

STUDENT HANDBOOK

Content Updated - September 2026

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SUBJECT TO CHANGE DISCLAIMER It is the responsibility of the administration, faculty, staff, and students to be aware of and to abide by all approved policies, procedures, guidelines, and statements set forth by the Board of Trustees and the University Administration. This student handbook contains a description of the rights and responsibilities of all students enrolled at this institution. The information contained in the Student Handbook and Student Code of Conduct is true and correct at the time of publication to the best knowledge of the administration. The regulations and requirements herein, are subject to change without notice at any time at the discretion of the administration. The handbook is in effect until the next publication is made and posted on the university website. Students will be notified when an updated publication is made.

I. A MESSAGE FROM THE PRESIDENT



Dear OLLU Saint,

Welcome to Our Lady of the Lake University, a place where transformation begins, purpose takes root, and futures are shaped.

Like many of you, I was the first in my family to attend college. The decision to pursue a higher education changed my life. It opened doors I never imagined and eventually led me here, to lead and serve at this extraordinary university. Your University. I know the courage it takes to take that first step. I also know the incredible rewards that await you on the other side of persistence.

At OLLU, we are deeply committed to your growth—personal, professional, and spiritual. Our Catholic mission and our Core Values of Integrity, Trust, Community, and Service are more than words. They shape the way we teach, learn, serve, and live together. You are now part of a legacy more than 130 years in the making, founded by the Sisters of the Congregation of Divine Providence and carried forward by thousands of proud OLLUmni. Today, that legacy continues with you.

This Student Handbook is one of many tools to help you navigate your journey. Inside, you'll find essential resources, policies, and a deeper understanding of the values that define our community. I encourage you to return to it often.

As you begin this chapter, know that you are not alone. We are here to walk with you, challenge you, and champion your success. You belong here. And I can't wait to see how far you'll go.

May Providence be with you on your journey.

Warmly,
Abel A. Chávez, MBA, PhD
President

II. UNIVERSITY OVERVIEW

Mission Statement

Founded and sponsored by the Sisters of Divine Providence, Our Lady of the Lake University is a Catholic, Hispanic-serving, inclusive learning community. Through quality, innovative undergraduate and graduate education, we foster spiritual, personal, and professional growth. Our graduates are prepared for purposeful lives and service to humanity.

- Approved by the Board of Trustees, January 27, 2022

Vision Statement

Embracing the Catholic Intellectual tradition that integrates curiosity, faith and ethical reasoning in the pursuit of truth, Our Lady of the Lake University challenges its diverse student body with transformative experiences to enrich their lives and inspire leaders in service with faith and wisdom.

- Approved by the Board of Trustees, January 27, 2022

Core Values

Our Lady of the Lake University is a Catholic community whose core values reflect what we believe and live in our daily lives.

Integrity We engage in ethical behavior through:

- Honesty, transparency, and accountability in decision making; and
- Congruence between values and actions.

Trust We recognize our interdependence, and we value:

- Confidence in our Provident God;
- Mutual reliance on each other; and
- Stewardship of our resources and environment.

Community We are a community that values inclusivity and embraces:

- Respect for diversity of thought, culture, creative expression, and experiences; and
- Compassionate support for each other's successes and challenges.

Service We are called to:

- Use our time, talent, and knowledge for the benefit of others; and
- Advocate for social justice which embraces equity, access, and care of creation for the common good

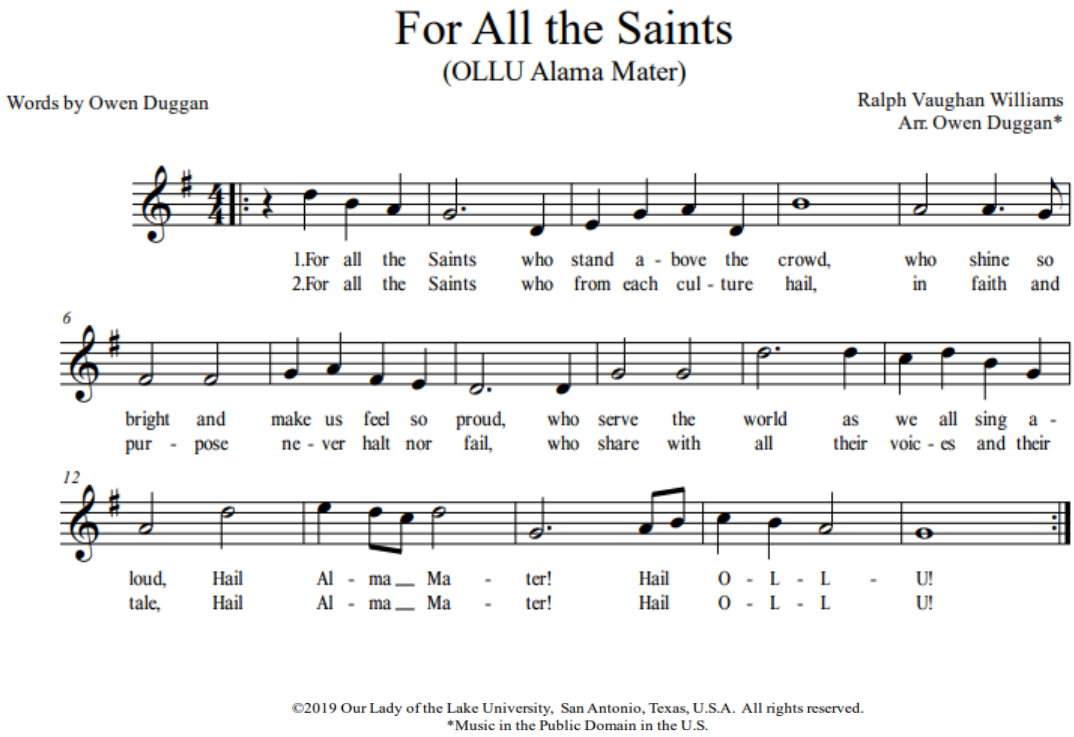
Our History and Heritage

The Congregation of Divine Providence founded Our Lady of the Lake University of San Antonio in 1895. Mother St. Andrew Feltin, CDP, and other sisters of the Congregation, a religious order begun by Fr. John Martin Moye in 18th Century Lorraine, France, first arrived in the United States in 1866. Their initial establishments were in Austin and Castroville, Texas. In 1883, the Congregation became incorporated by the State of Texas for the purpose of granting diplomas and degrees. By the 1890s, the Congregation made plans to transfer its Motherhouse from Castroville to the western edge of San Antonio.

Mother Florence Walter, CDP, and Sr. Philothea Thiry, CDP, broke ground on the Main Building in 1895. On September 1 of the following year, Our Lady of the Lake Academy (high school) opened its doors to 20 students under the leadership of Sr. Scholastica Schorp, CDP, the Academy's first principal. Sr. Angelique Ayres, CDP, and Sr. Philothea Thiry, CDP, established a two-year, college-level curriculum in 1911 to educate novices into the Congregation. Fr. Henry A. Constantineau, OMI, DD, was chosen as Our Lady of the Lake College's first president. Rosalie McNelly (later Sr. Mary Presentation McNelly, CDP, PhD) was the first and only student when the College opened. The following year, enrollment was broadened to include lay students. In 1919, the College expanded its curriculum to offer a four-year, college-level program after receiving membership in the Texas Association of Colleges. In 1923, the College became the first institution of higher education in San Antonio and the first Catholic institution of higher education in Texas to receive regional accreditation by the Southern Association of Colleges and Schools. Graduate-level courses were first offered in 1942. Although graduate programs were coeducational since their inception, undergraduate programs did not become coeducational until 1969. The Academy closed its doors in 1966, 70 years after greeting its first students.

In 1975, the College evolved into Our Lady of the Lake University at the direction of the Board of Trustees, reflecting the institution's expanded academic offerings. The University offered Texas' first Weekend College program in 1978. The program was expanded to Houston in 1986 and Rio Grande Valley in 2008, respectively. In 1990, the University offered its first doctoral-level program. The year 1995 saw commemoration of the University's Centennial, from its humble beginning as a high school for 20 female students to a comprehensive regional university of over 2600 male and female students pursuing bachelor's, master's and doctoral degrees on two campuses in the state of Texas. The University's San Antonio campus is a 52-acre residential community bordering Lake Elmendorf, named in honor of Henry Elmendorf, the San Antonio mayor who donated 16 acres of land to the Congregation in 1895. The University's colors are blue and white, the traditional colors of the institution's namesake, Mary, the Mother of Jesus Christ. The University's National Association of Intercollegiate Athletic (NAIA) teams name is the Saints. Undergraduate and graduate programs are offered on a two-semester academic calendar. Academic programs are organized into four colleges and schools: The College of Arts and Sciences, the School of Business and Leadership, the School of Professional Studies, and the Worden School of Social Service.

Alma Matter



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The Providential Character of Our Lady of the Lake University

Our Lady of the Lake University, an institution of higher education in the Roman Catholic tradition, takes its identity from its founders and sponsors, the Congregation of Divine Providence. Founded by Blessed John Martin Moye, the Congregation's earliest sisters were women so zealous for God's Word that they abandoned all earthly possessions in exchange for serving the physically and spiritually poor. Guided by a strong confidence that God's Divine Providence would sustain them, sisters of the Congregation have responded to the needs of the time through active ministry and service since their founding in the 18th century. In each successive generation of students since its establishment, the community of Our Lady of the Lake University has pursued in its academic programs the search for truth and has instilled in its members a dedication to service for others in this same spirit of Divine Providence.

University Governance

The University is governed by the Board of Trustees, a body independent of the University's founders and sponsors, the Congregation of Divine Providence. The President serves as the University's chief executive officer. Appointed by and reporting directly to the Trustees, the President is responsible for implementing policies approved by the Board.

Students, faculty and staff share in University governance through a system of policy-making and advisory councils. Faculty members are selected by the academic area, staff members are

selected by the division staff, and students are selected by the Student Government Association's Student Congress recommendation.

University President's Cabinet

- President
- Executive Vice President and Chief of Staff
- Provost and Vice President for Academic Affairs
- Vice President for Student Affairs
- Vice President for Mission and Ministry
- Vice President for Enrollment
- Vice President for Advancement
- Chief Financial Officer
- Chief Marketing Officer and Vice President for Marketing, Communications and Engagement
- Executive Director of Strategic Operations and Athletics

III. CAMPUS SERVICES AND RESOURCES

Campus Departments

Looking for a particular department or resource on campus? Find campus offices and services by clicking on the Campus Directory link list.

Bookstore

The University Bookstore is operated by Follett, a third-party vendor, and is the one-stop shop for all new and used textbooks, academic supplies and electronics. Additionally, the bookstore is your place to find official OLLU gear; including insignia clothing, accessories, diploma frames and much more. Special order of books or materials can be accommodated by bookstore management. All students wanting information regarding refunds and buybacks should contact the university bookstore.

Dining Services

There are a variety of food service operations on campus. Sister Annie B's Dining Hall and the CRAVE are located in the Main Building. 24th Street Subs is located in the UWAC. The Saints Lounge and Market (SLAM) is a convenience store located by Flores Hall and is often called the C-Store by students. Dining services are open seven days a week and meals include: breakfast, lunch and dinner. During semester breaks, some holidays, and short intervals during the summer hours, the dining services hours of operation may be adjusted. Residents are required to purchase a meal plan, which is based on a declining balance system. There are also plans for commuters, faculty and staff. Refer to the "Residence Life Handbook: A Guide to Campus Living" for additional information on food service policies.

Email Services & Network Access Accounts

University offices, faculty, and staff use the OLLU e-mail as the official means of electronic communications with all students. It is important that all students check their OLLU email regularly by logging in at office.ollusa.edu.

All students are assigned an e-mail network access account after registration as part of their acceptance package. E-mail network access accounts are free of charge and remain active for the duration of the

student's enrollment at the University. Students who graduate may continue accessing their email account for a period of 90 days after graduation, after which the account will be closed.

Other instructions, self-help guides, and policies are available on the ITS News and Information site, select Students in the drop down menu. While using their OLLU account, students agree to abide by the Technology Acceptable Use Policy. Students should also be aware that their OLLU e-mail address is considered "directory information" and may be released by the university without a student's prior consent, unless the student has followed the Registrar's procedures to withhold the release of directory information.

Information Technology Services

OLLU's Information Technology Services provides support for students using OLLU's technology systems including email, Blackboard (Learning Management System), Microsoft Office Suite, wired and wireless network connections, instructional technologies in the classrooms and other essential technology systems.

