirements, if documented evidence is provided to support an unavoidable break in enrollment.

Students enrolled continuously may opt to move to the current catalog if degree requirements change, and complete the revised curriculum.

MA, MAT and MET students in the School of Education must complete their degree within 7 years of entry into the graduate program. EdD and EdS students in the School of Education must complete their degree program within 5 years of entry into the graduate program. Students requesting to extend these timeframes should consult with a School of Education Academic Advisor.

Grades

Grades reflect the following standards:

- **A/A-**: Superior graduate work. Instructors may choose not to use the pluses and minuses.
- **B+/B/B-**: Satisfactory graduate work. Instructors may choose not to use the pluses and minuses.
- **C**: Work that is barely adequate as graduate-level performance.
- **CR**: Satisfactory graduate work (B- or better); reserved for courses designated by a department, involving internships, a thesis, practicums or specified courses.
- **NC**: Unsatisfactory graduate work; reserved for courses designated by a department.
- **F**: Work that is unsatisfactory.
- **I**: Incomplete work.
- **ZF**: An incomplete which was not completed within one year of the end of the course. ZF is treated the same as an F or NC for all cases involving GPA, academic warning, probation and dismissal.
- **W**: Withdrawn from the course.

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- **WF:** A student enrolled for the course, did not withdraw, and failed to complete course requirements. Used when, in the opinion of the instructor, there is insufficient completed work to evaluate academic performance. WF is treated the same as an F or NC for all cases involving GPA, academic warning, probation, and dismissal.

NOTE: IP is not a letter grade assigned by an instructor, but it designates a course in progress for the current term.

School of Education students only may choose to receive Credit/No Credit, rather than a letter grade, by completing a grade choice form by the second week of classes. Education students must complete 33 credit hours with a B average or the equivalent.

Grades are available through Connections to all students at the end of each scheduled term. Please see Academic Calendar for the date the term grades are final.

Grade Point Average

A grade point average (GPA) is calculated on all graded work, including transfer credit, applied toward all graduate degrees. Graduate students are expected to maintain a GPA of B or higher.

A 4-point system is used to calculate the GPA:

A = 4.0 pts.
 A- = 3.67 pts.
 B+ = 3.33 pts.
 B = 3.0 pts.
 B- = 2.67 pts.
 C = 2.0 pts.
 F = 0 pts.
 ZF = 0 pts.
 NC = 0 pts.
 WF = 0 pts.

Grades of Incomplete, Withdrawn or Credit for Webster University graduate courses, or Credit or Pass for transfer courses, are not used in calculating the GPA.

When courses are repeated, the most recent course is used for GPA calculation.

Grade Appeals

The Grade Appeal process provides recourse for students who believe that a grade they received is inappropriate. The following conditions must be met:

- The grade is a final course grade.
- The grade received is C, F or NC.
- The student believes the grade is arbitrary or was assigned for nonacademic reasons.

The steps of a Grade Appeal are:

1. The student should discuss the matter with the instructor. It is expected that most grade disputes can be resolved at this point.
2. If the matter is not resolved through discussion between instructor and student, the student may appeal in writing to:
 - a. The department chair directly, for students on the main campus and online.
 - b. The campus director, for students at extended international and U.S. campuses. In these cases, the campus director will confer with the department chair.
3. If the matter is not resolved through appeal to the department chair or director, or any case that is not

resolved within three months, the student may appeal in writing to the appropriate academic dean. The dean's decision is final.

Grade appeals should be filed as soon as possible after the grade is assigned. No grade appeal may be filed after one academic year from the term in which the grade was assigned. Once a student graduates, no grade changes will be made as the academic record is final.

Incomplete Process

A grade of incomplete (I) may be assigned by the instructor in situations where the student has satisfactorily completed major components of the course, and has the ability to finish the remaining work without re-enrolling. The instructor determines the appropriateness of a grade of I, establishes the remaining requirements and determines a deadline for course completion. These requirements for resolution of the I grade are documented with a "course incomplete" form.

A grade of I in a course needed for graduation must be officially changed to an appropriate grade prior to the due date for grades for the term the student has petitioned to graduate. Students are responsible for ensuring that all grades of I have been changed prior to graduation.

Students with two or more grades of I should not enroll in additional coursework until the grades of I are resolved. After one calendar year has passed, the grade of I (incomplete) will become a ZF. The ZF grade is failing grade worth zero points for all cases involving GPA, academic warning, probation and dismissal.

