

# CUKC Student Handbook

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## **WELCOME!**

The administration, faculty and staff welcome you to Cleveland University-Kansas City (CUKC). This handbook is provided to help you learn about CUKC. It may not contain answers to all of your questions, but it will serve to orient you to the available services, activities and individual responsibilities while at the University.

Statements in this handbook are applicable during the current academic year. As entering students of Cleveland University-Kansas City, you should familiarize yourselves with the information, requirements and descriptions provided here and in the University Catalog.

While every effort is made to keep the student body informed, the policies, procedures, academic and non-academic requirements and fees of the University are subject to change without advance notice. The information contained herein is accurate at the time of printing, but may change as deemed appropriate by the requirements of state boards, federal or state governing bodies, or other regulatory agencies. These changes may also be implemented without prior notice or obligation, and unless specified otherwise, are effective when made. Changes will be communicated to students via digital signage, on-campus publications, email messages delivered to University-provided email addresses or verbal announcements at all-school assemblies. It is the student's responsibility to be well acquainted with the rules, regulations, requirements and responsibilities provided in this handbook, in the University Catalog and in the student portal, as well as various updates posted throughout the year by the University. Verbal communications that may have an impact on students, faculty or staff will be verified in writing.

In addition to the University Student Handbook, your program may have a separate handbook outlining additional information and requirements for students. Please refer to your dean or program director should you need assistance.

We look forward to working with you throughout your education!

## **VISION, MISSION & CORE VALUES**

### **INSTITUTIONAL VISION**

The University's vision is to be recognized and respected as a leader in health promotion.

### **INSTITUTIONAL MISSION**

The University's mission is to provide strong student-centered academic and professional education with a focus in the areas of life sciences and health promotion through education, scholarship and service.

## **INSTITUTIONAL CORE VALUES**

### Integrity/Accountability

- Responsible and ethical behavior
- Honest and open communication
- Responsibility for our individual actions

### Excellence/Service

- Highest quality in teaching, scholarship and service
- Embrace compassion

### Diversity/Respect

- Treat all individuals with dignity and respect
- Encourage an environment that attracts, nurtures and supports diversity
- Sensitivity to differences in learning styles, ideas and beliefs

### Collaboration/Teamwork

- Partnerships, interaction and relationships
- Cooperative efforts to achieve our common goals

### Health/Well-being

- Encourage activities and behaviors that contribute to a healthy lifestyle
- Chiropractic care is essential for optimizing health and well-being

### Innovation/Creativity

- Intellectual curiosity
- Enthusiastic pursuit of new ideas

## **EXECUTIVE OFFICER INFORMATION**

Dr. Alex Bach, VP of Enrollment Management, ext. 1610

Dr. Diane Bartholomew, VP of Academic Affairs, ext. 1665

Mr. David Clute, VP of Finance, ext. 1642

Dr. Dale Marrant, VP of Human Resources and Organizational Development, ext. 1612

Ms. Jessica Ramirez VP of Advancement, ext. 1617

Mr. David Foose, Dean of Student Affairs, ext. 1650

Dr. Jon Wilson, Dean of the College of Chiropractic, ext. 1815

## DEPARTMENTAL INFORMATION

### **ACADEMIC SUPPORT AND ACCESS SERVICES:**

*Ms. Joni Johnson, Director of Academic Support, ext. 1823*

The Academic Support and Access Services can assist students with the following:

Tutoring Services

Accommodations for students with disabilities

Individual support activities (study skills, test-taking strategies, time management, and procrastination)

Identify and assist at-risk student population

Learning Styles assessment

Lunch n Learn seminars

Accommodated exams in the Testing Center

Exemplify support

Accessible media to students with disabilities

### **ADMISSIONS:**

*Ms. Melissa Denton, Director, ext. 1750*

The Admissions Office is the initial contact for all prospective students. Admissions representatives are available to answer questions regarding the programs offered at Cleveland University-Kansas City. The Admissions Office also assists students in the following areas:

Entrance requirements and application processes for College of Health Sciences and College of  
Chiropractic

Campus tours and open house events

Housing list

International student applications and entrance requirements

Initial requests for transfer and advanced standing credit

### **BOOKSTORE:**

The University's online bookstore can be accessed at [www.cleveland.ecampus.com](http://www.cleveland.ecampus.com) to buy/sell/rent textbooks and other supplies.

