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# School of Graduate Studies (SGS) Student Manual

All registered graduate students are subject to the policies and regulations of St. George's University and the School granting the degree, as they refer to specific graduate studies programs.

## Administrative Policies and Procedures

### Acceptance

The School of Graduate Studies offers graduate degrees, including: Masters of Public Health (MPH), Masters of Business Administration (MBA); Masters of Education (MEd), Masters of Arts in Clinical Community Psychology (MA), and the research programs: Masters of Sciences (MSc) and Doctor of Philosophy (PhD) stand-alone degrees. Dual MPH, MBA and MSc Degrees are offered with the Doctor of Medicine and Doctor of Veterinary Medicine professional programs.

Acceptance into any of these degree programs will be according to established policies and procedures for each program, which are to be found by contacting the Office of Graduate Studies or on the [University website](#).

All students in dual degree programs will have the appropriate MD or DVM credits applied to their graduate degree program as a pass/fail grade.

### Program Registration

All students are required to register on or before the first day of classes each term as scheduled by the Office of the University Registrar (OUR).

- Students in dual degree programs should register for both programs simultaneously, if applicable.
- Non-matriculated graduate students taking a course in the MBA program may register for a course up to one week prior to the start of the course.

## Check-In

In order to complete a check-in, students must have financial, academic and health insurance clearance.

New students who are not pre-registered in specific courses must first meet with their Academic Advisor to determine their course schedule.

Students should contact the Office of Student Finances before proceeding to Grenada. It is the responsibility of students to ensure good financial and academic standing. Students should not proceed to Grenada without financial and academic clearance.

## Faculty Advisor-Advisee Program

All matriculated graduate students are assigned an academic advisor as described within each of the different graduate degree programs to guide and facilitate their academic program. The advisor plays an important role at the time of academic promotion and in the appeals process described later. The views of advisors and their interview summaries are filed with the Dean of Students for future reference (for example, Dean's Letters).

## Academic Policies

### Add/Drop Policy

Students are permitted to add or drop a course up to the end of the first week of that course. Students should consult with their faculty advisor or department chair prior to adding or dropping a course. Students must complete the [Add/Drop](#) form available in the Office of the University Registrar and submit it with all required signatures by the add/drop deadline. No record of the dropped course will appear on students' transcripts.

Non-attendance does not constitute dropping a course. No refund or credit will be granted for courses that are not officially dropped by the appropriate deadline.

### Class Attendance

Students are expected to attend all classes and other related academic activities such as labs,

small group discussions, online courses/activities, and field trips, as defined in all courses. Faculty members may take class attendance and participation into account when determining grades, provided that a clear written statement on this aspect of the course and its impact on grading is described in the course syllabus, which is distributed in class at the beginning of each term.

## Medical Excuse

# SGU-SGS Absence Reporting Procedures

## SGU-SGS ABSENCE REPORTING PROCEDURES

Medical excuses will be based on self-reporting by students. Students who feel they are too sick to take an examination or attend a required educational activity must fill out the [Medical Excuse Form on the University Portal](#). This form will be sent automatically to the Course Director(s), University Health Services, Dean of Students Office, and Dean of the School of Graduate Studies.

The Medical Excuse Form states that the student does not feel well enough that day to take an examination or participate in another required educational activity.

Students are only allowed two such excuses in an academic year. The third excuse results in the case being reviewed by the Dean of Students (DOS), the SGS Dean's Council and the Director of the University Health Services (UHS), which may result in a Mandatory Medical Leave of Absence (MMLOA). Refer to the policies on Completion Examinations in this manual located further below in this section.

Students may request a medical excuse request for three consecutive days. If illness persists for more than three days, students are not advised to fill out a second Medical Excuse Form. Students are directed to visit University Health Services.

# SGU-SGS Policy on an Excused Absence (EA) for Students

The policy on the conditions under which an approval for an Excused Absence (EA) with allowance for taking a completion quiz/examination/lab, if missed during the EA is granted, is as follows:

A valid excuse for approval of an EA constitutes a medical excuse, or a non-medical excuse (family emergency-health, funeral, attending a conference, religious observance, or other extenuating circumstances).