Students participating in military education programs, and in some corporate sponsored tuition plans, may have other deadlines or I grade stipulations that impact their enrollment and/or tuition reimbursement. These students are responsible for compliance with these third-party requirements. Once a student graduates, no further grade changes are allowed on the enrollment record.

Repeated Courses

Students may opt to repeat a course for a higher grade. However, students must repeat a core course in which an F, WF, NC or ZF is earned. The student's enrollment history will document both enrollments and grades, but only the most recent grade will be used for GPA calculation and academic standing.

Records of progress are kept by the institution on both veteran and non-veteran students.

Graduate Academic Honors

(Excluding doctoral programs.)

Students who complete a graduate degree (including all required, elective, prerequisite and transfer courses) while maintaining a cumulative GPA of 3.950 will receive Graduate Academic Honors.

Sequential degrees and certificates are excluded from this designation.

Academic Warning, Probation and Dismissal

All graduate programs, except MSN

Graduate students are expected to maintain a minimum B grade average in all graduate courses. All grades are considered for purposes of evaluating academic status, though in situations

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where a student has repeated a course within the same degree program, the most recent grade will be considered toward academic standing only. Grades leading to academic warning, probation or dismissal apply to one 3-credit-hour course or three 1-credit-hour professional seminars. A grade of C, F, WF or ZF in a 6-credit-hour internship, project, or thesis is equal to two grades of C or F for academic warning, probation and dismissal purposes. Students are removed from warning or probationary status after two consecutive terms of B grades or higher.

Students have a responsibility to demonstrate the ability to complete graduate-level coursework, including the ability to write clearly and succinctly. If students receive grades of C, F, WF, ZF or NC the following conditions prevail:

- Academic Warning - Students who receive one grade of C are sent a notice of academic warning.
- Academic Probation - Students who receive one grade of F, ZF or WF, or two grades of C are placed on probation. Students are deemed to be on probation as soon as the grade which results in probation is submitted. Students will receive formal written notice of probation by the Office of Academic Affairs in St. Louis. Students on probation are expected to limit their enrollment to one course (3 credit hours) per term.
- Academic Dismissal - Students who receive a grade of C and a grade of F, ZF, WF or NC or two grades of F, ZF, WF or NC or three grades of C are automatically dismissed from the University. Student are deemed to be dismissed as soon as the grade which results in dismissal is submitted. Students will receive formal written notice of dismissal from the Office of Academic Affairs in St. Louis. Students who are dismissed cannot enroll or attend classes unless and until they are reinstated or readmitted pursuant to relevant policies. Dismissal from a graduate program is dismissal from Webster University. The University also reserves the right to dismiss students who continuously withdraw from coursework and do not make satisfactory academic progress.

Students can also be dismissed from the program for violations of United States criminal codes. Any conduct that is detrimental to the school and/or other students will result in the termination of educational benefits from the Veterans' Administration.

Once a student graduates, no further grade changes are allowed on the enrollment record.

Academic Probation and Dismissal for Master of Science in Nursing (MSN)

- Academic Probation - Students who receive a C grade are on probation.
- Academic Dismissal - Students who receive two C grades, an F, a ZF, a WF or an NC are dismissed. Conditional basis students who receives one grade of C or below are dismissed, without further right to appeal for reinstatement, but may apply for readmission after one calendar year from the date of dismissal. Students can also be dismissed from the program for violations of United States criminal codes. Any conduct that is detrimental to the school and/or other students will result in the termination of educational benefits from the Veterans' Administration.

Once a student graduates, no further grade changes are allowed on the enrollment record.

Sequential Degree and Certificate Probation and Dismissal

- Students who receive one grade of C are placed on probation.
- Students who receive one grade of F, ZF or WF, or two grades of C are dismissed from the program.

Reinstatement

Students may send a written appeal for reinstatement to the Graduate Council, in care of the Office of Academic Affairs, no sooner than one term following the issuance of the last grade that resulted in the dismissal. Students are responsible for providing a complete and accurate written statement describing the circumstances that contributed to their poor academic performance. Campus or program directors and faculty are contacted to provide recommendations to the Graduate Council. If the Graduate Council approves the request, stipulations designed to ensure academic success will be required of the student upon return to his/her studies. If the Graduate Council denies the reinstatement appeal, the student may apply for readmission after one calendar year.