### **BUSINESS OFFICE:**

*Ms. Marla Cope, Controller, ext. 1687*

The Business Office manages the financial information, finances, purchasing, cashiering, billing, collection and student account functions of the University. In addition, the responsibilities of the Business Office include:

Assisting students with questions about their accounts

Assessment and collection of tuition and fees

Collection of fines

Imposition and release of financial holds on student accounts  
Management of student payment plans  
Refunding and disbursement of excess financial aid or credit associated with dropped courses  
Application for and disbursement of emergency loans  
Disbursement of payroll checks  
Purchasing and accounting services for student clubs

**CAMPUS AND ALUMNI RELATIONS:**

*Ms. Jalonna Bowie, Director, ext. 1681*

The Office of Campus and Alumni Relations is a multifaceted department assisting students and alumni in a variety of areas such as:

New student orientation  
Student clubs  
Student Council  
Fitness center access  
Graduation ceremony  
Social events  
Counseling services  
University-sponsored student activities  
Intramural sports  
Student IDs  
Student health insurance options  
Day-care facility information  
Student satisfaction surveys  
Doctor referral information to both patients and fellow doctors  
Assistance in locating alumni  
Homecoming events with class reunion activities  
News about alumni  
Sponsorship of regional alumni activities  
Exhibitions and activities at national and state conventions, conferences and special events  
Practice development assistance  
Field doctor office visits  
Student mentorship opportunities  
Post-graduate education

**COLLEGE OF CHIROPRACTIC:**

*Dr. Steve Agocs, Assistant Dean of Chiropractic Education, ext. 1836*

The Doctor of Chiropractic program is both challenging and rewarding. Students are encouraged to utilize the resources on campus directed toward academic success. Students may also make appointments with the dean or assistant dean to discuss the following:

Prerequisites  
Transfer credits  
National Board exams  
Course and final exam scheduling

For course concerns, the student must first try to resolve the concern with the course instructor. If no acceptable resolution can be agreed upon, the student can make an appointment to meet with the assistant dean for the course as indicated on the course syllabus. At that point, if the student is not satisfied with the resolution, the concern can be discussed with the dean. Students are also welcome to discuss their successes and plans with the dean.

**COLLEGE OF HEALTH SCIENCES:**

The College of Health Sciences Office assists students with undergraduate classes as well as any questions regarding the Associate of Arts in Biological Sciences, Associate of Applied Science in Occupational Therapy Assistant, Associate of Applied Science in Radiologic Technology or Bachelor of Science in Human Biology degrees. The College of Health Sciences can also help with:

Registration of undergraduate courses  
Adding/dropping undergraduate courses  
Undergraduate events and programs  
Undergraduate curriculum  
Undergraduate schedules

**Occupational Therapy Assistant Program:**

*Ms. Rachel Eisfelder, Director, ext. 1613*

The Occupational Therapy Assistant Program Director assists students with application to the program and answers any questions students may have regarding the degree.

**Radiologic Technology Program:**

*Mr. Jason Elliott, Director, ext. 1622*

The Radiologic Technology Program Director assists students with application to the program and answers any questions students may have regarding the degree.

**FINANCIAL AID:**

*Ms. Danielle Hicks, Director, ext. 1733*

Cleveland University-Kansas City believes all individuals should have the opportunity to pursue a college education regardless of economic background. Therefore, financial aid programs are designed to assist students who need financial support in pursuit of a degree. We are here to help you with all your financial aid needs. Some of the services the Financial Aid Office can assist you with are:

Free Application for Federal Student Aid (FAFSA)  
Federal work-study program

Federal student loans  
Federal grants  
Private loans  
Loan counseling  
In-school loan deferments

