

## Northwood University Academic Catalog Addendum

*The Academic Catalog is updated and published every two years. The following content will be incorporated when next updated.*

Section	Topic	Content	Comments
VII	Student Complaints	<p>Northwood places high importance on obtaining feedback from students and responding to areas of concern in a timely manner. Complaints are addressed informally and formally. Each campus / program area has a process for collecting, analyzing and addressing formal student complaints. Formal complaints must be in writing.</p> <p>Northwood logs complaints and ensures timely tracking of response(s) and outcomes for each. The university regularly reviews complaints to determine potential systemic issues/themes and identify opportunities for improvement.</p> <p>Northwood communicates the process through a variety of means including student orientation and Student Handbooks.</p> <p>Students with a formal complaint or wishing to learn more about the complaint process should contact the respective Campus President at the Residential Campuses or the respective Deans of the DeVos Graduate School of Management, Adult Degree Program, or International Programs.</p>	<p>Content reflects long standing practices which are communicated through a variety of mechanisms supported by informal and formal documentation.</p> <p>These approaches have been strengthened and more consistently applied throughout the institution including documentation of requirements and procedures.</p>
VII	Credit Hour Policy	<p>Northwood University complies with the federal credit hour definition for all of its credit-bearing academic courses in all delivery formats and modalities.</p> <p>This policy provides consistent standards across campuses and program areas and meets the requirements specified by the Higher Learning Commission and federal regulations. Northwood adheres to these standards to ensure that students have an equivalent opportunity to achieve the Student Learning Outcomes in the respective courses. Courses offered in timeframes shorter than a semester or delivered in modalities other than traditional face to face format must have an equivalent number of hours dedicated to instruction and student work as that spent in a semester-based class.</p>	<p>Content added to ensure prospective and current students understand that Northwood University's policy and that the policy complies with federal and accreditation agency requirements.</p>
VII	Transferability of Credit	<p>As an institution regionally-accredited by the Higher Learning Commission, Northwood University's academic credit is recognized by other regionally-</p>	<p>Content added to ensure prospective and current students understand</p>

		accredited institutions. However, the receiving institution makes the determination as to whether credits count toward a student's desired degree or program of study.	transferability of Northwood University earned credits.
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