## Medical Excuse

Only two (2) medical excuses (without a Physician's certificate) per year are allowed.

In the event of illness during the course of an examination, it is students' responsibility to notify the instructor immediately, report to University Health Services for evaluation/treatment, and obtain written verification of an incapacitating illness from a licensed physician, which must be submitted to the Dean of Students in order to re-sit the examination.

## Grading

### Grading

The grading system, unless otherwise indicated, follows the grading policies of the School of Graduate Studies. The system, which documents the academic progress of students, is designed to recognize superior work, as well as provide indications of serious academic problems. Faculty members assign a letter grade to all students reflecting their performance in a course according to the grading policy defined for the course by the course instructor that is distributed to the students on the first day of classes. Grade points are assigned to each letter grade based on a 4.00-point system and the number of credits for each course. Cumulative grade point averages are calculated each term.

#### Letter Grade Points Grade Points Meaning

A	4.00	Excellent
B	3.00	Good
C	2.00	Satisfactory

#### Letter Grade Points Grade Points Meaning

F 0.00 Fail

Some courses are designated to be graded Pass/Fail ("P" or "F").

Students must receive a grade of "A," "B," "C," or "P" in all courses as designated by the grading scheme for that course.

## W – Withdrawal

Withdrawals are given when students withdraw from a course after registration. Students who are granted an approved Leave of Absence (LOA) will receive "W" grades for all courses except those courses which have been completed prior to the LOA. Students may withdraw from individual courses during the first 67% of the term. After this time period, students cannot drop courses. They may however, request a Leave of Absence (LOA) for the remainder of that term or longer.

More information on LOAs can be found in the [Leave of Absence](#) section of the General Policies for All Students.

## I – Incomplete

Incompletes are interim grades. Incomplete grades are given when course requirements have not been completed due to serious mitigating circumstances such as illness or family emergencies. The Office of the Dean of Students, through the SGS Associate Dean of Students, must approve the reason supporting the receipt of "I" grades. "I" grades remain on the transcript until another grade is given upon completion. If students have an "I" grade on their transcript, the required coursework must be completed prior to registration for the next term. If the work is not completed and the grade not received from the instructor within 30 days, the Incomplete ("I") will be automatically changed to a Fail ("F") by the Office of the University Registrar.

## CC – Continuing Credit

A Continuing Credit (CC) is given when course requirements are not completed within the term. The Course Director submits CC grades for the course that have not been completed during the term. Students will have a "CC" on their transcript until that course is completed and the final grade is assigned by the Course Director.

## NG – No Grade

A No Grade (NG) may be given if no final grade is submitted to the Office of the University Registrar by the Instructor for a registered course, at the end of the term.

Neither the Committee for Satisfactory Academic Progress and Professional Standards nor the Appeals Panel hears individual course or examination grade disputes. Students who wish to contest an examination or course grade should consult the Course Director. If the matter remains unresolved after discussion with the Course Director, students may raise the issue with the Chair of the student's Supervisory Committee, and if there is no resolution, this issue can be taken to the Dean of the School of Graduate Studies.

## MPH Examination Policies and Procedures for ExamSoft

## MPH Examination Policies and Procedures for ExamSoft

The following guidelines supplement the general guidelines outlined in the section [University Examination Policies and Procedures](#) of the SGU Student Manual. Each examinee is responsible for reviewing and adhering to these policies.

Students who fail to appear for an examination without an approved excused absence (Medical/non-Medical) will receive a grade of zero ("0") for the examination. Students may appeal to the Dean of the Graduate Studies.

## Examinations and Religious Observances

A student who wishes to observe a religious holiday on an examination date may take a completion examination on the scheduled date if appropriate protocol is followed for documenting the religious observance.

For all medical and non-medical excuses, please see the [Absence Reporting Procedures Section](#) in the Student Manual.