**CHIROPRACTIC HEALTH CENTER:**

*Dr. D’sjon Thomas, Assistant Dean of Clinical Education, ext. 1827*

The Cleveland University-Kansas City Chiropractic Health Center is staffed with upper trimester interns who assist patients with their health care needs while supervised by licensed doctors of chiropractic. All treatments in the outpatient Chiropractic Health Center are offered for a reasonable fee. In the Student Clinic, students, their spouses and children are treated for a small fee or for no charge depending upon the service. The Student Clinic and Health Center offer the following services:

- Physical examinations
- Chiropractic adjustments using a variety of techniques
- Ancillary therapy and rehabilitation
- Orthotics
- Additional diagnostic procedures including laboratory and X-ray
- Sports physical exams
- Spinal screenings

**INFORMATION TECHNOLOGY:**

*Mr. Stirling Howell, Director, ext. 1707*

The Cleveland University-Kansas City IT department manages and supports a wide range of technology needs. IT is here to serve the University and ensure that technology is appropriately applied to the daily operation of the University. IT strives to meet the current needs of our University community, but also to anticipate future needs as well. The IT helpdesk may be contacted by calling (913) 234-0711 or emailing [kcits@cleveland.edu](mailto:kcits@cleveland.edu). IT believes in an “open door” policy and welcomes direct communication from the student body.

The IT department is available to assist students with the following items:

- Email accounts
- Web access
- Computer labs
- Printers and copiers
- Student portal
- Canvas
- Student wireless network

**LIBRARY:**

*Ms. Simone Briand, Director, ext. 1810*

The Ruth R. Cleveland Memorial Library, named for one of the founders, was established in 1976. The library is the primary information resource for the campus community and alumni, and provides specialized information to the public.

Library materials support all academic programs offered by the University. The collection includes print and electronic subscriptions in the biological sciences, public health and health promotion, nutrition, radiology, sports medicine, alternative therapies, clinical health sciences and chiropractic practice. The library provides unlimited access to a select list of e-books that support the education programs, and subscribes to more than 5500 peer-reviewed e-journals. Research tools such as PubMed, MEDLINE, CINAHL, SportDiscus, Academic Search Elite, Cochrane, the Index to Chiropractic Literature, BrowZine, PEDRO, and OT Seeker allow users to search for scholarly literature and link to full text articles. The library also provides access to Dynamed, a point of care tool supporting evidence-based patient care. [Visible Body, a digital anatomy atlas is available online and](#) anatomy models are available for study within the library.

Most electronic resources are available both on-campus and off-campus through a link on the library's web page <http://www.cleveland.edu/academics/library>, Canvas page and inside the library on dedicated workstations. Off-campus access requires logging in with the same credentials used to log in to CUKC email.

Library staff provide training in using research tools and instruct users on constructing search strategies, evaluating search results and retrieving full text.

The inter-library loan and document delivery service provides free, easy access to print and non-print materials located in chiropractic, university, and health science libraries throughout the U.S. and Canada. This service is in cooperation with local, regional and national library consortia, including the Mid-America Library Alliance, the Health Science Library Network of Kansas City, the Chiropractic Library Consortium, the National Library of Medicine and the Mid Continental Regional Medical Library Group.

**MARKETING AND COMMUNICATIONS:**

*Ms. Megan Pizarro, Director, ext. 1719*

The Office of Marketing and Communications (MARCOM) creates, edits, maintains and distributes all printed and electronic communication for the University. This includes the production of advertising, editorial, marketing and public relations materials, as well as the daily maintenance of the University's website.



MARCOM staff members are responsible for writing, editing, photography and design in the production of all the University's regular publications.

Other projects and materials either produced, coordinated or distributed by MARCOM include, but are not limited to, the following:

- Digital signage
- Branded Materials
- Promotional and recruitment advertising or direct-mail pieces
- Business cards, letterhead and envelopes
- Campus signage (doorplates, building/parking signs, banners, etc.)
- Commencement programs
- Special event programs and flyers
- Press releases
- Website page design
- Social media

#### **PROFESSIONAL CHIROPRACTIC DEVELOPMENT:**

*Dr. James C. Anderson, ext. 1619*

The Office of Chiropractic Professional Development provides Success Strategies in the areas of career resources, practice development and business training.