Readmission

- Students may send a written appeal stating the basis for their request for readmission to the Graduate Council in care of the Office of Academic Affairs. Students must send the appeal no sooner than one year following the issuance of the last grade that qualified the student for dismissal, or after a reinstatement appeal was denied by the Graduate Council. The student is responsible for providing a complete and accurate statement describing the circumstances that contributed to his or her poor academic performance.
- Two types of dismissal situations that might create grounds for readmission are: 1) the student has a generally good graduate record at Webster University but experiences a work or personal problem that leads to poor performance; or 2) the student's background is weak in a specific area, e.g., accounting, that leads to poor performance in courses in that area or a related area, e.g., finance.
- In the case of a past work or personal problem, students should submit information or documentation that indicates the nature of the original problem and how it has been resolved. In the case of a weak background in a specific area, students should demonstrate the attainment of the necessary knowledge and/or skills to do graduate work at Webster University, such as successful completion of remedial work in the problem area. In either instance, the student might demonstrate the ability to do graduate work by voluntarily taking a standardized test such as the GMAT.
- If the Graduate Council approves the student's request for readmission, stipulations designed to ensure academic success will be required of the student upon return to his/her studies. If the Graduate Council denies the readmission appeal, the student remains dismissed from the University without further right of appeal.

Dual Majors

Students may select dual majors from related majors. Dual majors require completion of the requirements in both majors. If the requisite course is waived in either or both majors, a course substitution for the requisite course is not required. The student may receive the degree in the dual majors on completion of the course requirements for the remaining courses.

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The following policies apply to dual majors:

- Dual majors may require more than 36 credit hours for completion of the degree if requisite courses are not waived.*
- The dual major should be declared before students have completed six (6) credit hours of coursework to avoid duplication of coursework or the need to take additional classes. Students must meet with their academic advisor to declare the dual major and complete a new program plan.
- Students who have declared dual majors may transfer into the degree program only courses that are equivalent to required courses.
- Students who earn two grades of C in a major will not meet dual major requirements in that major, unless one of the C grades is repeated with a grade of B- or better.
- The counseling MA degree, the MS degree areas, the MBA, the MHA and MPA degree areas are not eligible for the dual major option. Please see the Dual Degrees section for MBA, MHA, MS Finance and MS Science Management & Leadership dual degree options. For additional areas of study, MBA students may also consider the MBA with an emphasis.
- A dual major will receive a single diploma reflecting both areas of concentration.

*The U.S. Department of Veterans Affairs requires special approval for students utilizing veterans' educational benefits to enroll in more than 36 credit hours. Students should request approval on the Program Option Request form.

Dual Major Option: INTL/INGO

The dual major in International Relations and International Non-Governmental Organizations is designed for the student who wishes to seek a single master of arts degree with two majors: International Relations and International Non-Governmental Relations. Unlike a sequential or dual degree, the student earns a single master's degree but with two concentrations. It is therefore more credit hours (51 credit hours) than a single-concentration master's (36 credit hours) but still fewer than a sequential degree (60 or 63 credit hours). This dual major program is only offered at the Geneva campus.

Dual Degrees

Dual Degree Option: MBA/MHA

The MBA/MHA dual degree option requires the completion of 57 credit hours consisting of the 9 required core courses (27 credit hours) in the master of health administration (MHA) and the 10 required core courses (30 credit hours) in the master of business administration (MBA), as listed in the respective sections of this catalog.

Upon completion of the 57 credits, two separate diplomas are issued at the same time. The two degrees cannot be awarded separately or sequentially under this arrangement. Dual degree students must take BUSN 5760 Applied Business Statistics, but they may substitute another relevant graduate course for the HLTH 5100 Statistics for Health Administration requirement. (They may also complete both statistics courses as an option.)

Dual Degree Option: MBA/MS Finance

The MBA/MS finance dual degree option requires the completion of 48 credit hours: 2 courses (6 credit hours) that are required for both programs, 6 required courses (18 credit hours) in the MS in finance, and 8 required courses (24 credit hours) in the MBA.

Upon completion of the 48 credits, two separate diplomas are issued at the same time. The two degrees cannot be awarded separately or sequentially under this arrangement.

Dual Degree Option: MBA/MS Science Management & Leadership (SCML)

The MBA/SCML dual degree option requires the completion of 45 credit hours consisting of 5 required core courses (15 credit hours) in the MS in Science Management and Leadership (SCML) and 7 required core courses (21 credit hours) in the Master of Business Administration (MBA), one course (3 credit hours) that is a requirement for both programs, and two courses (6 credit hours) that may be taken in either program.

Upon completion of the 45 credits, two separate diplomas are issued at the same time. The two degrees cannot be awarded separately or sequentially under this arrangement.

