ONLINE STUDENT HANDBOOK

Academic Year 2018-2019

UNIVERSITY OF SOUTH DAKOTA

USD Online & Off-Campus Education

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Getting Started

How to be a successful online learner

To help you become a successful online learner, USD Online and Off-Campus Education has compiled the following tips:

- You should be self-motivated, self-disciplined and assertive. Because an online class offers more freedom, it will be your responsibility to keep up with your course.

- An online class should be viewed in the same manner as a face-to-face class. It will not be an “easier” course, nor will it take less of your time or energy.

- You should log into your class at least two to three times per week—potentially more frequently for summer courses—or as often as your instructor recommends, in a timeframe that allows you to concentrate on the course. Time management is also important. Schedule your time wisely.

- Most interaction in an online class is through writing, so you should be comfortable with communicating electronically and you should know how to express yourself appropriately through writing.

- You must be able to use technology properly. You should be familiar with using the Internet and email, as well as downloading, uploading and saving files.

- Know your instructors and how to contact them. It is important for you to contact your instructor, by whatever means the instructor has specified, if you begin to experience any difficulties.

Are you ready to take an online course?

Want to make sure you have everything you need to take an online course through the University of South Dakota? Visit our Online Readiness Check to learn more about how online courses work, view additional tips on how to be successful in your online course, and run through various technology checks to make sure your computer and Internet connection are robust enough to ensure a quality online course experience.
Getting Help

Getting started in an online course can seem like a daunting experience, so USD Online and Off-Campus Education has arranged for a variety of resources to be available to distance students.

ITS Help Desk

If you are experiencing any sort of technical issues, such as:

- Your password is not working or you are unable to log into university resources
- Your computer is not working; it is unable to open files, etc.
- You are receiving error messages when accessing your online courses

You should contact the ITS Help Desk. The easiest and fastest way to do so is to [Submit an Online Request](#).

This form is available twenty-four hours a day and directly enters your issue into the Help Desk’s support system, without needing to wait on the phone for assistance. Once you submit the request, you will be contacted by one of the Help Desk’s support personnel, usually within one business day.

Additionally, you can contact the Help Desk, toll free, 24/7, at **877.225.0027** or locally at **605.677.5028**.

| IMPORTANT: During the start and end of the semester, the Help Desk receives an extraordinary volume of calls, so you may need to wait to speak with support personnel, or be invited to leave a voice mail detailing your issue. |
| For this reason, USD Online and Off-Campus Education strongly suggests submitting an Online Request during these periods. |

Academic Assistance

Various academic resources, including advising, tutoring services, course catalog information, accessing grades, registering for courses, etc. are available through the myUSD portal. Please see the [myUSD portal](#) section of this document for details on how to access these resources.

If you have questions about course materials, course policies, grades, etc., please direct them to the instructor of your course. You can contact your instructor directly within your course by clicking on his/her name in the Classlist tool.

USD Online and Off-Campus Education

USD Online and Off Campus Education is available to assist with general questions about online and distance courses or to help you through the process of taking an online course. Various, helpful resources are provided on [USD Online and Off-Campus Education’s Student Resources page](#).

In addition to these resources, you can always contact USD Online and Off Campus Education for direct assistance, toll free, at **800.233.7937** or locally at **605.658.6140**. You can also email USD Online and Off Campus Education at: [cde@usd.edu](mailto:cde@usd.edu).
Netiquette

Below is a list of general netiquette expectations for online courses:

- Carefully read email that you receive to make sure that you understand the message.
- Carefully read and reread responses before you send them. Proofread for errors in grammar, punctuation, and spelling as these kinds of mistakes can muddle your message and confuse the reader.
- If you are using humor or sarcasm, clearly label it as such (i.e. :-) or “ha ha”).
- Know your audience. Make sure that the person(s) to whom you are sending your message are the appropriate one(s) with whom to communicate.
- Avoid cluttering your message with excessive emphases (such as stars, arrows and the like). They may make the message hard to follow.
- If you are responding to a message, either include the relevant part of the original message in your message, or make sure you refer to the contents of the original message.
- Be specific, especially when asking questions.
- Include your name in the text of your message, as well as other contact information, such as email address or phone number for a reply. The end of the message is a good place for this information.
- When typing, use upper/lower cases appropriately. ALL CAPS gives the appearance of shouting and can seem rude.
- Just as you should not drive when you are angry, you should not send email responses when you are angry. Type a response, but do not mail it immediately. Chances are, when you reread it, you will be glad that you waited.