Success Strategies are provided in the following areas:

- Professional practice counseling (mentorships, goal setting, resumé and curriculum vitae writing, interviewing techniques, etc.)
- Demographic studies
- Business and marketing plans
- Practice management resources
- Business success skills
- New doctor seminars
- Information exchange with recent graduates
- Identifying chiropractic practice opportunities (associateships, partnerships, practices for sale, space for rent, equipment for sale, etc.)
- Networking opportunities with alumni and other field practitioners
- Gaining state licensure

#### **REGISTRAR'S OFFICE:**

*Ms. Sarah Shelnutt, Registrar, ext. 1672*

The goal of the Registrar's Office is to provide students accurate academic records and support services to aid in academic success.

- Course registration
- Academic transcript maintenance

Grade and academic status reporting  
Transcript and other academic record requests  
International student paperwork  
Degree progress tracking toward graduation  
Enrollment/Graduation verification  
Withdrawal and re-enrollment  
Address/phone number/name changes  
National Board of Chiropractic Examiners exam authorization  
Commencement and diploma issuance  
Manage the University's Family Educational Rights and Privacy Act (FERPA) training and compliance  
Notary Public

## **COPYRIGHT INFRINGEMENT POLICY**

[https://www.cleveland.edu/uploaded/pdfs/about\\_us/CopyrightPolicy.pdf](https://www.cleveland.edu/uploaded/pdfs/about_us/CopyrightPolicy.pdf)

## **SMOKING**

Cleveland University-Kansas City is a tobacco-free environment. Smoking, smokeless tobacco products and e-cigarettes are strictly prohibited in all University buildings and on all University grounds.

## **ADDRESS/PHONE NUMBER/NAME CHANGES**

Address or information change forms are available in the Registrar's Office or on the student portal. Complete the form and turn it in to the Registrar's Office. If the student is changing his/her name, appropriate legal documentation is required.

## **CELL PHONES**

All cell phones must be turned off or placed on silent mode during classes. Between classes, cell phones can be used as long as the conversation does not distract other students or faculty in class.

## **COMPUTER LABS**

Students have access to on-campus computer laboratories. Word processing, database and spreadsheet programs are available for use. Printers are also available for printing hard copies of documents.

Students also have access to web browsing and electronic mail capabilities. This policy statement details the Acceptable Use and Ethics Policy covering the proper utilization of the computers, networks and related services at the University. This policy has been developed to ensure a quality computing environment that furthers the academic, research and service missions of the University. Providing this environment requires equitable resource distribution, computer and network availability, personal

privacy and data integrity. Achieving this goal requires that everyone in the University community cooperate with and adhere to this policy.

Users must comply with all federal, state and other applicable laws. Examples of such laws, rules and policies include: libel, privacy, copyright, trademark, sexual harassment, obscenity and pornography laws; the Electronic Communications Privacy Act; and the Computer Fraud and Abuse Act, which prohibits “hacking,” “cracking,” and similar activities.

If you believe that any violations regarding these laws and policies have occurred, contact the Office of Campus and Alumni Relations.

Under no circumstances are users of the student computer laboratory to download or install software of any kind. Sites visited and time spent by browsers are kept on a server log and monitored. No games may be played if all computers are occupied. For further information regarding student computer use, contact the IT Help Desk at (913) 234-0710.

## **FINANCIAL AID GUIDELINES**

The Department of Education defines financial aid as any form of assistance to help meet the gap between family and student financial contribution and cost of attendance at the institution. The U.S. Department of Education has approved Cleveland University-Kansas City for participation in the following federal Student Financial Aid programs:

- Direct Loan
- Federal Pell Grant
- Federal Supplemental Educational Opportunity Grant
- Federal Work Study
- Direct PLUS Loan

There are also various state grants/loans and alternative credit-based loans available. To apply for financial assistance, and to obtain specific financial aid policies and procedures, please contact the Office of Financial Aid.

