STUDENT SERVICES
Attendance at SAGU is designed as a life enriching experience. Graduate students are encouraged to participate in the spiritual and social activities provided through Student Services.

**SPIRITUAL LIFE**

Activities are promoted which contribute to the spiritual development of students. An important part of this program is the daily chapel period shared by the entire University community. Students are challenged by the administration, faculty, visiting guest speakers, and fellow students. Graduate students are welcomed to participate and encouraged to join the entire campus body in these chapel services. Emphasis is also placed on personal devotions. Spiritual life on campus is encouraged through several organizations and ministry groups.

**Global Prayer Focus**

SAGU serves as a Global Prayer Center representing the desire and focus of the districts of the SAGU region to put SAGU at the center of a worldwide prayer movement. The Hugh P. Jeter World Prayer Center is open daily to inspire intercessory prayer for all regions of the world as well as personal needs. The Road to Emmaus Prayer Walk features a prayer path of approximately one mile in length. Administrators, faculty, staff, and students use the walk daily for prayer and exercise.

**Student Ministries**

SAGU’s primary objective is the training of individuals to enter worldwide Christian service. In keeping with this objective, Student Ministries compliments academic training with essential practical training in Christian service. Therefore, all students are expected to be faithful in church attendance and are strongly encouraged to participate in local church ministries. Christian service should characterize every student’s life.

**PERSONAL LIFE**

SAGU maintains concern about the personal life of its students. All students are expected to conduct themselves at all times in accordance with the teachings of the Word of God, the accepted standards of the Assemblies of God, and the standards of conduct held by SAGU. SAGU students must realize the importance of exemplifying Christian living both on and off campus.

With those from various backgrounds, it is necessary that each student becomes acquainted with SAGU’s standard of conduct and dress. The University states its intention of making biblical principles its primary basis for conduct as referred to in the Assemblies of God By-Laws, Article IX, Section 6, as follows:

In view of the alarming erosion of national moral standards, we reaffirm our intention of holding up biblical standards against all forms of worldliness. We urge all believers to “Love not the world, neither the things that are in the world . . . For all that is in the world, the lust of the flesh, and the lust of the eyes, and the pride of life, is not of the Father, but is of the world (1 John 2:15-16).”

In its teaching regarding worldliness, the Scripture warns against participation in activity which defiles the body or corrupts the mind and spirit; the inordinate love of, or preoccupation with, pleasures, position, or possessions, which lead to their misuse; manifestation of extreme behavior, unbecoming speech, or inappropriate appearance; any fascination or association which lessens one’s affection for spiritual things (Luke 21:34, 35, Romans 8:5-8, 12:1, 2; II Cor. 6:14-18; Ephesians 5:11; I Timothy 2:8-10; 4:12; James 4:4; I John 2:15-17, and Titus 2:12).
Student Conduct Committee
The Student Conduct Committee has the responsibility of maintaining the high Christian standards of the University. The committee seeks to identify models of excellence in Christian behavior and service on campus. It functions to remedy difficult problems but may also require a student who does not embrace the aims and ideals of the University to withdraw if the general welfare demands it.

GENERAL SERVICES AND POLICIES

Student Billing Office
The Student Billing Office serves the students of SAGU in all their financial matters. Students are encouraged to make use of these services.

1. Statements are sent to students monthly. Students can also access their accounts through their student portals.
2. Limited check cashing is available for students with whom the University has had good financial experience.
   a) Check Cashing Policy: The Student Billing Office will receipt any check, money order, traveler’s check, or cashier’s check that is properly endorsed to the student’s account. Due to limited cash on hand, checks in excess of $50 cannot be cashed. During the last two weeks of school, no checks will be accepted in order to allow all checks to clear the bank.
   b) It is recommended that students who cash checks regularly open an account with AGCU or at a local bank.
   c) Any returned check must be cleared immediately with cash, cashier’s check, or money order. No additional checks will be cashed if the returned check has not been cleared. If two checks are returned during a semester, no additional checks will be cashed for one year. A $30 returned check fee is charged for all returned checks. Writing an insufficient check is a major infraction of the University rules and could subject the student to disciplinary action (see Major Infractions in Student Handbook).
3. Schedule of fees and financial counseling are available upon request.