The ITS Helpdesk is available to provide technology-related assistance to students. Students can reach the Helpdesk via SysAid Ticketing system, email at helpdesk@ollusa.edu, via phone at (210) 431-3908, or by visiting the Helpdesk in person, which is located on the second floor of the Walter Center Student Services building. When logging into the SysAid system, use only the first part of your email account name (i.e JAJones25sp@ollusa.edu, use JAJones25sp) and your OLLU password. If you are unable to access your account, you may contact the Help Desk by email at helpdesk@ollusa.edu. Students are strongly encouraged to submit a ticket through the SysAid system, which allows for status tracking and direct communication with the assigned technician.

For more information, please visit the ITS News and Information site.

Lost and Found

Lost and found items may be turned into the University Police, located in the lower level of Walter Center. Items may be reclaimed with valid identification. Any item that is unclaimed past 90 days is considered abandoned property and is donated to a charitable organization. University Police reminds everyone to never leave any personal property unattended even for a short period of time. The University does not assume responsibility for any items stolen from any University facilities.

InformaCast

For your safety on campus, the University Police Department is asking all community members to download InformaCast, OLLU's emergency alert mobile app. This mobile app is designated to assist you in the event of an emergency. Please use the QR code below to download the mobile app. Students should log in with their OLLU email and password.

University Ministry

Our Lady of the Lake University Ministry is rooted in Catholic identity along with the foundation inherited by the Congregation of Divine Providence. The University Ministers and Student Ministers of within the Division of Mission and Ministry accompany the academic community of students, faculty, staff and administration of all faith traditions in fostering individual and communal transformation

through opportunities for prayer and worship, community building, religious education, retreats, pastoral accompaniment and the works of mercy. The initiatives of University Ministry embody commitment to gospel values, a global worldview, a reverence for life, collaborative partnerships, and social justice.

The Six Aspects of University Ministry

- Forming the faith community
- Appropriating the faith
- Forming the Christian conscience
- Educating for justice
- Facilitating personal development
- Developing leaders for the future

University Wellness and Activities Center (UWAC)

The UWAC is the fitness and athletics center for the OLLU community. Recreational facilities include an cardio and weight room, gymnasium, and racquetball court. A variety of conference or meeting rooms are located in the facility to accommodate the campus community and athletic programs. The UWAC is managed and operated by the Athletic Director. All University community members, alumni and guests should be prepared to present valid ID cards upon request for use of the UWAC's facilities and services.

IV. ACADEMIC RESOURCES AND SUPPORT

Academic Support

OLLU provides all students with academic resources aimed at improving their study and learning strategies, promoting successful transitions throughout their education and fostering their growth as self-directed, lifelong learners. Services include support in areas such as:

- The Academic Center for Excellence: The Academic Center for Excellence (ACE) is located on the first floor of the Sueltenfuss Library and offers services through the Mary Francine Danis Writing Center, the Tutoring Center, and the Math Center. Through individual tutorials, study groups, and workshops, ACE's professional and peer staff engage students in conversations that encourage and support mindful, self-aware thinkers. ACE fosters open communication, intellectual curiosity, and personal discovery.

- Academic Advising**:** The Academic Advisers provide academic advising and counseling to new, first-year students for the fall and spring semesters. They help students understand the general education requirements, select and pursue a course of study and create an academic success plan. Academic Advisers assist with course selection and registration procedures, help students transition to college study strategies, foster students' intellectual and personal development toward lifelong learning, and empower them to make informed decisions in planning their academic, career and life goals. Advising is scheduled by appointment.

- Peer Mentoring Program: The goal of the Peer Mentoring Program is to reduce the stress and isolation that students can experience when transitioning to university life. Our mentors support their mentees in a safe, caring, one-on-one relationship while they work on their personal, social, academic, career, and life goals. Mentors are role models, guides, misconception challengers, motivators, and door openers. Our peer mentors represent a wide variety of majors and personal backgrounds. Mentors are here to support you while you explore your personal interests, overcome challenges, take advantage of campus resources, and find your own sense of community.

Registrar's Office

The Registrar's Office assists you with all matters pertaining to your student records at OLLU, most importantly the tracking of your grades. The Registrar's Office maintains your OLLU transcript and is charged with complete confidentiality abiding by all Family Educational Rights and Privacy Act (FERPA) regulations. The Registrar's Office can also assist you in evaluating your transfer coursework from another institution for the purpose of advising and registering at OLLU.

The following are additional important information links:

- Graduation Information
- How to Register for Classes

Commencement

Students must apply for graduation by one of the posted deadlines of the Registrar's Office, who will conduct a review of their transcript and eligibility. The Registrar's Office will notify students regarding their eligibility to graduate. If students would like to participate in the OLLU Spring Commencement Ceremony, they can indicate their interest also to the Registrar's Office. Several graduation activities fill the day including a Mass and commencement services.

Division of Student Affairs

The Division of Student Affairs fosters student success by creating a supportive, inclusive, and engaging environment that promotes learning, well-being, leadership development, personal growth, and academic achievement. Through programs, services, and experiences, the division empowers students to achieve their educational and personal goals for success both inside and outside the classroom.

McNair Scholars Program

The Ronald E. McNair Post-Baccalaureate Achievement Program, one of the federally funded TRIO programs sponsored by the U.S. Department of Education, has existed at Our Lady of the Lake University for over 25 years. The Ronald McNair Scholars Program, was established by Congress in 1989 and named in honor of space shuttle Challenger astronaut-physicist Ronald E. McNair. The goal of the McNair Scholars Program is to increase the doctoral degree attainment by students with limited income and who are first-generation college students or students who are underrepresented in doctoral studies. The purpose of the program is to prepare eligible and academically talented undergraduate students for admission into doctoral (PhD or equivalent) programs by providing a simulate graduate school experience in an encouraging and supportive environment.

V. FINANCIAL AID OFFICE AND STUDENT BUSINESS OFFICE SERVICES

Financial Aid Office

The Financial Aid Office awards financial aid to eligible students. Financial assistance programs include grants, scholarships, loans and work-study which assist with tuition and education-related expenses. To be considered for federal, state, or institutional programs, you must submit the Free Application for Federal Student Aid (FAFSA) to the federal processor by the priority filing deadline of May 1st, each year. Forms are available beginning on **October 1** of each year. Early application is encouraged as awards are made on a first-come, first served basis until all funds have been exhausted. Information, applications and assistance are available in the Financial Aid Office.

Financial Aid Self Service

Access via Saints Connect portal is available to all students to view their financial aid status for the academic year.

Verification

The federal processor randomly selects students for verification. Students should read their Student Aid Report (SAR) carefully to check for accuracy of the information provided. Additional documentation will be requested by the Financial Aid Office. Students selected for verification will not be awarded financial aid until the verification process has been completed

Special Circumstances

Eligibility for aid is based on the income and asset data reported on the completed FAFSA. If income has decreased or if there are other special financial circumstances that were not considered on the FAFSA, students may qualify to have financial need recalculated. For information on which types of circumstances qualify for recalculation, please inquire in the Financial Aid Office or send an email to finaid@ollusa.edu.

Satisfactory Academic Progress

A student must maintain Satisfactory Academic Progress (SAP) to remain eligible for financial aid. This policy defines minimum standards for grade point average, ratios of completed credits to attempted credits, and maximum time frame for completing a degree. To appeal a determination of financial aid ineligibility, contact the Financial Aid Office.

Financial Aid Return of Title IV Funds Policy

Withdrawing from ALL courses during a term may result in a change in institutional charges and reduction in financial aid. Federal Regulations mandate that financial aid will be reduced for financial aid recipients who withdraw from all classes before completing 60 percent of the term (based on the number of days in the term). The Financial Aid Office will calculate the percentage of the term completed to determine the amount of aid applicable to the completed portion of the term. The unearned portion of the financial aid award must be returned to the appropriate funding sources (federal, state and institutional). If funds have been awarded for indirect costs (those not related to tuition, fees and books) a percentage of these funds may also need to be returned. As a result, students may be required to return large sums of funds to federal, state and institutional programs. The student will be billed for the amount owed to the Title IV programs and any amount due to OLLU resulting from the return of Title IV funds used to cover OLLU charges. Prior to withdrawing from all classes, students should contact the Financial Aid Office. Withdrawal can result in a reduction of funds as well as having a significant impact on future financial eligibility (see Satisfactory Academic Progress Policy in the University Course Catalog). Complete financial aid regulations on withdrawals and Return of Title IV Funds Policy are available in the Financial Aid Office.

Partial Withdrawal

In certain situations, a student may find it necessary to reduce course load due to personal, financial, or academic reasons. Students contemplating such a reduction in hours must notify the Financial Aid Office to determine what implications such an action will have on their financial aid. Certain financial aid programs require specific minimum hours of enrollment to be eligible for and to continue receiving those funds. Students who do not notify our office prior to dropping a course(s) may incur an unexpected financial obligation to the University. If a professor withdraws a student from class due to non-attendance, there may be financial aid implications. Please check with the Financial Aid Office.

Veterans Services

Information and assistance to students with Veterans Educational Benefits is available in the Financial Aid Office. Prior credit earned through formal military services school courses is granted through the Registrar's Office as recommended by the American Council on Education. Credit is also given for acceptable scores on the Defense Activity for Nontraditional Education Support (DANTES) standardized tests.

Yellow Ribbon Designation

The Yellow Ribbon GI Education Enhancement Program is a provision of the Post 9/11 Veterans Educational Assistance Act of 2008. This program allows institutions of higher learning to voluntarily enter into an agreement with the VA to fund tuition expenses that exceed the annual cap for private institutions.

Concluding Note

Students have the right to understand the entire financial aid process. Questions are always welcomed. Please feel free to call the Financial Aid Office at ext. 3960 or meet with the Financial Aid staff for any information or advice related to the costs of your education at Our Lady of the Lake University. We are located in the Walter Student Service Center, Room 105. Visit the Financial Aid webpage at www.ollusa.edu for more detailed information.

Student Business Office

The Student Business Office is the final step in the registration process. Registration is completed only after receiving final confirmation of registration from the Student Business Office. The office assists all students with registration invoices and monthly payments. For questions regarding student accounts, please call 210-431-3929 or visit the Student Business Office located in the Walter Student Service Center or email studentaccounts@ollusa.edu.

Final Confirmation of Registration

The Student Business Office provides students financial information electronically through the Saints Connect portal, Student Finance Self-Service, and the University's online student accounts financial system. Students must obtain Final Confirmation of Registration in order to complete the registration process by completing the following four requirements:

1. Agreeing to the Financial Responsibility in the Saints Connect portal, Student Finance Self-Service.
2. Enrolling in a payment agreement if NOT fully covered by financial aid. This includes students paying in full, paying balance of tuition/fees less financial aid or if covered by an employer.
3. Making an initial payment as stated on the payment agreement.
4. Taking care of all outstanding issues with the Student Business Office such as a prior balance and/or mismatched registration verses financial aid awarded hours.

Payment deadlines are available at the Student Business Office's Saints Connect portal page. Please see this website for information on employer reimbursed plans, payment agreement enrollment instructions, and other information, such as policies and deadlines. Various payment options are:

- **OPTION 1** - One payment per semester: Available in the fall, spring and summer semesters.
    - Payment in full due by deferred date or date of enrollment in a payment agreement.
    - Payment can be net of financial aid and/or employer reimbursement amount.
    - $47 late payment fee assessed.

- **OPTION 2** - Two payments per semester: Available in the fall, spring, summer semesters and Fast Track A or B only[1].
    - 50% due by deferred date or the date of enrollment in a payment agreement.
    - Remainder due as stated in the payment agreement.
    - $47 late payment feed assessed for each payment.

- **OPTION 3** - Four payments per semester: Available in the fall, spring and summer semesters for students registered for Fast Track A and B only and/or non-traditional students.
    - 25% due by deferred date or date of enrollment in a payment agreement
    - 25% due as stated on payment agreement
    - 25% due as stated on payment agreement
    - 25% due as stated on payment agreement
    - Requires a setup fee of $47

- **OPTION 4** – Five payments per semester: Available in the fall and spring semesters only for students registered in Fast Track A and B only and/or non-traditional students.
    - 20% due by deferred date or date of enrollment in a payment agreement
    - 20% due as stated on payment agreement
    - 20% due as stated on payment agreement
    - 20% due as stated on payment agreement
    - 20% due as stated on payment agreement
    - Requires a setup fee of $47

An email confirming the plan will be sent to the student's University email address immediately, and soon after an email will be sent either for Final Confirmation of Registration or indicating the action to be taken. Payments may be made online, in person, or mailed. Checks payable to Our Lady of the Lake University, Visa, MasterCard, Discover or American Express are accepted. Eligible Veterans should contact the Veterans Coordinator in the Office of Financial Aid for assistance in completing necessary paperwork.