**IMPORTANT:** Your course may have specific guidelines, so please refer to your course’s welcome letter and/or syllabus for this information.
Technology Support & Requirements

To ensure the effective delivery of USD online courses, minimum hardware and software requirements have been established.

A USD username is required for all online courses. To obtain your USD username, or if you already have one, but have forgotten your password, please go to the USD Account Pickup Page.

**IMPORTANT:** While core functions of our online courses will work on most mobile devices—smartphones (e.g. the iPhone™), tablets (e.g. the iPad™), Chromebooks™, etc.—other functions will not. That said, you MUST have access to another computer that satisfies the requirements below.

**TIP:** If broadband access (DSL, cable, etc.) is available in your area, USD Online and Off-Campus Education strongly recommends that you purchase it instead of dial-up access. Your online experience will be more favorable with broadband access, and USD resources will be much more responsive.

For minimum hardware and software requirements, please refer to the table below:

<table>
<thead>
<tr>
<th></th>
<th>Recommended Specs:</th>
<th>Minimum Specs:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Processor:</strong></td>
<td>1.6 GHz dual core processor or higher</td>
<td>at least 1.6 GHz or above; or less than three years old</td>
</tr>
<tr>
<td><strong>RAM:</strong></td>
<td>8 GB or higher</td>
<td>at least 4 GB</td>
</tr>
<tr>
<td><strong>Internet Access:</strong></td>
<td>cable, DSL, satellite, wireless broadband, mobile broadband</td>
<td>dial-up (56 Kbps)</td>
</tr>
<tr>
<td><strong>Screen Resolution:</strong></td>
<td>1280 x 1024, 1280 x 720, or higher</td>
<td>1024 x 768</td>
</tr>
<tr>
<td><strong>Operating System:</strong></td>
<td>Windows 10</td>
<td>Windows 7 (Vista as no longer supported)</td>
</tr>
<tr>
<td></td>
<td>Mac OS X 10.12 or higher</td>
<td>Mac OS X 10.9 or later</td>
</tr>
<tr>
<td><strong>Computer Storage:</strong></td>
<td>10 GB free</td>
<td></td>
</tr>
<tr>
<td><strong>Sound:</strong></td>
<td>any; headphones or external speakers are also required</td>
<td></td>
</tr>
<tr>
<td><strong>Office Suite:</strong></td>
<td>Microsoft Office 365 (free for students) Google Docs (<a href="http://docs.usd.edu">http://docs.usd.edu</a>)</td>
<td>MS Office 2010 (Windows) / 2008 (Mac) or later</td>
</tr>
<tr>
<td>-----------------</td>
<td>-------------------------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td><strong>Web Browser:</strong></td>
<td>Chrome (latest version) Mozilla Firefox (latest version)</td>
<td>Internet Explorer 11 or later Safari 9 or later</td>
</tr>
<tr>
<td><strong>Anti-Virus:</strong></td>
<td>Microsoft Security Essentials (Windows) ClamXav (Mac)</td>
<td></td>
</tr>
<tr>
<td><strong>Other Software:</strong></td>
<td>Adobe Acrobat Reader</td>
<td></td>
</tr>
</tbody>
</table>

If you are unsure as to whether or not your computer meets these requirements, or if you require any technical assistance, please contact the ITS Help Desk for assistance, using the contact information provided in the Getting Help section of this document.

**IMPORTANT:** Some online degree programs (e.g. Nursing), courses, or instructors have specific and/or additional technology requirements. Please refer to your course’s welcome letter and/or syllabus for this information.

USD has established partnerships with Apple, Fujitsu, and HP, allowing USD students, staff, and faculty to purchase computers that will meet the requirements listed above at a discount. For more information, visit the [ITS Technology website](https://www.its.usd.edu/).
Resources for Distance Students
USD Online and Off-Campus Education provides a website containing important resources for distance students.