SAGU Christian Bookstore
SAGU Christian Bookstore, located in Sycamore Place, carries a complete stock of textbooks and academic supplies. The bookstore is also the official carrier of SAGU insignia items, including apparel, mugs, decals and much more. Additionally, they have gift items, Christian books, Bibles, jewelry, snacks and various electronic items. Special orders are welcome.

Mail Service
All University mail is distributed by the Campus Mail Center which is located in the James L. Barnes Student Center. All students enrolled in the on-campus programs are provided mail boxes in order to receive in-school communication and mail.

Campus Security Services
Campus Security provides ID card and vehicle registration services at the Information and Security Center (ISC). Security and safety patrols occur 24 hours a day. Students may request an escort from anywhere on campus, especially during hours of darkness. Reports of theft, vandalism or other criminal or questionable activity should be filed at the ISC.
Career Services

SAGU’s Career Services Office, located in the Barnes Student Center, provides the resources and strategies for choosing a college major, developing career plans, creating a resume, finding internships and full-time jobs, connecting with alumni, developing graduate school plans, and making successful career transitions. Career Services provides year-round service to students as well as University alumni.

Student Counseling Services

SAGU is concerned about each student. Faculty members are available during the week at posted hours for personal conferences. Also, students may access professional help in dealing with problems of social, emotional, or interpersonal nature. Trained counselors are available in the counseling center to help students who need free, confidential, biblically-based counseling in the following areas:

- **Personal Counseling** covering such issues as stress, loneliness, anger, self-esteem, and other relational, emotional, spiritual, moral and cultural problems that may arise in daily life.
- **Premarital Counseling** for pre-engaged or engaged couples and seminars each semester which cover such topics as conflict, communication, biblical roles and responsibilities, finances, sexual relationships, and family devotions.
- **Marriage and Family Counseling**
- **Personality Testing**
- **Support Groups**
- **Seminars on topics such as Grief, Boundaries in Dating, and the Positive Side of Being Single**
- **Referral Services to additional professional counselors.**

Employment for Students

Many students seek outside employment to finance at least part of their expenses. Part-time jobs are available in the vicinity of the University and at many local businesses, such as private homes, stores, shops, day care facilities, and offices. Full- and part-time employment is available in nearby Dallas and Fort Worth for students whose financial responsibilities are heavy. The Career Services Office offers assistance to students needing employment.

Health Services

The health care needs of Southwestern Assemblies of God University are coordinated through the Residential Life Office.

Campus Nurse: Student applications at the University are surveyed by the Campus Nurse to determine health care needs that should be brought to the attention of food service personnel, directors of athletic activities, faculty, staff and/or administrators. A professional nurse services the health needs of the student body. The Campus Nurse maintains contact with a local physician. Students are referred to other qualified health care personnel for medical consultation, diagnosis, and/or treatment as necessary. The Campus Nurse maintains regular office hours which are posted on the Health Services Office door and will be available on-call through the Residential Life Office. The Health Services Office is located in Teeter Hall.

The Campus Nurse is also available for consultation to all students living off-campus, faculty, staff and administration.

Insurance: Southwestern Assemblies of God University requires medical clearance and accident insurance coverage for each student admitted. Participation in the student accident insurance program of the University is required. Accident insurance coverage purchased in the University program applies only to the semester for which the student has paid. It should be understood that SAGU does NOT provide a health or medical insurance program for students.
The student accident policy serves as a secondary policy for varsity athletics. All varsity athletes are required to provide their own primary medical coverage to meet minimum requirements as set by SAGU. Proof of primary insurance will be required before an athlete may participate in varsity athletics. Students may link to an available health plan meeting minimum requirements through the SAGU website.

HEW Regulations

HEW Regulation 84.21 . . . “No qualified handicapped person shall, because a recipient’s facilities are inaccessible to or unusable by handicapped persons, be denied the benefits of, be excluded from participation in, or otherwise be subjected to discrimination under any program or activity provided by the university.”