- All Access Program- Digital Books for all students with set fee per credit hour will not be released until Final Confirmation has been obtained.
- A book voucher may be available at the University Bookstore if expected financial aid is in excess of tuition, fees, and other charges for the session provided you have received final confirmation of registration.

[1] Some Online programs are not eligible for this plan

- If a student decides not to attend OLLU and has already registered, it is the responsibility of the student to formally withdraw per the Financial Obligation and Refunds Policy. Students will be liable for any tuition due if they do not formally withdraw. University tuition, fees and other charges are a debt incurred for educational purposes and are considered a Qualified Educational Loan as defined in section 221 (D) (1) of the Internal Revenue Code.

Refund Policy-Credit Balances

1. Refund Delivery Policy - The University prefers that all refunds to students be delivered via electronic fund transfer (E-Refund). Students should enroll in E-Refund at least 10 days before the first scheduled disbursement.
    - Financial Aid Refunds are processed weekly after the 100 percent drop period of the start of a term. Federal regulations require that excess be disbursed within 14 days from when funds are credited to the student's account (not when awarded).
    - Students will be notified via e-mail when an E-Refund has been disbursed. Students should allow at least 24-48 hours for the funds to be credited to their bank account.
    - Students can set-up E-Refund by logging into the Saints Connect portal Student Finance Self Service select " Payment Plans/Pay Now" select "Continue to Payment Center," select "Electronic Refunds" followed by "Set up Account." On the Account information, students should enter checking account information and check the box to agree to the terms and enter. You will receive a message stating your bank account information has been saved.

2. If a student does not enroll in E-Refund, the financial aid refund will be disbursed by check. The check will be mailed to the student's preferred mailing address as indicated in University records. If a mailed check is not received at the preferred address, there is a 10-business day waiting period before a replacement check can be issued. Disbursements can be checked by logging into E-Commerce and selecting "View Activity." Estimated Financial Aid listed, is considered pending aid and is not subject to refund until finalized.

Delinquency and Default

Students delinquent on or in default of payments and students with returned checks may be withdrawn from the University. Such students may be readmitted the following term if all financial obligations are cleared and the student is otherwise academically eligible for readmission. Balances must be paid in full before transcripts and diploma can be released. Our Lady of the Lake University reserves the right to deny readmission based on student's credit history with Our Lady of the Lake University.

In the event of default, students must pay the holder the amounts incurred and court costs and attorney fees in the amount assessed by the court and/or collection fees assessed by an agency in the business of collecting just debts. University tuition, fees and other charges are a debt incurred for educational purposes and are considered a Qualified Educational Loan as defined in section 221 (D) (1) of the Internal Revenue Code.

Notice of Consent to Communications

By registering students' expressly consent to Our Lady of the Lake University, its affiliates, agents, and service providers to use written, electronic, or verbal means to contact them as the law allows. This consent includes, but is not limited to, contact by manual calling methods, prerecorded or artificial voice messages, emails and/or automated telephone dialing systems. Students' also expressly consent to Our Lady of the Lake University their affiliates, agents, and service providers to contact students by telephone at any telephone number associated with their account, currently or in the future, including wireless telephone numbers, regardless of whether they incur charges as a result. Students agree that Our Lady of the Lake University, their affiliates, agents, and service providers may record telephone calls regarding students' accounts in assurance of quality and/or other reasons.

Financial Obligations and Tuition Refunds

A student who is delinquent or in default of payment(s) and/or returned check(s) due the University, may be withdrawn from the University in the term the delinquency or default occurs and cannot be readmitted for that term. A student who has been withdrawn from the University may be readmitted the following term if all payments due the University are paid, and the student is otherwise eligible for readmission. Our Lady of the Lake University reserves the right to deny readmission based on students' credit history with Our Lady of the Lake University. Transcripts and diploma are not issued to students who have not met all obligations to the University.

Refunds for tuition and fees in all cases are calculated from the date the properly completed withdrawal form is received in the Registrar's Office, located in Walter Student Service Center, Room 104. Consideration cannot be given to the date the student ceased attending classes unless proper withdrawal procedures have been followed:

A. Obtain proper form(s) from Registrar's Office, located in Walter Student Service Center, Room 104
B. Obtain signature of adviser
C. Submit completed form(s) to Registrar for final processing
    - San Antonio campus: submit to Registrar's Office, located in Walter Student Service Center, Room 104
    - Houston campus: OLLU- 600 N. Sam Houston Parkway West (Beltway 8)
    - La Feria (Rio Grande Valley) 1650 S. Main, Room 113
    - Online students may submit the form by email to registrar@ollusa.edu

Application fees and advance tuition deposits for new students are not refundable. After the 100 percent refund period, all other fees are forfeited. If proper withdrawal procedures have been followed, tuition is adjusted according. See university catalogs for additional information.

VI. ACADEMIC POLICIES

Refer to the "Catalog" for specific academic regulations and procedures such as: academic advising, registration, class attendance, withdrawing from a class, repeating courses, assessment and examinations, grading system and GPA.

VII. UNIVERSITY POLICIES AND STATEMENTS

UNIVERSITY POLICIES

The university policies are listed below. The following policies contains all regulations that relate to students. Students are held individually responsible for meeting all requirements as determined by OLLU officials. Failure to read and comply with policies, regulations, and procedures will not exempt a student from whatever sanctions and/or penalties they may incur. A complete copy of each policy is available by clicking on the available link (please use your OLLU email credentials to access each document). If the link creates an error message, please go to the OLLU Policy Bank to read the full policy instead. These and additional policies can be found in the OLLU Policy Bank.

Students, who are also applying for university employment, are currently employed by the university, or are/will be employed by a grant paid through the university, should also refer to the policies and procedures stated in the Student Employee Handbook and the Human Resources' Employee Handbook.

Students, who are also residents of on-campus housing, should also refer to the Residence Life Handbook and the Housing Contract on the Residence Life website.

Academic Integrity Policy

Alcohol Distribution Policy

Bacterial Meningitis Policy

Campus Animal Policy

Chalking Policy

Change of Student Information

Charitable Collections Policy

Children in the Workplace or Classroom Policy

Convicted Felons Policy

Copyright

Cyberstalking, Cyberbullying and Cyber Harassment Policy

External Communications Policy

Family Educational Rights and Privacy Act (FERPA) Policy

Freedom of Expression and Dissent Policy

Harassment Policy

Hazing Policy

Health Insurance Policy

Identification Card Policy

Illegal Gambling Policy

Intellectual Property Policy

Lactation Policy

Leave of Absence Status for Graduate Students

Loitering Policy

Missing Student Notification Policy

Non-Discrimination Policy

Policy on Compliance with the Drug-Free Schools and Communities Act of 1989

Policy for Recognition of Student Organizations

Policy for Student Organization Sanctions

Posting Policy

Sales and Solicitation Policy

Security and Emergency Services Policy

Service Based RSO Polices

Smoke-Free, Tobacco-Free Policy

Student Organization Conduct Policy

Technology Acceptable Use Policy

Theft Policy

Title IX Policy

Vehicle Usage Policy

Visitors in Classes

Weapons

UNIVERSITY STATEMENTS AND GUIDELINES

The university statements are listed below. A complete copy of each statement is available by clicking on the link.

Death or Serious Illness in the Family

Fraternity and Sorority Life Compliance Guidelines

General Guidelines for Community Service

International Folk Cultural Center Guidelines

Loss of a Student Statement

Saints Strong COVID-19 Procedures

Social Media Guidelines

Statement of Rights and Responsibilities of Students

Statement on AIDS and HIV Infection

Statement on Political Speakers

Student Rights to Know and Campus Security Act (1990)

VIII. UNIVERSITY PROCEDURES

OLLU provides a uniform method by which student complaints and grievances may be reported and resolved in a prompt, fair, and equitable manner using the following procedures:

Family Educational Rights and Privacy Act of 1974 (FERPA) Procedures

Procedures for Housing Application and Termination

Procedures for Housing Occupancy and Vacancy

Academic Grievance Procedure: For concerns involving academic policies (e.g., application of grading policies), unfairness in the application of policies (e.g., accusation of plagiarism or cheating), or other academic matters.

Non-Academic Compliant and Grievance Procedures:
To address non-academic student complaints (e.g., a dissatisfaction with some factor regarding a department, service, process, person, or university administrative action) and grievances (e.g., allegations involving a serious violation of a university policy or that a person believes to be unfair, inequitable, retaliatory, discriminatory, or a hindrance to the educational process) not covered by other procedures.

Title IX Sexual and Misconduct Grievance Procedure:
For reports involving sexual harassment and misconduct, including acts of sexual assault, dating violence, domestic violence, and stalking.

IX. STUDENT CODE OF CONDUCT

Community Standards and Scope of the Student Code of Conduct

Our Lady of the Lake University (OLLU) expects all members of the campus community to uphold the highest standards of academic honesty, personal integrity, and responsible behavior. The University is committed to supporting students' academic success and fostering their growth as individuals who contribute positively to the community.

Because of the unique nature of an academic community, it is essential to respect both the rights of individual students and the collective rights of the University community. Rules and regulations are necessary to maintain an orderly environment that supports learning, personal growth, and community engagement. These regulations are designed to promote safe, supportive living and learning conditions for all members of the University.

By accepting admission to OLLU, students agree to comply with all federal, state, and local laws, University policies, and directives from University officials acting within the scope of their duties. A student is considered officially enrolled—and therefore subject to the Student Code of Conduct—upon participating in any initial University activity, such as Lake Day Orientation, Blue Nation Welcome, residence hall move-in, athletic participation, or class attendance. This status continues through the completion of a degree, withdrawal, or transfer. The Code continues to apply regardless of whether the student is currently attending classes, including during leaves of absence, holiday breaks, or summer sessions.

The University may address conduct that occurred while a person was a student even if the person later withdraws, graduates, transfers, or does not reenroll.

The Student Code of Conduct applies to student behavior:

- On campus;
- During University-sponsored, University-supported, or student-organization activities that occur on or off campus;
- Through electronic or online communication when the conduct has a direct and substantial effect on the University community;
- Off campus when the conduct has a direct and substantial connection to the University, creates a significant risk to the University community, or substantially disrupts University operations;
- Anywhere a student is participating in a University-sponsored program or event or acting in the capacity of an OLLU student.

The Vice President for Student Affairs or designee will determine whether off-campus conduct falls within the scope of the Code.

Students are expected not only to manage their own behavior but also to contribute to a culture of respect and accountability among their peers. University policies are written to provide general notice of prohibited conduct. They are not intended to define every possible violation and should be interpreted broadly in the context of University values and community standards.

When a potential violation of University policy is reported, the matter is reviewed by appropriate University officials. If a student is found responsible for a violation, outcomes are assigned to promote the student's learning and development while maintaining a safe and effective campus environment. Attempted violations are addressed through the same process and may result in the same outcomes as completed violations.

The Student Code of Conduct and related University rules and procedures are internal administrative processes and are not criminal or civil proceedings. As such, criminal or civil rules of evidence do not apply.

Definitions

1. **University** – Refers to Our Lady of the Lake University.
2. **Student** – Includes any person taking courses at the University, whether full-time or part-time, and whether enrolled in undergraduate, graduate, or professional classes. This also includes students from other post-secondary institutions who reside in University housing. Individuals not officially enrolled for a given term, but who maintain a continuing relationship with the University, are also considered students.
3. **Alleged or Complainant** – A person alleged to have been directly harmed by the reported conduct.
4. **Respondent** – An individual alleged to have engaged in behavior that may violate University policy and who is being asked to respond to a complaint.
5. **Reporter**– A person who submits information about possible misconduct. A reporting party is not automatically a complainant or a party to the conduct process.
6. **Involved Party** – A person identified as being connected to a reported incident. This may include a another person affected by or associated with the incident. Being listed as an involved party does not mean the person violated University policy.
7. **Witness** – A person who may have information related to a reported incident. A witness does not need to have seen the entire incident. A witness may be asked to provide information in writing or during a meeting.