These resources include:

- various academic forms
- academic resources (bookstore, library, proctoring information, Online Writing Center)
- support resources (advising, registration, financial aid)

For additional details on these services, please refer to the Academic Support Services and Student Support Services sections in this document.
myUSD Portal

The myUSD portal allows university faculty, staff, and students to access the information and password-protected resources that they need quickly and easily in one central place.

In addition to having the information you need presented to you automatically, you can customize myUSD to show other information you find useful and store passwords to online systems such as SNAP, Desire2Learn, and Campus Alerts.

IMPORTANT: Before you can use the myUSD portal, you must first set up your USD username if you have not already done so. To set up your USD username, please go to the USD Account Pickup page.

Accessing the Portal

To access the myUSD portal, browse to https://my.usd.edu, or follow the “MYUSD” link from the USD homepage. A screen like the one below, in Figure 1, should appear:

Click on the Login button, enter your USD username and password, and then click on the button labeled “Login.” If you are unsure as to what is your USD username and password, click on the “I don’t know my username/password” link to retrieve these, and then repeat the steps above.
Accessing Your USD Email

All members of the University community have a USD email address. We require you to use this for your coursework. You will also receive official university correspondence only through this email address. It will be important to have your email set up and accessible before the beginning of classes.

In order to access your email, log into myUSD and click on the “Email” link, on the right-hand side of the portal:

![myUSD Email](Image)

Quick Links

Many USD and SDBOR resources require you to log in to access them. To ease this process, the myUSD portal allows you one-stop access to most of these services via the Quick Links channel:

![Quick Links](Image)

Other myUSD Portal Resources

The myUSD portal contains a host of other resources that you can explore and customize to your needs. It is also your one-stop shop for a variety of university support services.
Accessing Desire2Learn

Desire2Learn (D2L) is USD’s learning management system, and is used to offer all of the online courses. You can access D2L using one of two methods, both of which are outlined below.

Direct Access

D2L can always be access via the following URL:

https://d2l.sdbor.edu

A screen like the one below should appear:

Welcome

Welcome to the South Dakota Board of Regents (BOR) Desire2Learn (D2L) learning management system, which provides access to course materials from all six of the BOR institutions. Please log in using your WebAdvisor (WA) username and password. IMPORTANT: Visit the I’m new to D2L page if you do not know your WA username and password.

If you experience any problems, run a system check of your computer or contact your university Help Desk. If you do not have access to a course by its start date, contact the respective instructor ASAP.
To log into D2L, type your WebAdvisor username and password into the “Username” and “Password” fields respectively.

**WARNING:** You CANNOT use your USD username and password to access D2L, you must use the same username that you use to access WebAdvisor—the tool used to access grades, register for courses, etc.

**IMPORTANT:** If this is your first time logging into D2L, make sure you click on the “Forgot your password?” first, as this will allow you to set up your password. If you do not do this, you will be unable to log into D2L.

If you have forgotten your password, click on the “Forgot your password?” link in the bottom right of the “Login” box, on the bottom left of the page.

**IMPORTANT:** Before you can use the myUSD portal, you must first set up your USD username if you have not already done so. To set up your USD username, please go to the USD Account Pickup page.

### Accessing Your Courses

Once you have logged into D2L using either of the methods outlined above, you will see your “My Home” page. It contains a list of each of the courses, in which you are currently enrolled, in the “My Courses” widget, organized by term and then by department. To access a course, just click on its name:
You should be able to access your course(s) on the start date listed in WebAdvisor; however, if your course does not appear by the end of the first day of class, please contact USD Online and Off-Campus Education using the information in the Getting Help section of this document.

**IMPORTANT:** Instructors can open their courses up to thirty (30) days in advance of the semester, so you may be able to access your courses prior to the official start date, in order to familiarize yourself with the layout of each course. Please contact your instructor for details.
WebAdvisor

Using WebAdvisor

WebAdvisor provides registration, SDePay, course listings, grades, and program evaluation information for all USD faculty, students, and their advisors.

Like D2L, WebAdvisor uses your BORIS username/password--not your USD username/password--so you can use the same login information. If you have not yet set up your BORIS username/password, simply click on the “What's My Username and Reset My Password” link (see Figure 6 below) on the lower, right-hand side of the screen, and you will be walked through the process to obtain these:

![WebAdvisor Homepage](image)

**Figure 6: WebAdvisor Homepage**

If you have any difficulties, contact the ITS Help Desk using the contact information in the Getting Help section of this document.