## Prior to Exam Day

Each student is required to provide the necessary environment for online testing, including, but not limited to:

1. Personal computer meeting the required hardware and software specifications, including webcam and microphone, outlined in detail on the [Examination Services of the Office of Institutional Advancement \(OIA\) website](#). Please follow the specifications for ExamSoft examinations with ExamID and ExamMonitor enabled.
2. A quiet, private location, where they can take the examination without disturbance, where they can take the examination alone, at a desk, sitting up-right on their chair and staying silent for the whole duration of the examination.
3. Examinees are required to take the onboarding/practice (mock) examination no more than 7 days prior to an exam day, to ensure their computer is working properly.
4. For this purpose, the mock exam can be assessed at any time as follows:
  1. Assessment Name: ExamID and Monitor Mock Exam (PW -Mockexam1)
  2. Password: Mockexam1
5. Examinees experiencing technical difficulties prior to exam day must immediately contact the online support team [TellExaminationServices@sgu.edu](mailto:TellExaminationServices@sgu.edu) for assistance.

## Exam Download

You are required to download all blocks of an examination during the 24-hour download window indicated by the Course Director in the Examination Announcement. We strongly advise

to start the download procedure early, to be able to get the necessary help in time, and to avoid unnecessary stress.

1. If you are unable to download all examination blocks (not just the first block), you must contact the online support team [TellExaminationServices@sgu.edu](mailto:TellExaminationServices@sgu.edu) immediately, but no later than 30 minutes prior to the CHECK IN TIME for the first examination block.
2. If you fail to download all blocks and have not notified the online support team [TellExaminationServices@sgu.edu](mailto:TellExaminationServices@sgu.edu), you will automatically get a score of “zero” for the examination.

## Exam Day Preparations

Prior to starting the ExamID personal identification process, a student makes sure all the requirements for online proctoring are met, including:

1. Making sure the room is well lit, and the camera is taking a frontal view, with the examinee's face in the center.
2. The entire face of the examinee must be visible, especially eyes and mouth, at all times.
3. Hair long enough to cover the eyes and ears must be pulled back. Hats or other headwear are prohibited.
4. Reading glasses with clear lenses are acceptable, but tinted glasses or sunglasses are prohibited.
5. The examination room must be consistently well-lit, with a plain background, avoiding dark shadows across the examinee's face.
6. Personal Student ID issued by SGU, ready for display. A government-issued photo ID is the only permitted alternative.
7. Talking is not permitted for the whole duration of the examination. You are not allowed to read aloud any parts of the question or the question choices, and you are not allowed to express your thoughts in spoken language.
8. Leaving the examination desk, no matter how brief, is not permitted during an examination block.
9. Bathroom breaks are limited to the times prior to the examination, after the examination, or during the breaks between examination blocks.

10. Items banned from regular, on-site examinations, are also banned during online examinations. This includes, but is not limited to
  1. Cell phones
  2. Other electronic or communication devices
  3. Wrist watches
  4. Hoodies
  5. Scrap paper
  6. Pens, pencils, or stylus
  7. Food or beverages
  8. Water bottles
11. Additional items banned from online examinations are:
  1. Headphones, earphones, headsets
  2. Earplugs
  3. White boards – you will be able to use the “Notes” function within ExamSoft instead

## Password Announcement

Passwords will be announced via the online course management system (Sakai) / email notification approximately 15 minutes prior to CHECK IN TIME of each examination block.

If you are not taking this examination because of a medical or any other valid excuse, please ignore the password notification, and do not proceed to the examination.

Once you START the first block of an examination, you are affirming that you are an active student in the course (not on LOA, not on CR) and that you are medically fit to take the examination.

Students who take the examination are not entitled to take the completion examination.

## The Examination

1. Students MUST start the personal identification process through ExamID as soon as they have received the examination password for the first examination block.
2. After the personal identification process, students MUST start the examination immediately, without any delay.