8. **Faculty Member** – Any person employed by the University to conduct classroom instruction or other teaching activities.
9. **University Official** – Any person employed by the University who performs assigned administrative or professional responsibilities.
10. **Member of the University Community** – Any student, faculty, staff, University official, or other person employed by the University. The Vice President for Student Affairs (or designee) determines an individual's status in a given situation.
11. **University Premises** – All land, buildings, facilities, and other property owned, used, controlled, or in the possession of the University, including adjacent streets and sidewalks.
12. **Recognized Student Organization (RSO)** – A student-led group with at least five currently enrolled OLLU student members that has completed the University's recognition and registration requirements. Recognized student organizations may include clubs, associations, club sports, fraternities, sororities, bands, and student government.
13. **Student Group:** Two or more students who act together, formally or informally, in a way that may violate University policy. A student group does not have to be recognized by the University. When coordinated conduct occurs, the University may begin conduct proceedings against the group and hold the group collectively responsible. Sanctions may be assigned to the group. Individual students may also be held responsible and receive separate sanctions for their actions.
14. **Provost (or Designee)** – The person appointed by the University President to oversee the academic components of the Student Code of Conduct.
15. **Conduct Officer** – A University official authorized by the Vice President for Student Affairs (or designee) to impose sanctions on students found responsible for violating the Student Code of Conduct.
16. **Business Day** – A day when the University is in full operation under its normal schedule. This excludes weekends, official University holidays, and days when the University is closed due to emergencies or other unforeseen circumstances.
17. **Official Notice** – Written communication sent to a student's OLLU-issued email address or another account approved by the University. Unless the notice states otherwise, a deadline begins on the first business day after the notice is sent.
18. **Shall or Will** – Indicates a requirement; mandatory.
19. **May** – Indicates something permitted but not required.
20. **Regulation** – The rules governing student conduct, as set forth in University publications including, but not limited to, the Student Code of Conduct, Student Handbook, Undergraduate and Graduate Course Catalogs, Residence Life Handbook, and your academic program's Code of Ethics.
21. **Cheating** – An act or attempted act of deception intended to misrepresent academic work or achievement. See Article VII, Academic Dishonesty Policy, for additional details.
22. **Plagiarism** – Presenting another person's words, ideas, or work as one's own without proper acknowledgment. See Article VII, Academic Dishonesty Policy, for additional details.
23. **Academic Misconduct** – The intentional violation of University academic policies, including tampering with grades or obtaining/distributing any part of an unadministered test. Examples include, but are not limited to:
    a. Stealing, buying, or obtaining all or part of an unadministered test, including answers.
    b. Selling or giving away all or part of an unadministered test, including answers.
    c. Bribing another person to obtain an unadministered test, including answers.
    d. Entering a building or office to change a grade.
    e. Changing, altering, or helping another student change grades or other academic records.
    f. Forging signatures or altering information on class authorization forms.
    g. Continuing to work on a test or project after the allowed time has expired.

Explanation of Student Conduct Authority

The authority to establish and enforce University regulations is granted to the President by the Board of Trustees. The President may delegate the responsibility for enforcing these policies to designated University officials.

The Vice President for Academic Affairs serves as the primary officer responsible for administering academic discipline, while the Vice President for Student Affairs serves as the primary officer responsible for administering non-academic discipline.

These officers may appoint other individuals to carry out responsibilities under the University's conduct policies. Student discipline is generally used to address conduct that occurs on University premises or behavior that significantly harms the University's reputation, community, or mission.

The Vice President for Student Affairs is the primary conduct officer for non-academic violations and is responsible for developing policies and procedures for administering the Student Conduct process. These procedures must be consistent with the provisions of the Student Code of Conduct. The University also reserves the right to notify the parents or guardians of dependent students regarding conduct matters, as appropriate.

Violation of Law and University Discipline

The University may initiate student conduct proceedings (also referred to as student judicial proceedings) against a student whose alleged actions violate both the law and the Student Code of Conduct. These proceedings may occur before, during, or after any related civil or criminal case, as appropriate to the circumstances.

If a student is charged with an off-campus violation of federal, state, or local law—without any accompanying violation of the Student Code of Conduct—the University may still take action and impose sanctions when the conduct constitutes serious misconduct and demonstrates a blatant disregard for the University community.

When a student is charged with a violation of the law by federal, state, or local authorities, the University will not request or agree to special treatment for that student because of their status as a student. If the alleged conduct is also addressed under the Student Code of Conduct, the University may inform off-campus authorities of the existence of University policies and processes and how such matters are handled internally.

The University will cooperate fully with law enforcement and other agencies in enforcing the law on campus and complying with court-ordered conditions for the rehabilitation of student violators. Students, faculty, and staff, in their personal capacity, remain free to communicate with governmental representatives as they see fit.

Standards of Conduct: Expectations for Student Behavior

All students are expected to uphold the law and comply with University policies. Specifically, students must:

- Obey all federal, state, and local laws.
- Follow all published University rules, regulations, and policies, including the Student Code of Conduct.
- Comply with reasonable directions given by University officials acting within the scope of their duties.
- Demonstrate behavior that aligns with the standards set forth in this policy.

Article I: Disciplinary Conduct

Any student found to have committed the following misconduct is subject to disciplinary sanctions:

1. **Disruption or Interference** – Disrupting or obstructing teaching, research, administration, the student conduct process, or other University activities—whether on or off campus—including public service functions or authorized non-University activities taking place on University premises.
2. **Acts of Violence, Threats, and Harassment** – Engaging in physical abuse, verbal abuse, threats, intimidation, retaliation, harassment (including sexual harassment), coercion, assault (including sexual assault), stalking, hate speech, or any conduct that threatens or endangers the health or safety of any person. This also includes behavior targeting a person based on race, color, sex, pregnancy, religion, national origin, citizenship status, disability, age, marital status, gender, gender identity or expression, sexual orientation, veteran or military status, or any other protected class as defined by University policy.
3. **Theft or Property Damage** – Attempted or actual theft of, or damage to, University property or the property of a member or visitor of the University community.
4. **Forgery and Falsification** – Forging signatures or information, or fabricating University-related documents or records.
5. **Hazing** – any intentional, knowing, or reckless act committed by a person (whether individually or in concert with other persons), against another person or persons regardless of the willingness of such other person or persons to participate, that:
    a. Occurs on or off the campus of an educational institution, that is committed in the course of an initiation into, an affiliation with, holding office in, or maintenance of membership in a student organization; and
    b. Causes or creates a risk, above the reasonable risk encountered in the course of participation in the institution of higher education or the organization (such as the physical preparation necessary for participation in an athletic team), of physical or psychological injury including:
        i. Is any type of physical brutality, such as whipping, beating, striking, branding, electric shocking, placing of a harmful substance on the body, or similar activity;
        ii. Causing, coercing, or otherwise inducing sleep deprivation, exposure to the elements, confinement in a small place, extreme calisthenics, or other similar activity;
        iii. Causing, coercing, or otherwise inducing another person to consume food, liquid, alcohol, drugs, or other substances;
        iv. Causing, coercing, or otherwise inducing another person to perform sexual acts;
        v. Any activity that places another person in reasonable fear of bodily harm through the use of threatening words or conduct;
        vi. Any activity against another person that includes a criminal violation of local, State, Tribal, or Federal law;
        vii. Any activity that induces, causes, or requires the student to perform a duty or task that involves a violation of local, State, Tribal, or Federal law.
6. **Failure to Comply** – Failing to follow the directions of University officials or law enforcement officers acting within the scope of their duties; failing to identify oneself when requested; or providing false information.
7. **Unauthorized Access** – Unauthorized possession, duplication, or use of keys or access cards to University premises; unauthorized entry to or use of University premises.
8. **Misuse of University ID Cards** – Unauthorized possession (e.g. giving, lending, or sharing), duplication, or use of University identification cards. This includes allowing another person to use your ID card or using an ID card that belongs to someone else. Failing to present an ID card when requested by a University official. Possessing an altered or fake ID card on University premises.
9. **Violation of University Policies** – Violating any published or posted University policies, rules, or regulations.

10. **Violation of Law** – Violating federal, state, or local laws on University premises or at University-sponsored or supervised activities.
11. **Controlled Substances** – Using, possessing, or distributing narcotics or other controlled substances or related paraphernalia, except as permitted by law.
12. **Alcohol** – Using, possessing, or distributing alcoholic beverages except as permitted by law and University regulations. This includes public intoxication and driving while intoxicated. (Refer to the University's Alcohol Distribution Policy and Residence Life Handbook.)
13. **Weapons and Dangerous Materials** – Possessing firearms (including handguns and concealed weapons allowed by permit), explosives, fireworks, other weapons, or dangerous chemicals/substances, as determined by a University official, on University premises. (Refer to Weapons Policy.)
14. **Disruptive Demonstrations** – Participating in a campus demonstration that disrupts normal University operations or infringes on the rights of others; leading or encouraging others to disrupt scheduled or normal activities on University premises.
15. **Obstruction of Movement** – Intentionally blocking or restricting pedestrian or vehicular movement at supervised University-sponsored functions.
16. **Disorderly or Inappropriate Conduct** – Engaging in disorderly, lewd, or indecent conduct, or behavior inconsistent with the Christian goals and values of the University community. This includes intentionally or maliciously sharing false information to discredit another OLLU community member.
17. **Breach of Peace** – Disturbing the peace or helping, encouraging, or arranging for another person to do so, on University premises or at University-sponsored events.
18. **Misuse of Computers or Technology** – Theft, misuse, or abuse of University computing resources, including but not limited to:
    a. Unauthorized access to files for use, reading, or altering contents.
    b. Unauthorized transfer of files.
    c. Unauthorized use of another person's identification or password.
    d. Using computing resources to interfere with another's work.
    e. Violating software copyright laws.
    f. Using computing resources to interfere with University operations.
    g. Using computing resources to harass, coerce, or intimidate.
    h. Accepting or distributing pornographic material via University computer systems.
19. **Complicity in Violations** – Knowingly assisting, encouraging, directing, concealing evidence of, or actively facilitating another person's violation of University policy. Mere presence at an incident or knowledge that misconduct may occur is not enough to establish responsibility unless the person actively assists the misconduct or has a specific duty to act..
20. **Unauthorized Animals** – OLLU prohibits animals in classrooms, campus buildings, outdoor campus spaces, and other areas of University property unless the animal is:
    a. A service animal permitted under applicable law (e.g., guide dogs);
    b. An approved emotional support animal in the student's assigned residential space or another location specifically approved by the University. Approval for an emotional support animal does not automatically allow the animal in classrooms, other campus buildings, or other campus areas;
    c. A pet permitted in specific locations under University or Residence Life policy; or
    d. Authorized by the University for a specific event, activity, or circumstance.

    Animals must remain within the locations and conditions included in their approval or the applicable University policy.
21. **Unauthorized Presence** – Being in or using any University building or area that is closed, restricted, or limited to designated purposes or individuals, as determined by posted hours or official notice.
22. **Misrepresentation of Authority** – Acting or representing oneself as an agent of the University without proper authorization.

23. **Prohibited Use of Wheeled Devices Indoors** – Using skateboards, in-line skates, roller skates, bicycles, scooters, or motorized vehicles inside University buildings, including residence halls.
24. **Unauthorized Surveillance or Recording** – Engaging in surveillance, photography, audio or video recording without the knowledge or consent of the individual(s) in a location where there is a reasonable expectation of privacy, or broadcasting/distributing such material. This includes sexual exploitation and any other action that violates the privacy of a member of the University community.
25. **Abuse of the University's student conduct process, including, but not limited to, the following:**
    a. Knowingly providing false or misleading information during any part of the student conduct process.
    b. Disrupting or interfering with the fair administration of a student conduct meeting or proceeding.
    c. Initiating a student conduct case without reasonable cause or in bad faith.
    d. Attempting to discourage another individual's appropriate participation in, or use of, the student conduct process.
    e. Attempting to improperly influence the impartiality of a student conduct officer, decision-maker, appeal panel member, or witness prior to or during the student conduct process.
    f. Engaging in harassment or intimidation (verbal, written, or physical) of a student conduct officer, or witness before, during, or after a student conduct proceeding.
    g. Failure to complete or comply with assigned outcomes or sanctions issued as a result of a student conduct investigation.
    h. Encouraging or influencing another person to misuse or interfere with the student conduct process.
    i. Retaliation or harassment directed toward any individual because of their involvement in a student conduct matter, including filing a complaint or participating in an investigation or meeting.

Referral to Other University Processes

Reports involving sex discrimination, sexual harassment, sexual assault, dating violence, domestic violence, stalking, or related retaliation will be referred to the Title IX Coordinator and addressed under the applicable Title IX or Sexual Misconduct Policy.

Reports involving discrimination or harassment based on another protected status will be referred to the appropriate office and addressed under the University's Nondiscrimination Policy.

Related conduct may be addressed under this Student Code of Conduct when permitted by the applicable policy. The same incident may be reviewed by more than one University office. Each office may make its own decision and issue fines, sanctions, warnings, or other outcomes under its policies and authority. An action or decision by one office does not prevent another office from taking separate action.

Article II: Student Conduct Process

The Student Conduct Process (also referred to as the student judicial process) exists to make sure all students and student organizations are treated fairly. When someone is accused of breaking the Student Code of Conduct, the University uses a standard called *preponderance of the evidence* to decide what happened. This means the University must believe it is *more likely than not* that the student or student organization broke a rule.