For more information on SDePay please visit the [Business Office website](#).
Checking Grades in WebAdvisor

Students should use WebAdvisor to check current or past grades from any courses taken through one of the six South Dakota regional universities. To access your grades, log into your student WebAdvisor account via the myUSD portal, and click on the “Grades” link:

![Image of WebAdvisor menu](image)

**Figure 7: WA Student Menu**

Then, select the term for which you would like to check your grades, and click “submit” at the bottom of the page:

**Grades**

If “DF” appears in the “GRD” column, it is a mid-term grade indicating a deficiency at mid-term.

Final Grades will appear in the “Final Grd” column after they are posted by your instructor.

<table>
<thead>
<tr>
<th>Choose</th>
<th>Term</th>
<th>Description</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2008SP</td>
<td>2008 Spring</td>
<td>04/08/08</td>
<td>05/06/08</td>
</tr>
<tr>
<td></td>
<td>2007FA</td>
<td>2007 Fall</td>
<td>08/04/07</td>
<td>12/21/07</td>
</tr>
<tr>
<td></td>
<td>2007SP</td>
<td>2007 Spring</td>
<td>04/15/07</td>
<td>05/11/07</td>
</tr>
<tr>
<td></td>
<td>2006FA</td>
<td>2006 Fall</td>
<td>08/25/06</td>
<td>12/15/06</td>
</tr>
</tbody>
</table>

**Figure 8: WA Grades Term Listing**
The course title, credits and grades will be displayed:

### Grades

<table>
<thead>
<tr>
<th>Course Section</th>
<th>Title</th>
<th>Grd 1</th>
<th>Grd 2</th>
<th>Grd 3</th>
<th>Grd 4</th>
<th>Grd 5</th>
<th>Grd 6</th>
<th>Final Grd</th>
<th>Credits</th>
<th>CEUs</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSC-705-L01-5</td>
<td>Adv Human Factors in Comp Sys</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>A</td>
<td>3.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CSC-721-L01-5</td>
<td>Distributed Systems</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>A</td>
<td>3.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PHYS-554-L01-5</td>
<td>Dig Electron &amp; Microcomp</td>
<td>A</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3.00</td>
<td></td>
</tr>
</tbody>
</table>

Figure 9: WA Grades Listing

If you have any difficulties with WebAdvisor, contact the ITS Help Desk using the contact information found in the [Getting Help](#) section of this document.
Coyote Connections

Increasing student success is a goal shared across the University of South Dakota. In order to assist all students in achieving this goal, the University has established an early alert and feedback system called Coyote Connections.

Coyote Connections is a student support system that enables USD to provide a holistic approach to student success and retention. Coyote Connections provides you with one central location to find the people on campus who can help you succeed. You might also see recommendations and tips for improvement displayed on your Coyote Connections homepage or sent to you by email.

Through the Coyote Connections system, you are able to:

- know immediately when someone at the institution has a concern about your academic performance and which support services are available to you;
- receive notifications from the institution in a variety of convenient methods, including email, text, and Facebook messages;
- be motivated as a result of receiving positive, encouraging messages from instructors and others in your success network;
- receive important advising information.

You can access Coyote Connections from the myUSD portal.
Academic Support Services

Ordering Textbooks

There are many different ways you can order books for your online courses. Most instructors teaching online classes list book information at the USD Online and USD Online and Off-Campus Education website.

The quickest and easiest way to order books is through the myUSD portal book order site. By using the portal, the required textbooks for all of your registered courses will automatically be placed into your shopping cart, thus eliminating the need to search for them.

To access the book order site, simply log into the myUSD portal and do a search for “Books.” You can also access it directly via the myUSD portal.

Additionally, you can order your books by phone, fax, mail, email, or online:

phone: (605) 677-6291
fax: (605) 677-3176
mail: Barnes & Noble at USD
Coyote Student Center
414 E. Clark St.,
Vermillion, SD 57069
email: bn@usd.edu
online: http://usd.bncollege.com/

When contacting Barnes & Noble, be prepared to include your name, mailing address (no PO Boxes), daytime phone, credit card number and expiration date, as well as your course name, number and section (i.e. Principles of Earth Science I, ESCI 101, Sec.U820).