### *Scholarships*

Contact the Office of Financial Aid or consult the website ([www.cleveland.edu](http://www.cleveland.edu)) for details and deadlines of all active scholarships.

### *Eligibility Criteria and Application Process*

In general, students must meet the following requirements to be eligible for most aid programs:

1. Demonstrate financial need

2. Be a United States citizen or eligible non-citizen resident; and
3. Have a record of satisfactory academic progress

Additional criteria may be required for specific programs. Students interested in applying for financial aid can access the online links at [www.cleveland.edu](http://www.cleveland.edu). The deadlines for completing the application for financial aid are as follows:

Fall Entry – July 1

Spring Entry – Nov. 1

Summer Entry – March 1

## **SCHEDULE CHANGES**

Students should visit the Registrar's Office to request any schedule changes.

## **COMMUNITY GUIDELINES**

### *Outside*

Observe the 5 mph speed limit in the parking lot and on campus roadways.

Be mindful of pedestrians at the crosswalks.

Plentiful parking has been allotted for all members of the campus community—the south parking lot has designated spots for staff, faculty and administration (labeled as STAFF or RESERVED). Students are welcome to park in all other parking stalls in the south parking lot. (Not on the grass, please!)

The north parking lot is reserved for visitors and Health Center patients.

Use the sidewalks and paths to avoid tracking mud onto the carpeted hallways.

Enjoy the tobacco-free environment—smoking and tobacco products are prohibited on campus.

### *Inside*

Take advantage of the lounge areas, Dining Hall, and outside areas for breaks between classes.

Put trash in the proper receptacles.

Recycling receptacles are available throughout the campus.

Please refrain from bringing food or drinks other than bottled water into the classrooms or hallways. Food and beverages may be enjoyed in the Dining Hall.

Please properly use chairs, classroom seating, and stools, and refrain from sitting on anything that is not designed for seating – i.e. retractable desktops, end tables, countertops, or the headrests on adjusting tables.

Classroom phones have been installed for emergency use, and to contact assistance in the case of equipment issues. They have been programmed accordingly for internal and emergency calls.

The public elevator adjacent to the north central stairway is designated for use by students, faculty and staff. Overland Park City Code requires that the elevator at the south entrance be designated as a freight elevator for deliveries only.

There are two computer labs on campus along with computer kiosks. A student printer is also available on the second floor near the computer lab. Please contact Information Technology (IT) at ext. 1710 for any issues related to these machines.

## **ANNOUNCEMENTS**

The following are the primary means of communicating important information, including emergency notifications, to students:

- Cleveland Connect Student Portal
- Cleveland email
- Digital signage throughout the campus
- Text message (for students who have registered for this service)

Students must check the portal and their e-mail frequently, as they will be held responsible for the receipt of important information (i.e. policy changes and paperwork deadlines) that is released/distributed to the campus.

## **CAMPUS CLOSURES**

The University has an emergency alert system via text message when the campus closes due to severe weather or other emergencies. To sign up for this free program visit <http://my.textcaster.com/ServePopup.aspx?id=1036>. Enter your information and you will then receive a personal text message when the campus closes. Emergency alerts are also posted on the homepage of the Cleveland website.

## **FITNESS FACILITY**

Cleveland University-Kansas City offers a fitness facility to its students, faculty and staff. The Cleveland Fitness Center is located on the first floor of the building just west of the main campus. The center requires a CUKC ID to enter. To obtain an ID please contact the Office of Campus and Alumni Relations.

## **HEALTH INSURANCE**

Cleveland University-Kansas City advises all students to maintain health insurance. Information on health insurance options is available in the Office of Campus and Alumni Relations. University policy requires that any personal injury that occurs on campus, regardless of circumstance and other than rendering First Aid, must be referred to a non-University care provider for treatment and may not be treated in the campus Health Center. The University carries standard commercial and professional liability coverage. However, it would be the student's health insurance that would provide coverage in the case of an accident occurring in transit to and from the campus and off-site educational activities, and if accidental injury occurs in the course of educational activities.