3. Examinees experiencing technical difficulties at any time during the examination must contact the online support team [TellExaminationServices@sgu.edu](mailto:TellExaminationServices@sgu.edu) immediately for assistance.
4. If you cannot send an email to the online support team [TellExaminationServices@sgu.edu](mailto:TellExaminationServices@sgu.edu), for example during an internet outage, you need to call +1 866-429-8889 instead, where your report will be logged.
5. All issues must be reported during the examination to the online support team (see above). Any issues reported to any party after the examination will not be considered.
6. Students who do not START the examination within 30 minutes from the announced CHECK IN TIME will receive a score of “zero” for the examination, unless there is documented evidence for an approved extension from the online support team [TellExaminationServices@sgu.edu](mailto:TellExaminationServices@sgu.edu).
7. Once an examination block has been started, the examinee cannot leave the examination desk for the duration of the examination block.
8. The examinee cannot return to a finished examination block.
9. All blocks must be completed and uploaded successfully, for a score to stand. The examination is void if only partially completed or partially uploaded.
10. If an examinee experiences a problem that the technical team cannot resolve, a completion examination will be offered (see classification of technical problems below).
11. If an issue is not communicated in a timely manner, then the examinee will not be given the opportunity to complete the examination.

## Technical Issues

Technical issues can arise and will be classified and dealt with as follows:

1. Resolved technical issue: A log will be kept on all technical problems that a student reports to the online support team [TellExaminationServices@sgu.edu](mailto:TellExaminationServices@sgu.edu). For all resolved technical problems the score of the student earned for the examination will stand.
2. Excused technical issue: If a student contacts the online support team in a timely



manner (with enough time to complete the exam), and they cannot solve the technical issue, students will be eligible (without penalty) for a completion examination. This will be solely determined by the online support team

[TellExaminationServices@sgu.edu](mailto:TellExaminationServices@sgu.edu)

3. Non-excused technical issue: Failure to comply with any of the above regulations, or failure to follow instructions from the online support team ([TellExaminationServices@sgu.edu](mailto:TellExaminationServices@sgu.edu)), will automatically lead to a score of “zero” (0 points) for the examination. A student may file an appeal to the Dean of their School (for SOM: The Dean of Basic Sciences Office).

## Appeals Process

A student who receives a “zero” for the examination because of any of the above stipulations may appeal against the “zero” score. A written appeal outlining the sequence of events, and explaining the circumstances that led to the compliance failure, has to be sent to the Dean of their School ([studentDOBS@sgu.edu](mailto:studentDOBS@sgu.edu) for SOM Basic Sciences). The Dean of Students Office may assist the student in the appeals process.

An Examination Irregularities Panel will review the written appeal of a student and make one of the following deliberations:

1. A score of zero will be retained for the examination.
2. The recorded score may be reinstated, if the investigation confirms that the files are intact, can be uploaded, and there is no doubt about the integrity of the files and their logged times or your integrity, in your attempts to ensure the files were uploaded. An academic penalty may be applied for non-compliance with examination procedures. The penalty may be up to 10% of the course grade.
3. The examinee may be required to take a completion examination at the end of term, and an academic penalty may be applied for non-compliance with examination procedures. The penalty may be up to 10% of the course grade.

## After Exam Day

1. All examination materials are the intellectual property of St George’s University. Reproduction and/or distribution of examination materials, by any means, including reconstruction through memorization, are strictly prohibited.
2. If you become aware of any suspicious activity related to an SGU examination, please notify the Course Director immediately.
3. Examination irregularities, including falsely reporting technical difficulties, potential violations of the honor code, or other breaches of the examination rules and regulations will be investigated.
4. The Course Director may withhold the examination scores during an ongoing investigation.
5. Once a violation of the examination rules and regulations has been confirmed, the Course Director may impose a score of “zero” (0 points) for the examination.
6. All ID files, monitoring files, and exam result files need to be uploaded for a valid exam score to stand. Absence of any of these files will result in a score of “zero” (0 points) for the examination.
7. Failure to meet the hardware and software requirements for the examination, including failure to update to the required version of Examplify, will result in a score of “zero” (0 points) for the examination.
8. In cases of severe violations of the examination rules and regulations, the Dean may initiate disciplinary action, which may ultimately result in dismissal.
9. When cheating is suspected, it is not the obligation of the University to prove violation beyond a shadow of a doubt, but rather by a preponderance of the credible evidence submitted. Any suspected violations are reviewed by a university panel.

## Satisfactory Academic Progress Guidelines

### Standards for Retention

For students to maintain good academic standing, a cumulative grade point average (GPA) of at least 3.00 (“B” average) and Pass (“P”) grade in all pass/fail courses must be obtained.