For further information on the HEW Handicapped regulations, contact the Office of Student Services.

Student Rights with Regard to Education Records

In compliance with Public Law 93-380, Family Educational Rights and Privacy Act of 1974, you are hereby informed of your rights with regard to education records made at Southwestern Assemblies of God University.

- Other school officials who have legitimate educational interests have access to the records. Officials of other schools in which the student seeks to enroll will have access to these records upon the written consent of the student.
- Also having access are authorized representatives of the Comptroller General of the United States, the Secretary, the Commissioner, and the Director of the National Institute of Education. In connection with a student’s application for receipt of financial aid, access is granted to state and local officials or authorities to which such information is specifically required to be reported or disclosed pursuant to state statute adopted prior to November 19, 1974 (nothing in the paragraph shall prevent a state from further limiting the number or type of state or local officials who will continue to have access thereunder).
- Access is granted to organizations conducting studies for, or on behalf of, educational agencies or institutions for the purpose of developing, validating, or administering predictive tests, administering student aid programs, and improving instruction, if such studies are conducted in such a manner as will not permit the personal identification of students and their parents by persons other than representatives of such organizations and such information will be destroyed when no longer needed for the purpose for which it is conducted.
- Accredit ing organizations will have access rights in order to carry out accrediting functions.
- Records may be viewed in compliance with judicial order or pursuant to any lawfully issued subpoena, upon condition that the students are notified of all such orders or subpoenas in advance of the compliance therewith by the educational institution.
- Student records will be updated each semester enrolled and course work with grades and total grade point average are figured for the semester’s work.
- The student has the right to inspect his records maintained by SAGU. To do this the student must request the permanent record from the Registrar. Also, if the information contained in the file is determined to be incorrect, the right to a hearing to change, delete, or write explanations regarding the information in question will be granted. Should a file contain information on another student, only that information pertaining to the inquiring party will be provided.
- The student has the right to waive the option of reviewing recommendations for admission. The student opting to waive the right of inspection may sign the form “Student Waiver of Rights” provided in the Registrar’s Office or sign the “Waiver of Rights” provided on the front of the recommendation forms used for admissions purposes. The student is not required to waive the
right of inspection and would in no case be refused admission, or any of the services offered by Southwestern Assemblies of God University, because of failure to sign the waiver.

- The student has the right to challenge the content of his/her education records. To do this, the student should request the form “Request to Amend or Remove Educational Record” from the Registrar’s Office. After completing the form, it should be presented to the Registrar, and in the event the request is not approved, a date of hearing will be set. The student may be present during the hearing and will be notified on the day of the hearing of the action taken. A scheduled fee is charged for a copy of a transcript.

- Students have until the last day of late registration to request that “Directory Information” be withheld from the public. Pursuant to the Family Educational Rights and Privacy Act of 1974, “Directory Information” includes a student’s name, address, telephone listing, date and place of birth, major field of study, participation in officially recognized activities and sports, weight and height of members of athletic teams, dates of attendance, degrees and awards received, and the most recent previous educational agency or institution attended. If one does not want the “Directory Information” made public, he/she needs only to sign the form, “Notice to Withhold Directory Information,” that is available in the Registrar’s Office.

- This law does not grant the right to contest the grade given the student’s performance in a course, or the right to examine a teacher’s grade book.

Questions regarding the rights provided by Public Law 93-380, Family Educational Rights and Privacy Act of 1974, should be directed to the Registrar’s Office.

**Student Complaints**

The University regards general complaints with appropriate attention. The student body is regularly polled with respect to academics and student life. Faculty members, College Deans, and the Vice President for Academics are approachable concerning classroom and curricular matters. Student Congress executive officers regularly share student concerns with the Vice President for Student Development. Students are welcomed to visit with the Vice President for Student Development to make personal concerns known. Formal written complaints may be filed with the Vice President for Student Development.