Sequential Master's Degree

Students who have earned a master's degree from Webster University or another regionally accredited college or university (or its international equivalent) may earn a sequential master's degree in another major, as outlined below. Art, counseling and other specialized master's degrees are excluded as sequential master's degree options.

Students who have completed any required courses, with a grade of B- or higher, as part of a previous Webster University master's degree must seek approval for substitute coursework prior to enrollment in consultation with their academic advisor. A required course completed in a previous degree and used toward the first degree, must be repeated if the grade is below a B-. Courses required as program prerequisites, such as MBA prerequisites, will not count toward the minimum number of hours required for the degree.

The sequential master's degree requires both of the following:

1. Completion of the required core courses of the degree program
2. Completion of the equivalent core course hours. If courses were completed in prior degree, hours requirement must still be met to meet sequential degree requirements. Approval for substitute coursework must be requested and approved prior to enrollment in consultation with an academic advisor. Courses required as program prerequisites, such as MBA or MAT prerequisites, will not count toward the minimum number of hours required for the degree.

Minimum 21 credit hours required for:

- MA in Media Communications
- MA in Procurement and Acquisitions Management

Minimum 24 credit hours required for:

- MA in Applied Educational Psychology
- MA in Gerontology
- MA in Human Services
- MA in International Nongovernmental Organizations
- MA in Business and Organizational Security Management
- MA in Health Care Management
- MA in Human Resources Development
- MA in Management and Leadership
- MA in Nonprofit Leadership
- Master of Business Administration

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Minimum 27 credit hours required for:

- MS in Environmental Management
- MA in International Relations
- MS in Cybersecurity
- MS in Finance
- Master of Health Administration
- MA in Human Resource Management
- MA in Information Technology Management
- Master of Public Administration

Minimum 30 credit hours required for:

- MS in Marketing
- MS in Forensic Accounting

Minimum 36 credit hours required for:

- MA in International Business
- MA in Legal Studies

Students may earn a maximum of two graduate degrees within the School of Communications if one of those degrees is the MA in new media production. If a student holds a graduate degree outside of the School of Communications and wishes to pursue the MA in communications management, MA in public relations, MA in advertising and marketing or MA in media literacy, the student should meet with an advisor regarding possible course reductions.

School of Education sequential master's degree students are required to complete the Advancement to Candidacy process for their degree. Students with degrees outside the field of education must have the approval of the department chair prior to enrolling in any sequential master's degree. Sequential MAT students must meet with the department chair and coordinator of Teacher Certification to determine sequential master's degree requirements.

For students pursuing a sequential MBA, if the student completed any of the MBA core courses in a previous master's degree program with a B or better, up to 6 credit hours may be reduced from the required 30 credit hours of MBA core courses, reducing the MBA core requirements to 24-27 credit hours.

The following conditions apply to all sequential master's degree:

- MBA or MAT prerequisite courses, or other prerequisite requirements, may not be used to reduce sequential degree requirements.
- No transfer of credit may be applied toward this minimum residency.
- Sequential degrees are not eligible for graduate academic honors.

Certificate Program Policies and Procedures

A certificate program consists of an identified sequence of coursework within a narrowly defined discipline. Certificate programs are designed for both degree-seeking students and individuals who already possess a baccalaureate degree. Admission policies for certificate-seeking students are the same as for degree-seeking students.

Requirements for Certificate Programs

- All courses to be applied to a certificate program must be completed according to graduate level academic expectations. Some departments may establish a higher overall cumulative grade requirement for specific certificate programs.

- Courses fulfilling the requirements of a certificate program may also be used to satisfy the requirements of a degree program, but may not be used to complete another certificate.
- Transfer credits are not applicable to certificate programs.
- Stand-alone certificates are rarely eligible for financial aid. Please check with your financial aid representative for eligibility requirements prior to application to a certificate program.

The general academic and financial policies of the University apply to certificate-seeking students. Certificates are awarded upon completion and approval of the Petition to Graduate. See listing of all Webster University certificates.

Directed Studies

Students may request, on a limited basis, a directed study to complete a required graduate core course in their degree of study as outlined in this catalog. The following conditions apply if a course is to be completed as a directed study:

- An online section is not available.
- The request demonstrates a clear academic rationale for a directed study.
- The course is in the curriculum at the campus where the student will be enrolled and is a core requirement in the program of the student. Elective courses will not be approved for this option.
- Students pursuing the MA, MAT, MBA, MHA or MS are permitted a maximum of two directed studies unless further restricted by that program.