Anyone in the University community including students, staff, faculty, or campus visitors can file a report if they believe a student has violated the Student Code of Conduct. Reports should be submitted at the following link: Report a Student Conduct Violation. The University may also start a conduct case even if no one files a complaint.

All reports are reviewed by the Vice President for Student Affairs (or designee). That person will decide whether to move forward with the case, close it, or send it to another office if it fits better somewhere else.

The University may also have other rules and policies that apply to student behavior. If a student is reported for something that violates more than one rule, those reports can be reviewed together through the same process, if the Vice President for Student Affairs (or designee) decides that is appropriate.

Residential Conduct

If a student is reported for an alleged violation of Residence Life policies (e.g., noise complaints, roommate concerns), the matter will be addressed through the Residence Life administrative or student conduct process. The Director of Residence Life (or designee) will oversee the review and resolution of alleged Residence Life policy violations for all University residential buildings, in accordance with the Residence Life Handbook and Residence Life Housing Contract. Depending on alleged violations, some matters will be overseen by other student conduct officers outside of Residence Life.

Student Conduct Officers

Student Conduct Officers are staff or faculty members appointed by the Vice President for Student Affairs (or designee) to review, investigate, and decide student conduct cases. Student Conduct Officers are the main point of contact for students during the conduct process. When a report is received, the Vice President for Student Affairs (or designee) reviews the situation and selects a Student Conduct Officer, who will gather information about the incident. This decision is made for each case individually.

Accommodations During the Resolution Process

OLLU is committed to providing reasonable accommodations and support to qualified students, employees, or others with disabilities to ensure equal access to the University's resolution processes, including the appeal process. Individuals seeking accommodations or support should contact the Accessibility Services Office to request assistance.

Restorative Justice Resolution Process

Restorative Justice is an alternative approach (i.e. restorative method) that promotes individual responsibility and community restoration. The goal of this process is to fix harm, rebuild trust, and repair relationships. In this process, students learn how their actions may have hurt others and are encouraged to understand how those people feel. Everyone involved including the person who was harmed (complainant), the person who caused harm (respondent), and the Student Conduct Officer work together to find a solution that feels fair to all. When Restorative Justice is used it means the incident will be completed without a formal resolution, usually by agreement between the complainant and respondent (collectively, "parties") and the Student Conduct Officer. The Student Conduct Officer will decide if this resolution process is appropriate and beneficial to all involved or if the Standard Resolution Process will be used.

During this process, the assigned Student Conduct Officer will meet separately with each party to understand the incident, its impact, and possible steps toward repair. These meetings, which may occur more than once, aim to:

- Give each party a safe space to share their perspective and experience.
- Explore the harm caused, its effects on individuals and the community, and ways to make things right.

- Work toward a mutually agreed-upon plan that addresses the harm, fosters accountability, and supports healing for all involved.
- Hold a joint meeting between the parties when appropriate, safe, and voluntary, to allow direct dialogue and agreement on next steps.

Participation in the Restorative Justice process is voluntary for all parties. Once an agreement has been reached and the agreed-upon steps have been completed, the case is considered resolved.

The matter can be moved from the Restorative Justice process to the Standard Resolution process by the Vice President for Student Affairs (or designee), the Student Conduct Officer, or either party (complainant or respondent) at any time.

Standard Resolution Process

The standard resolution process determines whether a violation of the Student Code of Conduct has occurred and, if so, what corrective actions are appropriate. The process is conducted promptly, fairly, and with the goal of discovering the truth. It does not follow the formal rules of procedure or evidence used in courts of law.

Evidence Standard – The process uses the *preponderance of evidence* standard, meaning it must be more likely than not that a violation occurred. This standard involves evaluating the weight and relevance of the information presented.

Investigation Steps

1. The assigned Student Conduct Officer reviews the complaint, supporting documentation, and begins the investigation. The investigation will be conducted in a manner appropriate to the circumstances and may include:
    - Interviews with the parties involved and any witnesses (witnesses must have observed the acts in question or have information relevant to the incident).
    - Gathering and reviewing relevant documents and physical, written, and electronic evidence.
    - Requesting a copy of any related police report from the Our Lady of the Lake University Police Department or another law enforcement agency.
    - Reviewing available video footage of the incident if it occurred on campus.
    - Reviewing any text messages, emails, or social media information provided.
2. The student(s)t will be made aware of any interim measures or accommodations (if deemed applicable) that have been put into place (while the investigation process occurs) that directly affect them, such as a no contact order, academic, and/ or housing accommodations.
3. The student(s) may provide the names of witnesses they believe have relevant information. Reasonable efforts will be made to keep the student(s) informed of the investigation's progress.
4. After determining reasonable cause exists, the Student Conduct Officer will contact the respondent in writing to:
    - Request a preliminary meeting which will include:
        1. A general description of the reported incident, an explanation that the student may have information relevant to the incident, a description of the conduct process, and the name and contact information of the assigned Student Conduct Officer.
        2. The respondent must reply to the assigned Student Conduct Officer within **four (4) business days** of receiving the request for a preliminary meeting. If the respondent does not respond or participate within four (4) business days, the University may continue the student conduct process and make a decision based on the information available.

- Meeting times will be scheduled with consideration for class schedules. Students must treat notices from the Student Conduct Officer as a priority and promptly communicate any conflicts. Requests to reschedule may be denied if they are for inadequate reasons or appear intended to delay the process.

5. Support Person – The respondent may have one support person of their choosing during the process. This person may provide encouragement and take notes but may not speak for the student. Support persons who are disruptive or who violate participation rules may be removed. Witnesses may not serve as support persons. The University will not reschedule meetings solely because a support person is unavailable.
6. Non-Participation – Students are encouraged to participate in the conduct process through an in-person meeting, which allows the Student Conduct Officer to ask follow-up questions and clarify information. If a respondent does not participate, the following steps will generally apply:
    - The Student Conduct Officer will send an initial request for a preliminary meeting.
    - If the respondent does not attend the preliminary meeting, the Student Conduct Officer will provide a final written notice identifying the alleged violations and allowing the respondent a brief opportunity to submit a written response. All information that the respondent wants to be considered should be included in this written response, as an interview or additional information gathering will not be conducted by email.
7. If the respondent does not participate or submit a written response by the stated deadline, the Student Conduct Officer may proceed using the information available. A respondent's decision not to participate does not delay the conduct process or prevent the University from reaching a decision. A respondent is not entitled to a new meeting or proceeding solely because they previously chose not to participate. If the respondent participates, the Student Conduct Officer will allow the respondent to share their perspective, provide information, and respond to the evidence.
8. The Student Conduct Officer will typically complete the investigation within 30 days of receiving the complaint. If extenuating circumstances require more time, both parties will be informed. The investigation and resolution process will proceed even if the respondent withdraws or leaves the University before its conclusion.
9. At the conclusion of the investigation, the Student Conduct Officer will determine whether to close the case or recommend sanctions. The Student Conduct Officer will prepare a summary of findings for the Vice President for Student Affairs or designee. The Student Conduct Officer will issue a written decision to the parties, including the outcome, any sanctions, and information on the appeal process. If no timely appeal is filed, the decision is final.

Special Note on Timelines – Except for the appeal deadline, timelines may be extended for good cause. Requests for extensions (other than for appeals) must be submitted in writing to the Vice President for Student Affairs by emailing studentconduct@ollusa.edu before the current deadline expires.

Amnesty

The health and safety of OLLU students and community members are the University's first concern. Students should seek help during an emergency or report serious misconduct without fear that minor policy violations will prevent them from doing so. The purpose of amnesty is to remove barriers to seeking help and encourage prompt, responsible action.

Situations Eligible for Consideration

Amnesty may be considered when:

- A student seeks medical assistance for themselves because of alcohol, drugs, or another substance.
- A student seeks medical or emergency assistance for another person.
- A student or recognized student organization promptly reports a substance-related emergency.

- A student, in good faith, reports hazing and assists with the University's review.
- A student, who experienced hazing or received emergency assistance, is alleged to have committed a minor policy violation connected to the incident.

Student Responsibilities

A student seeking amnesty is expected to:

- Promptly contact 911, University Police Department at 210-433-0911, or an appropriate University official.
- Remain with the person needing assistance when it is safe to do so.
- Provide complete and truthful information.
- Cooperate with emergency responders and University officials.
- Meet with an appropriate University official after the incident and provide truthful information about the incident.
- Complete any required educational session, assessment, counseling referral, treatment referral, or other supportive action.

Amnesty Decisions

- Amnesty is not automatic.
- The Vice President for Student Affairs (or designee) will decide whether to grant amnesty based on the facts of each situation.
- Factors may include how quickly the student requested help, the student's cooperation, the seriousness of the conduct, the student's conduct history, and whether the report was made in good faith.
- Amnesty applies only to minor policy violations, such as underage alcohol consumption or use of illicit drugs, directly connected to the emergency or reported incident. Amnesty does not apply to more serious allegations, such as physical abuse of another or illicit drug distribution.
- When amnesty is granted, the University will not initiate formal conduct charges, issue a finding of responsibility, impose conduct sanctions, or create a formal disciplinary record for the covered violation.
- The University may keep an administrative record of the incident to document required follow-up and determine whether amnesty has been used repeatedly. This record is not considered a disciplinary finding.
- Educational, health, and support requirements assigned under this policy are not conduct sanctions.
- Failure to complete required follow-up may result in the loss of amnesty and referral to the student conduct process.

Limits of Amnesty

Amnesty does not:

- Apply automatically to repeated incidents.
- Protect violations unrelated to the emergency or reported incident.
- Protect the sale, distribution, or manufacture of illegal drugs.
- Protect violence, physical abuse, sexual misconduct, threats, violations, driving under the influence, significant property damage, or other serious misconduct.
- Protect a person from responsibility for committing or directing hazing, sexual misconduct, violence, or other serious behavior being reported.
- Prevent the University from taking immediate action needed to protect the health and safety of the community.
- Prevent action by UPD, another law-enforcement agency, a court, or an outside authority.
- Provide immunity from criminal or civil liability.

University amnesty for reporting hazing is separate from immunity that may be available under Texas law. Legal immunity is determined under state law and by the appropriate legal authorities.

Decision Making Authority
At the end of the investigation, the Student Conduct Officer will determine whether the available information establishes a violation by a preponderance of the evidence.
A Student Conduct Officer may impose sanctions within the authority assigned by the Vice President for Student Affairs. Findings or recommended sanctions involving University suspension, dismissal, expulsion, or permanent withdrawal of student or student organization recognition must be reviewed and approved by the Vice President for Student Affairs or designee.

The written decision will identify:

- Each alleged violation;
- The finding for each alleged violation;
- A brief explanation of the decision;
- Any sanctions and completion deadlines;
- Any information that may be shared under applicable law; and
- Instructions and deadlines for an appeal.

Formal Appeal Hearing

Students have the right to appeal an outcome if they are within the grounds for appeal and follow the timeline below.

Appeal Timeline

- During the fall and spring semesters, the student has five (5) business days, from the date of the determination letter, to appeal the decision in writing using the appeal form provided with the determination letter.
- During University breaks, the student has ten (10) business days, from the dates of the determination letter, to appeal the decision in writing using the appeal form provided with the determination letter. University breaks include Thanksgiving Break, Spring Break, Summer Session (if you aren't enrolled in classes), and Winter Break.
- During summer semesters, the deadline is the same as the fall and spring semesters if the student is registered for summer classes or living on campus. If they are not registered for summer classes, then the deadline is the same as the University breaks.

The appeal should be submitted in writing to the Vice President for Student Affairs via email at studentconduct@ollusa.edu.

Grounds for Appeal
Appeals are limited to the following grounds:

1. Procedural irregularity that affected the outcome of the matter
2. New evidence that was not reasonably available at the time the decision was made, that could affect the outcome of the matter
3. The investigator(s), or decision-maker(s) had a conflict of interest or bias for or against the parties that affected the outcome of the matter
4. The sanction(s) is disproportionate, viewed as arbitrary to a reasonable person, to the violation

If an appeal is filed by the student(s) and meets the criteria above, the Vice President for Student Affairs (or designee) will review the complaint and all documentation and will gather a panel of three (3) from the sitting OLLU University Grievance Committee (UGC). The selected UGC panel members will select one member to serve as chair. The OLLU Compliance Officer shall serve as an additional non-voting

panel member for alleged violations of the University's Nondiscrimination Policy and may serve as an additional non-voting panel member for other matters, at the discretion of the Vice President for Student Affairs (or designee). The Vice President for Student Affairs (or designee) will prepare the appeal materials for the UGC panel that will include: the complaint, response, any investigation materials including documents, transcripts (if any) from interviews, investigator notes, recommendation (if any), decision, and appeal. If any of the grounds in the Request for Appeal do not meet the grounds listed above, that request will be denied by the UGC Panel Chair, and the parties will be notified in writing of the denial.

