

# **Policies & Procedures to Know at Heritage Theological Seminary**

by: the Registrar's Office

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# What does the Registrar's office do?

- Application
- Transfer and Advanced Standing Credit
- Course Schedules
- Registration, substitutions, changes
- Confirmation of Enrollment
- Academic Discipline
- Connect with other services
- Graduation
- Transcripts



# Policies & Procedures to Know

## Course Registration

We will inform you by email when a term is open for online enrollment in myHeritage. We will also give you a deadline for course selection. Meet with your advisor for help, and select your courses by the deadline, in order to avoid the **\$100 late fee**.



# Policies & Procedures to Know

## Your Degree Audit

Found under your 'Student' tab on myHeritage, your degree audit tracks your progress in your degree. You will find the courses you need to take listed on your degree audit. For help with understanding the degree audit, visit your advisor or the Registrar.



# Policies & Procedures to Know

## Attendance

You must attend 75% of the class meeting times for each course in order to pass. You may miss up to 25%. Attendance is tracked in myHeritage. If you miss more than 25%, you will receive an 'FN' grade.



# Policies & Procedures to Know

## Course Withdraw

You must inform the Registrar's Office if you want to drop a course. You do this by filling out a **course change form**; this is approved by your advisor. You have the **first 7 weeks** to withdraw without a fail. A \$100 course drop fee will be charged; the fee is applicable for all course drops after your invoice has been delivered to you.

Tuition reimbursement is on a sliding scale starting week one of the term, and is calculated after the course drop fee has been deducted.



# Policies & Procedures to Know

## Requests for Course Extension

If you think you may need extra time to finish course assignments past the end of the course, first speak with your professor to see if they are willing to grant you extra time.

If you have failed to hand in many or most of your assignments, it is unlikely an extension will be granted.

You must request an extension no later than one week before the end of the class and prior to exam week.



# **Policies & Procedures to Know**

## **Requests for Course Extension**

### **Part Two**

If your professor is willing to grant an extension, contact the Registrar's Office to fill in the request form. Your request will be reviewed by the Academic Dean and the Business Office. You may be contacted by these offices. The Registrar's Office will inform you of approval/rejection.





# Policies & Procedures to Know

## Your GPA and AGPA

GPA = Grade Point Average (calculated each term)

AGPA = Accumulated Grade Point Average

For information about how this is calculated, see the grading system outline.



# **Policies & Procedures to Know** **Academic Deficiencies –** **Academic Warning**

When your GPA drops below 2.00 in one term, you will be placed on Academic Warning for the following term.

You must meet with the Academic Counsellor once in the term.



# **Policies & Procedures to Know**

## **Academic Deficiencies –**

### **Academic Probation**

When your GPA drops below 2.00 in two consecutive terms, or as a degree student your AGPA is below 2.00, you will be placed on Academic Probation for the following term.

You must meet with the Academic Counsellor four times in the term, and your course load may be restricted.



# **Policies & Procedures to Know** **Academic Deficiencies –** **Academic Suspension**

If you have attempted 21 credit hours or more at Heritage and your AGPA is below 1.00, you will be required to withdraw for one term. Application to return must be made through the office of the Academic Dean.



# Policies & Procedures to Know

## Why is my student record locked?

There are a few reasons you might be locked out of registration and/or your grades and transcript:

1. You have failed to pay your tuition or another bill.
2. You have completed course selection for the term – changes need to be tracked.
3. You have been asked to complete a form or submit a document and have failed to do so.



# Policies & Procedures to Know

## Appeals

You always have the option of appealing an academic decision, including grades.

Your first step is always to contact the Registrar; you will be informed of the policies and procedures for your type of appeal.



# Policies & Procedures to Know

## Appeals – Grade Appeals

*When* should I appeal a grade?

- When you believe there was an error (for example, a typo or calculation error).
- When there is an assignment missing in the gradebook that you know you handed in.
  - Always keep an open line of communication with your professor!



# Policies & Procedures to Know

## A word about privacy and verification of your identity.

- We will never release your confidential information to anyone other than Heritage employees who are bound to confidentiality and who need the information to do their job.
- In order to release *any* information, we need your consent (your signature).
- We need your permission to make changes to your courses or programs (forms and signatures).
  - We must verify your identity at certain points.
  - This may sometimes be inconvenient, but it is in your best interest and for your benefit.