## Repeated Courses

Graduate courses may be repeated under the following circumstances: A course taken in which a student earned a grade of "F" may be repeated only once. Upon satisfactory completion, the credit and GPA of the first course will not be used to calculate the term nor cumulative GPA; only the grade from the course repetition will be utilized in the GPA calculation. Transcripts will reflect both the original and repeated course grades.

Courses that have been completed with a passing grade may not be repeated for the purpose of improving the grade. In the instance of the MD/MSc degree, the policy will apply to ALL courses that contribute to the MSc degree.

## Academic Progress Review and Prescribed Policies

### Committee for Satisfactory Academic Progress and Professional Standards

The Committee for Satisfactory Academic Progress and Professional Standards (CAPPS) evaluates the academic progress of all students at the end of each term (May, August, November).

This Committee is chaired by the Dean of Students (or designee) and is comprised of the Associate or Assistant Dean of the School of Graduate Studies, Course Directors, and the Chair Graduate Students' Supervisory Committees.

CAPPS reviews students' academic and nonacademic performance. The CAPPS determines:

- if students are making satisfactory academic progress (SAP)
- are to be recommended for dismissal
- are permitted to continue on academic or nonacademic probation

under specific conditions with a defined plan to remedy deficiencies within the specific program regulations.

The Committee has the prerogative to request that students appear before the CAPPS. The Dean of Students, in consultation with the course directors, faculty advisors, and the Department of Educational Services, monitors students' academic progress on an ongoing basis. This monitoring occurs to support the overall success of students.

If students have concerns about their academic progress (that have not been satisfactorily addressed), they should contact their Faculty Advisor or the Chair of the Graduate Affairs Committee, within the department with which they are registered.

## Academic Probation

Academic probation is an internal marker placed in students' progress files by the CAPPS. Students enrolled in Graduate Degree Programs in the School of Graduate Studies who are placed on academic probation, can be allowed the opportunity to improve their GPA by taking additional graduate courses or remediation of courses as allowed by the policies that govern each graduate program.

Students may remain on academic probation with a defined program to obtain a passing GPA (3.00) for a maximum of 3 terms. Failure to meet the required 3.00 GPA within this timeframe, will result in the student being recommended for dismissal at the next CAPPS meeting.

## Academic Appeals

When a student is recommended for dismissal, they will receive an official letter from the Committee for Satisfactory Academic Progress and Professional Standards (CAPPS) delivered to their official SGU e-mail address.

The student will be given the opportunity to appeal the decision based on the information in the letter of recommendation for dismissal, within five (5) days of receipt of the letter. After review of the appeal, the Dean of SGS will communicate its decision to the student, by email, within 10 days of receiving the appeal. During this time the student cannot register for any academic activities.

The student also has the option to **withdraw** from SGS within five (5) days of receipt of the letter of recommendation for dismissal. Students

who choose to withdraw will have their status changed to “Withdrawn” by the Office of the University Registrar.

## Requirements for Graduation

Students will be deemed to have fulfilled all the requirements for their chosen degree program after successfully completing all specified credits with a cumulative GPA of at least 3.00. This will be verified by the degree audit by the Office of the University Registrar.

<b>Degree Program</b>	<b>Required Credits</b>
MPH - Masters of Public Health	42
MD/DVM-MPH – Masters of Public Health (Dual)	42
MSc - Masters of Science	34
MD/DVM-MSc - Masters of Science (Dual)	34
MBA-IB – International Business	48
MD/DVM-IB – International Business (Dual)	48
MBA-MHM – Multi-Sector Health Management	34
MD/DVM-MHM – Multi-Sector Health Management (Dual)	34
MEd – Masters of Education	34
MACCP – Masters of Art in Clinical Community Psychology	36
PhD	60

For specific degree requirements, please see the program chair of the chosen discipline.

Students in the School of Graduate Studies are permitted to walk in the commencement ceremony as graduate candidates if they are within six credits of completing their degree.

## Matriculation Timeline

All Masters level degree programs have a completion timeline of 5 years whilst Doctoral degree programs have a timeline of 7 years. These timelines can be extended at the request of a graduate student providing details of why an extension is required and made in writing to the Dean of the School of Graduate Studies.