Students who wish to pursue this option will need to work in consultation with their academic advisor who will assist with the approval process.

Internship

Students may arrange an internship in a business or agency setting as allowed in select majors. It should be noted, internships may only be pursued if the student has completed all of core courses for their area of study.

Students should discuss this option with their academic advisor as part of their discussion regarding their degree progression.

Thesis or Project

Completing a master's thesis or doctoral dissertation is a major undertaking for students and instructors alike. Graduate students electing this option will invest significant time and energy in preparing primary and secondary research that will add to the body of knowledge of their fields of study or they will produce a project of significant original material. Instructors and administrators will review at several stages all applications for this academic choice in order to ensure that the students allowed to pursue this option have proven their ability to succeed in an academically challenging situation of this scope.

Students should review the general guidelines at <http://www.webster.edu/graduate/graduate-thesis-dissertation-guidelines.html>. For specific program information beyond this initial document, please review your program requirements.

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Credit by Examination/Prior Learning

Credit by Examination and Prior Learning Assessments are currently offered at the undergraduate degree level. The School of Education has limited credit by examination opportunities at the graduate level.

Transfer of Credit

Transfer credit is at the discretion of the accepting institution, and it is the student's responsibility to confirm whether or not credit will be accepted by another institution of the student's choice. Webster University, as an accepting institution, allows limited transfer credit toward graduate programs.

Credit will be transferred, pending evaluation and approval, in accordance with the guidelines established by the American Council on Education (ACE) and the Council for Higher Education Accreditation (CHEA). Only those schools or courses recommended for graduate credit by ACE will be considered in the evaluation of transfer credit.

Students may request transfer credit for courses previously taken at another regionally accredited institution or professional military education to fulfill degree requirements. All potential transfer credit, including military professional education, will be reviewed upon receipt of official documentation.

A maximum of 12 credit hours may be transferred into a student's graduate degree program. A maximum of 9 credit hours of transfer credit are allowed for students in the MBA program and the School of Education MA or MET programs. For detailed information regarding School of Education transfer credit, please see the School of Education section of the catalog.

To request transfer credit, students must meet with their academic advisor at the time they matriculate with the university. The following criteria must be met:

- The course(s) originates from a regionally accredited institution.
- The course(s) is graduate level.
- The course(s) is relevant to the major.
- The course(s) was not used to fulfill requirements of another degree.
- The course(s) content and level are relevant to the degree program.
- The course(s) must carry a grade of B- or higher, or Credit.

The following considerations are also a factor:

- If the course is taken while the student is enrolled at Webster University, the student must seek prior approval in consultation with their academic advisor.
- Core course transfer is only permitted, based upon syllabus review and approval, if the course is determined to be relevant and comparable to a Webster University course.

Transfer credit is restricted to the following:

- It may not be applied toward certificate programs.
- It may not be applied toward sequential graduate degrees.
- Approved hours are not used in evaluating advancement to candidacy criteria.
- Credits which are transcripted as quarter-hours will be transferred using a 2/3 conversion factor.
- A grade of "CR" will be assigned to all passing grades from recognized non-U.S. or non-American style educational institution.

- Transfer credit must comply with any existing articulation agreements for graduate credit.
 - Several defined government and/or military cooperative degree programs (e.g., Captains' Career Courses) provide transfer credit. The formal articulation agreements for these limited programs can be found on the Office of Military Affairs website.
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Core Course Substitution

Students may request substitution of a required core course if they have relevant prior academic graduate work. Requests with documentation are made to an academic advisor.

For School of Education majors, the course(s) may not be older than five years. Students who plan to substitute education in-service courses into their program should refer to School of Education policies.

Petition/Graduation Requirements

Students are responsible for ensuring the completion of their degree requirements. Students should work in consultation with their academic advisor to monitor their degree audits to assure the completion of outstanding issues. Once a student graduates, no further grade changes are allowed on the enrollment record.

Prior to their degree completion, students are charged a non-refundable graduation candidacy fee. Students should complete a petition to graduate at the time of registration for their final term.

Transcripts

Students may request an official transcript online or by mail. Full directions and fee structure for requesting transcripts can be found on the Registrar's website (www.webster.edu/academics/transcripts.html). The university will issue the official transcript only if the student's account is paid in full.

Diploma

Diplomas are issued by the Office of the Registrar to students who have completed all degree requirements. Diplomas and unofficial transcripts are sent approximately 10-12 weeks after the degree conferral appears on the student's record, provided that the student's account is paid in full.