The appeal hearing will be scheduled within seven (7) business days, and the names of the selected UGC members (and Compliance Officer, if applicable) will be disclosed to both parties. Attendance at an appeal hearing is not required and failure to attend by either party will not affect the decision of the UGC.

The appeal hearing is considered private and is closed to the public. Accordingly, the University will exert its best efforts to maintain the confidentiality of the proceeding and to protect the privacy of the parties to the complaint. The complainant and respondent are not required to be in the same room as each other during their presentations to the UGC panel. The hearing is limited to the student(s) and their support person of choice, the Vice President for Student Affairs (or designee), and the selected panel members.

The appeal hearing will consist of a summary of the complaint, investigation and decision by the Student Conduct Officer; a brief presentation by the student(s), if desired; informal questioning of either party by the UGC panel, if desired; and private deliberation by the UGC. The UGC panel may reconvene after deliberation at their discretion. The UGC panel may also consult with the Vice President for Student Affairs during the entire process. A majority vote of the UGC panel will determine whether the underlying decision made by the Student Conduct Officer should be upheld, overturned, or upheld in part or overturned in part. The appeal decision will be written by the UGC chair and presented to both parties and the Vice President for Student Affairs within seven (7) business days after the hearing. **The UGC's decision is final.**

A Notice of Appeal Outcome will be sent to the student(s) including the decision on each approved ground and rationale for each decision. The Notice of Appeal Outcome will specify the finding on each ground for appeal, any specific instructions for remand or reconsideration, any sanctions that may result which OLLU is permitted to share according to state or federal law, and the rationale supporting the essential findings to the extent OLLU is permitted to share under state or federal law.

Notification will be made in writing and may be delivered by one or more of the following methods: in person, mailed to the local or permanent address of the parties as indicated in official institutional records, or emailed to the parties' OLLU-issued email or otherwise approved account. Once mailed, emailed and/or received in-person, notice will be presumptively delivered.

Appeal Considerations
Decisions on appeal are to be deferential to the original decision, making changes to the finding only when there is clear error and to the sanction(s)/responsive action(s) only if there is a compelling justification to do so.

Appeals are not intended to provide for a full re-hearing of the allegation(s). In most cases, appeals are confined to a review of the written documentation or record of the original hearing and pertinent documentation regarding the specific grounds for appeal.

An appeal is not an opportunity for the appeal panel to substitute their judgment for that of the original decision-maker(s) merely because they disagree with the finding and/or sanction(s).

The appeal panel may consult with the Vice President for Student Affairs (or designee) on questions of procedure or rationale, for clarification, if needed. Documentation of all such consultation will be maintained.

In cases in which the appeal results in reinstatement to OLLU or resumption of privileges, all reasonable attempts will be made to restore the respondent to their prior status, recognizing that some opportunities lost may be irreparable in the short term.

Sanctions Status During the Appeal
Any sanctions imposed as a result of the hearing are stayed during the appeal process. Supportive measures may be reinstated.

OLLU may still place holds on official transcripts, diplomas, graduations, and course registration pending the outcome of an appeal when the original sanctions included separation.

Article III: Sanctions

When a student is found responsible for violating the Student Code of Conduct, sanctions may be assigned. Sanctions are based on the specific policy violation(s), the severity of the conduct, and the student's prior conduct history. Sanctions may also be tailored to address the needs of an individual student or group of students.

Failure to Complete Sanctions
Students must complete assigned sanctions by the deadlines stated in the decision letter. A student who needs additional time must submit a written extension request before the deadline and explain the reason for the request.

If a student does not complete a sanction and has not received an extension, the University will provide written notice and an opportunity to explain the noncompletion. The University may then impose an administrative hold, restrict privileges, or begin a new conduct case for failure to comply.

Examples of possible sanctions include, but are not limited to:

1. **Warning** – Written notice to the student that their behavior violates University policy. The notice may include a statement that further violations will result in more serious sanctions.
2. **Probation** – Written notice that the student is on probation for a designated period. Further violations during probation may result in more serious sanctions.
3. **Loss of Privileges** – Temporary denial of specific privileges.
    - **Withdrawal of Privileges**: May include facility use, advertising/posting, financial transactions, fundraising, participation in University events, University communication systems, or other support services.
4. **Fine** – A monetary penalty, assessed individually or to a group, proportionate to the severity of the violation.
5. **Restitution** – Compensation for loss, damage, or injury caused to the University, its property, or members of the University community. Restitution may take the form of payment, replacement of property, or required service intended to repair the harm.
6. **Behavioral Requirement** – Participation in assigned activities, such as counseling, educational projects, writing letters of apology, no-contact order, or other requirements deemed appropriate.
7. **Discretionary Sanctions** – Participation in work assignments, community service, or other requirements deemed appropriate.

8. **Residence Hall Probation** – Written notice that additional violations during the probationary period may result in removal from housing.
9. **Residence Hall Reassignment** – Relocation to another residence hall if deemed in the best interest of other residents or the University community.
10. **Residence Hall Suspension** – Removal from University housing for a designated period, after which the student may reapply. Conditions for readmission may be established.
11. **Residence Hall Expulsion** – Permanent removal from University housing.
12. **Administrative Suspension** – Restriction of the student's ability to conduct official University business until outstanding obligations are met.
13. **Co-Curricular Suspension** – Exclusion from University facilities, services, and events, except for academic classes. Residence hall access must be approved by the Director of Residence Life and the Vice President for Student Affairs.
14. **Suspension** – Separation from the University for a designated period. During suspension, the student is banned from campus. The student may petition for return after the suspension period.
15. **Student Organization Suspension** – Suspension of all privileges for a designated period, typically no less than one semester. Additional conditions may be required before reinstatement.
16. **Dismissal** – Removal from the University for a minimum of one year. After this period, the student may petition for readmission. During dismissal, the student is banned from campus.
17. **Expulsion** – Permanent separation from the University, including all facilities, services, and events. The student is permanently banned from campus.
18. **Withdrawal of Student Organization Recognition** – Permanent revocation of recognition and all related privileges.
19. **Involuntary Administrative Leave** – Prohibition from campus facilities, services, and events, except virtual class access. Any on-campus presence must be authorized by the Title IX Office or University Police Department in consultation with the Vice President for Student Affairs.
20. **Involuntary Administrative Withdrawal** – See Sanctioning Procedures section below.
21. **Withholding Diploma** – The University may withhold a diploma or deny participation in commencement and graduation activities if a student has pending allegations or is sanctioned for a violation.
22. **Revocation of Degree** – The University reserves the right to revoke a previously awarded degree for fraud, misrepresentation, or serious violations of University policy occurring prior to graduation.
23. **Other Actions** – The University may assign other sanctions as appropriate to the circumstances.

When a student is also employed as a university student employee:

1. The Student Conduct Officer or Vice President for Student Affairs (VPSA) will determine if the conduct and sanctions should be communicated to the student employee's supervisor, department director, and/or division administrator.
2. Any impact on the student's employment will be determined by the student employee's department director or division administrator, in consultation with the Student Employment Office as needed.
3. Certain sanctions—such as suspension, administrative leave, or dismissal—may automatically affect eligibility for campus employment. These sanctions are determined through the student conduct process, not by the student's supervisor.

Article IV: Sanctioning Procedures

A. *Determining and Imposing Sanctions*

1. Sanctions are determined individually. The University may consider:
    1. The nature and seriousness of the conduct
    2. The actual or potential harm caused
    3. Whether the conduct was intentional, knowing, reckless, or repeated

4. The student's prior conduct history,
5. Relevant aggravating or mitigating circumstances,
6. Steps taken to repair the harm,
7. The safety and needs of the University community, and
8. Sanctions assigned in similar cases.

2. No specific sanction is guaranteed for a particular violation. Any combination of sanctions outlined in the Student Code of Conduct may be imposed for a single violation.
3. In each case where a student is found responsible for violating the Student Code of Conduct, sanction(s) shall be determined and imposed by the Student Conduct Officer (SCO) and/or the Vice President for Student Affairs (VPSA) or designee, on a case-by-case basis.

B. *Involuntary Administrative Withdrawal*

1. A student may be involuntarily withdrawn from the University and/or University residence halls if one or more of the following criteria are met:
    a. The student engages in or threatens behavior that poses a danger or causes physical harm to self or others.
    b. The student engages in or threatens behavior that would cause significant property damage and/or substantially disrupt normal University operations.
    c. The student fails to respond to pending disciplinary charges resulting from such behavior.
    d. The student did not comprehend the nature or wrongfulness of the behavior at the time of the offense.
2. Evaluation Requirement
    a. The VPSA may refer the student for evaluation by independent licensed psychiatrists or psychologists selected by the University. Referral may occur when the VPSA reasonably believes the student may meet the criteria above, or if the student subject to disciplinary charges wishes to introduce relevant mental health evidence.
    b. The student will be notified in writing (email, personal delivery, or certified mail) and provided a copy of this policy. The evaluation must be completed within a reasonable timeframe as specified by the VPSA. The student must sign a release permitting the evaluator to submit a report to the VPSA.
    c. At the VPSA's discretion, pending disciplinary action may be paused until the evaluation is completed.
    d. Failure to complete the evaluation may result in interim withdrawal, disciplinary action, or both.
3. Interim Administrative Withdrawal
    a. A student placed on interim withdrawal will be notified in writing (email, personal delivery or certified mail) and provided a copy of these procedures.
    b. The student will be given an opportunity to meet with the VPSA (or designee) within two (2) business days from the effective date to review:
        - The reliability of the information concerning the student's behavior;
        - Whether the student suffers from a mental disorder;
        - Whether the student has complied with evaluation requirements.
4. Hearing and Representation
    a. A student may be assisted by an advocate (e.g., family member, licensed psychologist, or psychiatrist) and may also be accompanied by legal counsel. Counsel's role is limited to advising the student; students are expected to speak for themselves whenever possible.
    b. An informal hearing will be scheduled after the student's evaluation. The student remains withdrawn on an interim basis until the hearing is completed but may be authorized in writing by the VPSA to enter University premises for the hearing or necessary purposes.

5. Informal Hearing Guidelines
    a. The student will receive written notice of the time, date, and location.
    b. The entire case file, including an evaluation and the names of prospective witnesses, shall be available, by scheduled appointment, for inspection by the student in the Student Affairs Office during normal business hours. The file, which shall be available a minimum of two business days before the informal hearing, need not include the personal and confidential notes of any University official or participant in the evaluation process.
    c. The hearing is informal, conversational, and non-adversarial; formal rules of evidence do not apply.
    d. The VPSA (or designee) directs the proceedings. Any disruptions may result in removal from the hearing.
    e. Those assisting the student, except for legal counsel, shall be given reasonable time to ask relevant questions of any individual appearing at the informal hearing, as well as to present relevant evidence.
    f. If the student does not appear after proper notice, the hearing may proceed in their absence.
    g. The evaluating mental health professional or relevant University officials may be asked to appear if deemed essential.
    h. The hearing may be recorded by the University and kept with the case file.
    i. A written decision shall be rendered by the Vice President for Student Affairs, or a designee, within a reasonable time after the completion of the informal hearing. The written decision, which shall be mailed or personally delivered to the student, shall contain a statement of reasons for any determination leading to involuntary withdrawal. The student shall also be advised as to when a petition for reinstatement would be considered, along with any conditions for reinstatement.
    j. The VPSA's decision is final and not subject to appeal.
    k. Reasonable deviations from these procedures shall not alter or invalidate a proceeding.
    l. All parties involved will be reminded of the student's right to confidentiality and their obligation to comply.
    m. These standards do not preclude removal from the University nor do they provide exemptions to the Residence Life Handbook or other University regulations.

C. Interim Actions

Based on the nature and circumstances of a referral or reported incident, the Vice President for Student Affairs (VPSA) or designee, in consultation with appropriate University officials, may authorize interim actions to ensure the safety and well-being of the parties involved and the broader University community. These actions are not disciplinary sanctions but temporary measures implemented pending the outcome of an investigation or conduct process. Interim actions may include, but are not limited to, the following:

1. Interim Suspension
    a. The VPSA (or designee) may suspend a student on an interim basis prior to the resolution of the student conduct process when evidence indicates that the student's continued presence in the University community poses a significant risk to:
        i. The safety and well-being of self or others;
        ii. The preservation of University property and facilities; or
        iii. The orderly functioning of normal University operations.
    b. Interim suspension may take effect immediately and without prior notice.

c. During an interim suspension, the student will be denied access to University premises, including residence halls and in-person classes.
d. The student will be given notice of the action and the opportunity to meet with the VPSA (or designee) within five (5) business days of the effective date to review the reliability of the information and to show cause why the suspension should not remain in place.
e. This meeting is not a conduct hearing on the merits of the allegation(s) but an administrative review of the appropriateness of the interim action.