## **HOURS OF OPERATION**

The administrative offices of Cleveland University-Kansas City are generally open from 8 a.m. to 5 p.m. Monday through Friday. The Health Center is open 9:30 a.m. to 6:30 p.m. Monday through Thursday and 9:30 a.m. to 4:30 p.m. on Fridays. Hours of operation are subject to change.

Hours of building operation may vary during special University events and activities held on campus. Telephone calls made to the University outside normal business hours are recorded by voicemail.

## **LOST AND FOUND**

The Office of Campus and Alumni Relations serves as the campus lost and found. The University accepts no responsibility for any item that is lost or stolen while on University property by students, staff, faculty or visitors.

## **NOTARY SERVICES**

Notary services are available in several departments. All University-related documents may be notarized at no charge to students or alumni.

## **PHOTO COPY SERVICE**

Every student is allowed 5,000 free copies during his/her enrollment at the University. An individual copier/printer PIN is assigned during initial registration. If a student exceeds the 5,000-copy limit, he/she will be charged an additional per copy charge.

## **REGISTRATION**

All University students are required to term register confirming their intent to continue taking coursework for the upcoming term. Students may not be enrolled or enroll themselves in courses for the next term until term registrations are completed and all outstanding obligations to the University are fulfilled (i.e.: required academic meetings, library fines, postgraduate debts, tuition). A late fee is assessed to any student who does not term register by the deadline posted in the academic calendar.

## **SPECIAL EVENTS**

Organizations present both educational and recreational programs and activities as opportunities and needs arise. Advisement on speakers in various subject areas is available from University faculty and the administration. Such speakers or programs must be approved by the Office of Campus and Alumni Relations prior to the announcement of an event. Recreational activities such as parties, dances and picnics should also be cleared with the Office of Campus and Alumni Relations for the purpose of

centralized scheduling coordination. The Office of Campus and Alumni Relations can provide programming and publicity resources to student groups that desire such assistance.

In the event that current student organizations cannot or do not provide social or educational programming when a specific need is assessed, the Office of Campus and Alumni Relations will provide such programming as needed. Assessment of need will be the joint responsibility of the Office of Campus and Alumni Relations and Student Council. This may result in a formal written student interest survey or may be an informal survey of Student Council representatives. The Office of Campus and Alumni Relations can provide information on resources in the community and on campus, as well as financial assistance.

## **STUDENT ASSISTANCE PROGRAM**

Cleveland University-Kansas City has an agreement with WellConnect Student Assistance Program. The program provides mental health counseling, financial counseling, limited legal advice, and other support services to students and anyone in their household free of charge. To access services, please go to <https://wellconnect.personaladvantage.com/> and use code CUKC-STU.

## **STUDENT ORGANIZATIONS**

Student clubs on campus are an important part of student life at Cleveland University-Kansas City. This is an excellent way for students to get involved in extracurricular activities on behalf of the University and the chiropractic profession. For a detailed list of student clubs, procedures and club guidelines and regulations, please stop by the Office of Campus and Alumni Relations for an informational packet.

## **STUDENT COUNCIL**

The Student Council form of student government was instituted in 1977. The Student Council is composed of six officers, who are elected annually, with representatives from all degree programs and from each officially recognized campus organization.

The council meets on a regular basis to conduct business and to plan activities. Representatives are expected to report the action of the council to the students they represent. Records of meetings are filed with the Director of Campus and Alumni Relations.

The council's constitution is available for reference through the Student Council secretary, the Office of Campus and Alumni Relations or on the University website. The advisor to this organization is the director of student services. All guidelines and regulations pertaining to general student organizations also apply to the CUKC Student Council.

## **TELEPHONE MESSAGES**

In case of emergency, when possible, emergency messages will be hand-delivered to instructors and given to the appropriate student. To reach the University switchboard please call (913) 234-0600.

## **TUTORING SERVICES**

Tutoring services are coordinated through Academic Support and Access Services. If you find a course challenging, please feel free to take advantage of this service. All tutoring services are completely free of charge. If the class you need assistance with does not have a tutor or if you would like to sign up to be a tutor please see the Academic Support Manager. Current tutor schedules can be accessed through the Canvas Resource page.