**Initiating and Processing a Complaint**

Any student that wishes to log a complaint must first discuss it with the Dean of Students with the objective of resolving the matter informally. Should this informal discussion fail to satisfy the student, then a formal written complaint must be filed with the Vice President for Student Development. No complaint will be received in which the complainant refuses to commit to written record. All persons against whom a complaint has been filed will be notified of the allegations. A complaint may be withdrawn at any step without prejudice and cannot be reopened.

**Procedure**

**Step 1:** The complainant shall file a formal written complaint with the Vice President for Student Development, using the Student Complaint Form that can be acquired from the Student Development office, or on the SAGU website (www.sagu.edu/complaintform). This form should be filed no later than 10 days after the incident involved in the complaint.

**Step 2:** Upon the evaluation by the Vice President for Student Development, an investigation will be conducted. The investigation may include interviews of all parties involved in the complaint and the gathering of all available evidence. In the event that the matter involves academics, the complaint will be turned over to the Vice President for Academics for investigation.
Step 3: Once the matter has been investigated, the Vice President for Student Development will inform the complainant of the resolution. If the student is not satisfied with the resolution, the complaint shall be transmitted to the President. Whomever the President designates shall meet with the parties of interest. A response to the complaint shall be indicated in writing with a copy furnished to the complainant and the accused. This response will be considered as final.

In the event that a student believes he/she has been unfairly treated, or have issues with the University that cannot be resolved by the methods outlined above, he/she has the right to contact our accrediting agencies and/or various state and other governmental agencies (www.sagu.edu/complaintprocedure).

For students attending the Valor School of Leadership and Ministry in Griffin, Georgia, in the event your issues with the University cannot be resolved by the methods outlined above, you would contact the Georgia Nonpublic Postsecondary Education Commission, 2082 E. Exchange Pl. #220, Tucker, GA 30084-5335. The phone number is (770) 414-3300 and their website is www.gnpec.org.

Athletics and Intramural Program

The purpose of athletics at SAGU is to promote and develop good physical health practices, as well as to offer an opportunity for the student to coordinate physical effort, self-discipline, and Christian testimony in the arena of sports. Team cooperation and the development of a sense of fair play are important components of this program.

Varsity sports include women’s basketball, women’s volleyball, women’s softball, women’s cross country, and women’s soccer, men’s baseball, men’s basketball, football, men’s cross country, and men’s soccer. In cooperation with the Equity in Athletics Disclosure Act (1994), SAGU publishes an annual report on its intercollegiate varsity athletic programs. This report is available in the office of the Athletic Director.

SAGU also has an aggressive intramural program. This program is open to the entire campus (administration, faculty, staff, and students). Visit the Garrison Wellness Center for more information.

The student accident policy serves as a secondary policy for varsity athletes. All varsity athletes are required to provide their own primary medical coverage to meet minimum requirements as set by SAGU. Proof of primary insurance will be required before an athlete may participate in varsity athletics. Students may link to an available health plan meeting minimum requirements through the SAGU website.

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Dress Code
Although informal dress is appropriate, students’ attire must be consistent with the University’s standards of professionalism and decorum. Therefore, students will wear modest attire: shorts, tank tops, sweat pants are not acceptable for classroom dress. This code applies during all classes and chapel.

Child Care
Child care is not provided by the University. Parents are expected to make arrangements for child care other than in the classroom or at the graduate school’s facilities.

STUDENT PUBLICATIONS
In addition to institutional publications, SAGU encourages students to develop their journalistic skills through school sponsored student publications. Such publications function under the supervision of administratively appointed sponsors who have the right to review all material prior to publication.

The Southwesterner
The University yearbook, the Southwesterner, provides a pictorial and journalistic review of the events of each school year.

OTHER PUBLICATIONS
The Graduate Focus
The Graduate Focus is the biannual periodical published by the Graduate School office which includes news, updates, announcements and other information pertaining to the graduate programs and students.

SDE News
The SDE News is a weekly email from the School of Distance Education designed to communicate with all students enrolled in online courses about important semester related dates, news, and developments.

The SAGU Graduate Web Page: www.sagu.edu/graduate