2. Emergency Removal
In situations requiring immediate action to protect health, safety, or University operations, the VPSA (or designee) may impose emergency removal from University premises or specific programs.
    a. The student will be provided notice of the removal and an opportunity to meet with the VPSA (or designee) prior to implementation, or as soon thereafter as reasonably possible. This meeting is not a conduct hearing on the merits of the allegation(s) but an administrative review of the appropriateness of the interim action.
    b. If the student does not request a meeting within three (3) business days, the right to object is waived.
    c. There is no appeal process for emergency removal decisions.
    d. Violation of an emergency removal order may result in additional discipline, including expulsion.
    e. The University will apply the least restrictive emergency action possible, which may include:
        i. Removal from residence halls;
        ii. Restricted access to facilities, services, or equipment;
        iii. Temporary withdrawal or incomplete grades without financial penalty;
        iv. Administrative leave;
        v. Suspension from extracurricular activities, student employment, organizational leadership, or athletics.
    f. Alternative academic arrangements may be considered to minimize disruption, when appropriate.

3. Cease and Desist Orders
The VPSA (or designee) may issue a Cease and Desist Order to a student or student organization when continued activity poses a threat to the health and safety of its organization's members or others in the University community (e.g., in cases of alleged hazing).
    - Orders may take effect immediately and without prior notice.
    - The directive may restrict meetings, programs, operations, interactions, or other group activities until the matter is resolved.

4. No Contact Orders
The VPSA (or designee) may issue a No Contact Order directing students not to have direct or indirect contact with another student, staff, or faculty member.
    - Violations of a No Contact Order will result in further disciplinary action.
    - No Contact Orders may be issued as interim measures or sanctions, depending on the circumstances. See additional guidance below.

5. General Provisions
    - Interim actions are not considered sanctions but are temporary safety measures.
    - Reasonable deviations from these procedures will not invalidate a proceeding.

- All parties involved will be reminded of confidentiality requirements and their responsibility to comply.

No-Contact Order Guidance

Upon request of a student and/or following an investigation by the Vice President for Student Affairs (or designee) a No Contact Order may be established between two or more students. These agreements are issued for a minimum of six (6) weeks and may be reviewed for extension at the end of the initial period.

The Vice President for Student Affairs, or designee, has the authority to implement, modify, or terminate No Contact Orders against students, regardless of whether a referral of prohibited conduct has been made under this Code, and consistent with all applicable University policies and procedures. The Vice President for Student Affairs, or designee, may consult with other University officials, as appropriate, in issuing such directives.

No Contact Orders are typically between two or more individuals and are designed to prevent direct or indirect communication between the parties. They are generally non-punitive and are not considered a sanction, unless specifically ordered as part of a disciplinary outcome.

No Contact Orders are effective immediately, without prior notice, when there is evidence that continued interaction between students poses a substantial threat to themselves, others, or to the stability of normal University operations, including but not limited to the educational or work environment.

No Contact Orders may, but are not required to be, implemented as an interim measure under this Student Code of Conduct and may remain in place following the conclusion of any University proceeding.

Violations of a No Contact Order constitute a violation of the Student Code of Conduct and may result in disciplinary action.

Disciplinary Records

When disciplinary action is taken against a student and a sanction is imposed, a record of the action will be maintained by the Division of Student Affairs in accordance with the University's record retention schedule. Records of expulsion are kept permanently. OLLU does not expunge disciplinary records.

Maintaining accurate records of past conduct is essential for the University to make informed decisions regarding both individual students and the broader community. Many outside agencies requesting disciplinary information expect full disclosure of a student's disciplinary history, regardless of whether an institution has a policy of expungement. OLLU retains disciplinary records to provide accurate information that assists students and to comply with the University's Family Educational Rights and Privacy Act (FERPA) policy.

In accordance with Texas law, the University must include a transcript notation for any student determined to be ineligible to reenroll for reasons other than academic or financial. This may include disciplinary suspension, dismissal, or expulsion. Additionally, if a student withdraws while disciplinary charges are pending, that could result in ineligibility to reenroll for reasons other than academic or financial, the University must continue the disciplinary process to a final determination of responsibility. An interim action or ordinary administrative hold does not, by itself, make a student ineligible to reenroll.

The University will place the required notation on the student's transcript after the matter becomes final through completion of an appeal or expiration of the appeal deadline.

A student may submit a written request to the Registrar to remove the notation when:

1. The student has become eligible to reenroll; or
2. The student believes good cause exists to remove the notation.

The request should explain the basis for removal and include any supporting information. The Registrar will consult with the Vice President for Student Affairs or appropriate designee and provide the student with a written decision.

Notification of Outcomes and Disclosures

The University may contact the parents or guardians of a student in situations where there is a health and/or safety risk. The University may also notify the parents or guardians of non-dependent students under the age of 21 regarding alcohol and/or drug violations.

In accordance with the Family Educational Rights and Privacy Act (FERPA), the University reserves the right to share information about student conduct complaints with University employees who have a legitimate educational need to know.

Outcome determinations in student conduct cases are considered educational records and are protected under FERPA, except under specific circumstances. Consistent with FERPA requirements:

- When a student is alleged to have violated a University policy that constitutes a crime of violence or a sex offense, the University will notify both the respondent and the complainant (or, if applicable, the complainant's next of kin) in writing of the final outcome, regardless of whether a violation was found.
- The information released may include the respondent's name, the policy violation(s), and any sanctions imposed. In cases involving sex offenses, the rationale for the outcome will also be provided to the complainant.

If a student is found responsible for violating a policy that constitutes a crime of violence or a sex offense, the University may also release limited information to third parties in accordance with its FERPA policy.

FERPA defines crimes of violence and non-forcible sex offenses to include:

a) Arson
b) Assault offenses
c) Burglary
d) Criminal homicide—manslaughter by negligence
e) Criminal homicide—murder and nonnegligent manslaughter
f) Destruction/damage/vandalism of property
g) Kidnapping/abduction
h) Robbery
i) Sex offenses, forcible
j) Sex offenses, non-forcible

Article V: Student Organization Conduct

Whether on or off campus, student organization members are representatives of Our Lady of the Lake University and are held accountable to the Student Code of Conduct. As such, individual members, advisors, or the organization as a whole may be subject to sanctions through the Office of Student Affairs for inappropriate behavior. Additionally, any damages caused by an organization or its members may result in financial charges to the organization and/or the individual members responsible. Please refer to the Student Organization Conduct Policy for additional information.

Article VI: Sanctions for Student Organizations

Student organizations must comply with all local, state, and federal laws, as well as all University policies and procedures. Officers and advisors of student organizations are responsible for ensuring that organizational activities uphold these expectations. If a student organization violates University policy or civil law, both the organization and its officers or advisors may be held accountable. Please refer to the Student Organization Sanctions Policy for additional information.

Article VII: Academic Dishonesty Policy

Academic Dishonesty refers to student conduct in academic assignments or situations which violates the norms of the academic community of students and scholars. In practice, it usually refers to academic cheating or plagiarism. Our Lady of the Lake University distinguishes between Academic Dishonesty, which is handled through the Academic Affairs Division, and other violations of the Student Code of Conduct, which are dealt with by the Office of Student Affairs.

Penalties for academic dishonesty may include expulsion or suspension from the University, failure or grade reduction in the affected course or assignment, or a lesser penalty as appropriate.
Academic Cheating means an act or attempted act of deception by which a student seeks to misrepresent information. Examples include, but are not limited to, the following:

a) copying from another student's test paper;
b) allowing another student to copy from one's test paper;
c) using textbooks, notes, and other unauthorized materials during a test;
d) collaborating with others during a test or on a project where collaboration is not permitted;
e) theft, purchase, or other acquisition of all or part of an un-administered test;
f) soliciting or giving away all or part of an un-administered test;
g) bribing another person to obtain all or part of an un-administered test;
h) substituting for another student or permitting any other person to substitute for oneself to take a test;
i) submitting as one's own, in fulfillment of academic requirements, a theme, report, term paper, essay, other written work, painting, drawing, sculpture, other art work, computer program, media production, or other academic assignment prepared totally or in part by another;
j) selling, giving, or otherwise supplying to another student for use in fulfilling academic requirements, any theme, report, other written work, art work, computer program, media production, or other academic assignment.

Plagiarism means the inclusion of someone else's words, ideas, or data as one's own work. Examples of plagiarism include, but are not limited to, the following:

a) quoting another person's work, complete sentences or paragraphs, or whole works without acknowledgement of the source;
b) using another person's ideas, opinions or theories without acknowledgement of the source;
c) borrowing facts, statistics or other illustrating material without acknowledgement of the source;
d) copying another person's essay test answer;
e) copying or allowing another person to copy computer files that contain another student's assignments and submitting them either in part or in full as one's own work;
f) working together on an assignment or sharing computer files and submitting that assignment as one's individual work.

Article VIII: Student Behavior Intervention Team

The Our Lady of the Lake University Student Behavior Intervention Team's (SBIT) mission is to work collaboratively to protect, as much as possible, the health, safety and welfare of our students and the members of the University community. The purpose of the SBIT is to receive and review the information regarding behavioral incidents and to ensure a thoughtful, well-coordinated University response to them. Specifically, the charge for this team is to:

1. Assess situations involving students who pose a potential risk of harm to persons or property in the University community or are of substantial disruption to University activities in accordance with policies stated in the Student Code of Conduct;
2. Consult with faculty, staff and other students affected by the behaviors of concern;
3. Coordinate the University response to violent, threatening, or potentially dangerous students;
4. Develop a specific strategy to manage the threatening or potentially dangerous behavior and to minimize the potential threat to the University community; and
5. Make recommendations to responsible University officials on appropriate action consistent with University policy, procedures as well as state and federal law.

The SBIT is chaired by the Vice President for Student Affairs. The SBIT core team members include the following OLLU employees:

- Vice President for Student Affairs
- Assistant Vice President for Student Affairs & Dean of Students
- University Chief of Police and Police Lieutenant
- Director of Residence Life
- Director of Counseling & Wellness Services
- Director of Accessibility Services
- Faculty Representative(s)
- Compliance Officer & Title IX Coordinator

The core team is porous. University officials who are involved in a case may be invited to attend and participate in SBIT meetings. The SBIT depends on community members to help keep the community safe. Staff, faculty and students are asked to bring concerns to the attention of the team. Faculty, staff and students can alert us of concerns by submitting a "Behavioral Concerns Form" online or by emailing, calling, or visiting a team member. Reports can be submitted anonymously. All cases will be treated professionally, confidentially and with the utmost care and respect. Concerns regarding the behavior of a faculty or staff member should be directed to the Human Resources Office via email at hrteam@ollusa.edu or phone at 210-431-3970.

Article IX: Interpretation and Revision

A. Any questions of interpretation regarding the Student Code of Conduct shall be referred to the Vice President for Student Affairs (or designee) for final determination.
B. The Student Code of Conduct may be modified by the Vice President for Student Affairs as needed. Any modification of the Student Code of Conduct shall be made in writing, available for viewing in the Student Affairs Office, posted to the university website, and a notification will be sent to students that an updated publication is now available.
C. The handbook is in effect until the next publication is made and posted on the university website. Students will be notified when an updated publication is made.
D. A current version of the Student Handbook can be found on the Student Handbook webpage.

X. HEALTH AND SAFETY

Community Counseling Service (Off-Campus Location)

Community Counseling Service is the University's primary training site for graduate and doctoral counseling psychology students. Community Counseling Service is primarily concerned with addressing the underserved counseling needs of the Westside San Antonio community. Services offered by psychologists, marriage and family therapists, professional counselors and doctoral and master's level graduate students include confidential individual, couple, marital and family counseling, as well as psychological testing and biofeedback services. Community Counseling Service is a component of the School of Professional Studies and is located at the Holy Cross Family Practice Clinic (590 N. General McMullen). The phone number is 210-434-1054 and appointments are scheduled Monday through Friday.

Accessibility Services

The Accessibility Services Office strives to empower students with disabilities to gain success in and access to their educational, professional, and personal opportunities afforded with the skills of self-reliance and self-advocacy on campus and in the community. The Accessibility Services office is committed to diversity and a campus culture of inclusion that is necessary for a rich learning environment and essential in preparing students to work, live, and contribute in an increasingly complex society. Accessibility Services supports students with disabilities by providing academic and access accommodations, support, advocacy, and connecting students with resources both on and off campus. To qualify for services, students must provide appropriate documentation of a disability at the time services and/or accommodations are requested. Upon completion of the verification process, staff will forward a letter that lists the services and accommodations that are deemed reasonable. The letter is distributed to the student, relevant campus offices that provide services, the dean who oversees the school/ college in which courses are taken, and the professors who teach the class. Students who would like to request accommodations can visit the following link: https://ollusa-accommodate.symplicity.com/public_accommodation/

Counseling & Wellness Services

Counseling & Wellness Services aims to promote a collaborative, holistic, and wraparound approach to student wellness. Counseling & Wellness Services offers free and confidential mental health services for any enrolled student who lives in the state of Texas, regardless of campus location (in person and virtual) and hosts a variety of wellness events throughout the year. Counseling & Wellness Services adheres to the ethical and legal standards of the counseling profession and is committed to maintaining confidentiality within certain ethical and legal limits.

Counseling & Wellness Services offers a wide range of mental health services including: screenings, intakes, consultations, individual counseling, psychoeducational groups, support and process groups, referral services, presentations and dissemination of mental health information. If the students' needs are beyond the scope of the specialty of the clinical staff and the resources of the department, students are referred for counseling services to community agencies as well as private providers. Counseling & Wellness Services is located in Walter Center suite 206. For more information or to register for services students can contact us at 210-431-4053 or counselingandwellness@ollusa.edu. You can also find information about our events and services, access wellness resources, and event register for services at Counseling & Wellness Services website. An appointment is not necessary to request services. Students can request services in person without a prior appointment.

OLLU partners with Uwill, a telehealth vendor, to provide free mental health and medical services to all enrolled students. Register for services at https://medical.uwill.com/. Uwill offers both virtual scheduled counseling services and 24/7/365 in the moment emotional support, as well as 24/7 virtual urgent medical services. When registering, please be sure to use OLLU's zip code (78207) so services remain free.
If you are experiencing an emergency on campus, please contact Campus Police at (210) 433-0911 or go to the nearest emergency room. Commuter students experiencing emergencies after hours and off campus, please call 911 or go to the nearest emergency room. Please take note of the following emergency numbers (Unless noted, these phone numbers are available 24 hours a day, seven days a week.):

988 Suicide & Crisis Lifeline — Call or Text 988 (24/7)
- Para ayuda en español, llame o envíe un mensaje de texto 988
- Deaf/hard of hearing: call, text, or videophone 988, or for TTY users, use your preferred relay service or dial 711 then 988

Veterans Crisis Line	1-800-273-8255
LGBTQ Youth Crisis Hotline (Trevor Project)	1-866-488-7386
TransLifeline (available Monday-Friday, 12:00 p.m.-8:00 p.m.)	1-877-565-8860
The Center for Health Care Services (CHCS) Crises Line:	210-223-7233 or 1-800-316-9241
Crises Care Center (CHCS)- Assessment over the phone:	210-225-5481
Mobile Crisis Outreach Team (CHCS):	210-223-7233
Emergency Room at the University Hospital	210-358-2078
The United Way Help Line	211 or 1-877-541-7905

Don't want to talk? You can also get support through text and chat, available 24 hours a day, seven days a week.
- Lifeline Chat - available 24 hours a day, seven days a week
- Veterans Live Chat - available 24 hours a day, seven days a week
- LGBTQ Youth Crisis Chat/Text (TrevorChat/TrevorText) - follow link for chat or text START to 678678.

Below is a list of the nearest emergency rooms for behavioral health needs:

Center for Health Care Services - The Restoration Center
601 N. Frio
San Antonio, TX 78207
Main Number 210-225-5481 or Crisis Line 210-223-7233

Metropolitan Methodist Hospital
1310 McCullough Ave.
San Antonio, TX 78212
Main Number: 210-757-2200
Emergency Department: 210-757-2280
http://sahealth.com/location/metropolitan-methodist-hospital

University Hospital — Behavioral Health ER
4502 Medical Drive
San Antonio, Texas 78229
210-358-8881
https://www.universityhealthsystem.com/services/behavioral-health

Methodist Specialty & Transplant Hospital – Behavioral Health ER
8023 Floyd Curl Dr.
San Antonio, TX 78229
Main Number 210-575-8110
Mental Health and Wellness | Methodist Hospital Specialty and Transplant

Emergency Procedures for Students

The most important thing to remember in any emergency is to remain calm. Confusion and fear will do nothing to alleviate personal discomfort or the discomfort of others. Irrational behavior may put lives in serious jeopardy. The following basic steps can apply in any emergency situation:

1. Assess the scene.
2. Call University Police at their emergency number: (210) 433-0911.
3. Off-campus, call 911.
4. When calling in an emergency, be calm and give the best description as possible as to the location, number of participants involved and remain at the scene until the University Police arrives.
5. Care for any victims within your capabilities as long as doing so will not endanger lives.

Note: The University Policy non-emergency number is (210) 431-4022. They are available 24 hours a day, 365 days a year.

Emergency Response Management Plan

Our Lady of the Lake University of San Antonio is an institution of higher learning that may be subject to minor or major disruptions due to occurrences beyond the control of the institution. The particular disruption or emergency will be responded to as the situation necessitates. The institution will provide service, as practical, during periods of emergencies and disruptions. The institution will communicate with the University community through InformaCast or social media, as deemed appropriate. Students are reminded to download and login to the InformaCast app as explained earlier in the handbook.

The President or designee shall make the determination to close the entire institution, suspend or postpone classes, curtail activities, or make the University available for community support.

Each department and office shall be responsible for the distribution of emergency information and the development of emergency procedure consistent with the responsibilities in its areas.

Authority

1. Authority to completely close the University rests with the President or designee. In the absence of the President and Executive Vice President, then the Provost/Vice President for Academic Affairs and the Vice President for Student Affairs will make that decision.

2. In those cases where an emergency may be of such magnitude that it requires a timely decision and the President and Vice Presidents are not available, those administrators or staff immediately faced with the problem should take the action necessary to preserve life and property in conjunction with Campus Police until such time as an officer of the University can be contacted.

Notification of Health Insurance Requirement

All OLLU undergraduate students enrolled in seven or more credit hours will be required to maintain health insurance for the academic year. The health insurance policy must be a hospitalization, illness and accident policy.

Once undergraduate students register for classes, they will automatically be enrolled in OLLU's health insurance plan. The policy fee will be reflected on the student's bill. Undergraduate students who currently have health insurance, or are on their parent's health insurance, will have the opportunity to submit a waiver to have the fee removed after registration.

Master's and doctoral students have the option of adding the OLLU's student health insurance plan to their account upon request to studentaccounts@ollusa.edu.

Note: This policy does not apply to students taking 100 percent online classes. International Students: All international students are required to maintain the OLLU health insurance. Per Our Lady of the Lake University policy, international students are not allowed to waive coverage. As such, the health insurance policy fee cannot be removed from an international student's bill.

Students will be asked to provide current insurance information to ensure it meets the minimum requirements for health insurance coverage. If the waiver is approved, the fee will be removed from the student's bill.

Note: Please allow five to seven business days from notification of the waiver approval for the health insurance fee to be removed from the bill.

Immunization

ALL (undergraduate, graduate, online students and weekend college) students currently enrolled or enrolling in OLLU, under the age of 22 years, must submit the Meningitis Verification/Education Form to the Counseling & Wellness Services Office. Entire medical history is not required. The Bacterial Meningitis vaccination is the only State mandated vaccine for individuals under the age of 22. Certain degree programs may require additional immunizations. Check with your specific college and plan.

Police Department

The Our Lady of the Lake University Police Department (UPD) provides quality community-oriented police services, while building problem-solving partnerships with students, faculty, staff and the Congregation of Devine Providence (CDP). Our core values provide the foundation to serve our community with respect and professionalism.

Mission: is to handle every call for service with safety being our priority.
Duty: is to create a safe learning, working, and living campus environment.
Service: is to be prompt, courteous and never biased.

Speech-Language and Hearing Services

The Harry Jersig Center (HJC) is the University's primary training site for graduates in the Communication Disorders Department. HJC is primarily focused on the evaluation and treatment of individuals with speech-language-hearing-voice-swallowing disorders. Graduate students provide the services supervised by certified Speech-Language Pathologists. Everyone at HJC is concerned with meeting the needs of individuals with communication-hearing-swallowing disorders. Any individual exhibiting speech and/or language difficulties may schedule an evaluation concerning the suspected disorder. Confidential services are provided and fees may be assessed. For appointments call 210-431-3938 Monday through Friday.

XI. ATHLETICS

Our Lady of the Lake University participates in the National Intercollegiate Athletic Association (NAIA), is a Red River Athletic Conference (RRAC) member, and competes against schools from Texas, Louisiana and New Mexico. The purpose of intercollegiate athletics is to provide an opportunity for each student-athlete to develop their potential as a skilled performer in a highly competitive yet, educational setting. Educational opportunities provide experiences in which student–athletes encounter a progression in self-discovery, growing emotionally, socially, and intellectually, in conjunction with the intercollegiate athletics program. The Athletic Department offers 21 athletic programs for students to participate in. Coaches and athletic administration are located in the University Wellness and Activities Center (UWAC). Refer to the "Student-Athlete Handbook" for additional information.

XII. RESIDENCE LIFE

The Office of Residence Life offers a variety of options for students who wish to live on campus. Living on campus offers the advantage of 24/7 access to campus events, resources and your friends. Living on campus helps you build life-long connections. Learning to live in community and creating a home away from home is one of the great lessons of college. Living with different types of people teaches understanding, patience, humor and the meaning of deep, forever friendships, as well as the obvious life skills such as budgeting and time management. Students receive educational, cultural, recreational and social support through our guided group living environment. Living in the University's residence halls is optional and not required as a condition for enrollment; however, some scholarships require recipients to live within campus housing. Refer to the "Residence Life Handbook" for additional information.

XIII. STUDENT ORGANIZATION POLICIES AND PROCEDURES

Our Lady of the Lake University supports students' right to form and join organizations that reflect their interests, goals, and values. Student organizations must complete the appropriate recognition process before they may represent themselves as affiliated with OLLU or access University spaces, funding, communication systems, and other resources. University recognition is a privilege and does not mean that OLLU endorses every position, activity, or program of an organization.

Recognized Student Organizations (RSOs), Chartered Student Organizations (CSOs), and their members, officers, and advisors are responsible for following all applicable University policies and procedures. Organizations that do not meet these expectations may lose privileges, be referred to the Student Organization Conduct Process, or receive other sanctions. The following policies and procedures provide the primary requirements for establishing, maintaining, and operating a student organization at OLLU.

Policy for Recognition of Student Organizations

Policy for Recognition of Student Organizations: The Policy for Recognition of Student Organizations explains the requirements a student group must meet to receive and maintain official University recognition. A recognized organization must support OLLU's mission, values, traditions, and Catholic identity; have a clear and appropriate purpose; maintain active student leadership and membership; and complete all required registration, training, advising, reporting, and financial responsibilities. The University may limit organizations with the same or substantially similar purposes to ensure that each organization has sufficient student interest and support.

Student Organization Registration Renewal Procedure

Student Organization Registration Renewal Procedure: All RSOs and CSOs must complete the Student Organization Registration Renewal Procedure each fall and spring semester to maintain University recognition. Required materials include the Registration Renewal Form, an updated list of officers and advisors, a current membership roster, applicable constitutions and bylaws, and the Student Organization Account Authorization Form. Because CSOs operate as extensions of University departments, they are not required to maintain separate constitutions and bylaws.

Student Organization Conduct Policy

Student Organization Conduct Policy: Student organizations and their members represent OLLU when participating in organization-related activities, whether those activities occur on or off campus. Organizations, individual members, officers, and advisors may be held accountable for conduct that violates University policy, threatens the safety or rights of others, disrupts University operations, or conflicts with the organization's approved mission and governing documents. Organizations and individual members may also be financially responsible for damage or loss resulting from their actions.

Student Organization Sanctions Policy

Student Organization Sanctions Policy: Student organizations must comply with University policies and all applicable local, state, and federal laws. When an organization is found responsible for violating the Student Organization Conduct Policy, sanctions are determined individually based on the nature and seriousness of the violation, the organization's conduct history, and the circumstances of the case. Sanctions may be imposed separately or in combination and may apply to the organization, its officers, its advisors, or individual members when appropriate.

Service Based RSO Policies

Services Based RSO Policies: A recognized fraternity or sorority that is not classified as an academic honor society is considered a Service-Based Registered Student Organization. Service-based RSOs must work directly with the Center for Service-Learning and Volunteerism (CSLV) to ensure that their service activities address identified community needs and follow University requirements.