All mail-in orders are shipped UPS 3-day select. Standard shipping and handling fees will be applied to orders.
Library Services

General library resources can be accessed via the University Libraries’ website.

The University Libraries also provides direct support to instructors and students involved in USD off-campus courses, through Distance Education Services. This includes assistance with areas of library instruction, reference, and document delivery. Reference service can be provided by phone, fax, email, or US mail. Material can be requested using the Library Request for Materials form or the Distance Education Interlibrary Loan web page.

Students can also access library information via the myUSD portal, on the Academics tab.

Online Writing Center

The USD Writing Center provides free assistance for distance students. It can help with all aspects of writing, from brainstorming ideas for a paper to final stages of proofreading and editing, from academic essays and reports to non-traditional writing assignments and creative writing.

Distance students can submit assignments in the Online Writing Center Dropbox in D2L and get feedback that way, or they can make a Skype appointment and talk live with a consultant about their writing. For more information, and to make a reservation for assistance, please visit the Writing Center’s website.

Proctor/Testing information

Many courses require students to take assessments in the presence of a proctor, in a professional setting, not in a private home. If your course requires this, it will be clearly stated in the syllabus.

Students testing at any of the pre-approved testing centers listed below do not need to fill out a Proctor Form, however; students will need to notify the USD Testing Center at 605/658-6143 as to which testing location they plan to use at the beginning of each semester.

<table>
<thead>
<tr>
<th>City</th>
<th>Location</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pierre</td>
<td>Capital University Center Testing Center</td>
<td>(605) 773-2160</td>
</tr>
<tr>
<td>Rapid City</td>
<td>Black Hills State University-Rapid City Testing Center</td>
<td>(605) 718-4193</td>
</tr>
<tr>
<td>Sioux Falls</td>
<td>University Center – Sioux Falls Testing Center</td>
<td>(866) 220-7085 or (605) 367-5989</td>
</tr>
<tr>
<td>Vermillion</td>
<td>USD Testing Center</td>
<td>(800) 233-7937 or (605) 658-6143</td>
</tr>
</tbody>
</table>
IMPORTANT: Students residing near The University of South Dakota (Vermillion) are required to take their exams at the USD Testing Center, located in the McKusick Technology Building room 201. To schedule an appointment please use the online appointment scheduler located at http://www.registerblast.com/usd/Exam. If you have any questions, please call 605/658-6143.

Please return the completed proctor form to USD Online and Off-Campus Education, per the instructions at the top of the form.

All proctors must be currently employed in one the following professions: a proctor at a professional testing center, full-time instructor at a college or university, school principal or superintendent, professional librarian, state-certified 9th – 12th grade teacher, or a full time member of the clergy. Armed forces students if you are on active duty, you may utilize a testing center on a base or if a testing center is not available because of deployment overseas - an officer that holds a rank higher than yourself may proctor your exam. All correspondence with a proctor will be sent only to professional email addresses, personal email is not allowed (e.g. Yahoo, Gmail, Hotmail, etc.). If the proctor has not volunteered to be a proctor in the past, employment verification along with the proctor form will expedite the proctor form process.

IMPORTANT: In order to maintain academic integrity, please do not submit the name of a relative, close friend, neighbor, coworker, roommate or anyone you may have a relationship with to serve as your proctor. Approval of proctors is at the discretion of The USD Testing Center and they have the right to deny the use of a requested proctor. Students will be notified via their USD email if their requested proctor is not approved.
Student Support Services

Advising Information
You can find information about how to contact your academic advisor, as well as advising information, in WebAdvisor

Registering for Courses
Students can register for courses via WebAdvisor through the Students Menu:

![WebAdvisor Student Menu]

**Figure 10: WebAdvisor Student Menu**

**IMPORTANT:** Please contact your advisor if you need assistance with WebAdvisor
Dropping Courses

You may drop a course or multiple courses using the same procedure outlined and illustrated in Figure 10 above.

**IMPORTANT:** If you want to drop ALL of your courses for the academic term—in other words, completely withdraw from the university—you will not be able to do so via WebAdvisor. Please refer to the **Withdrawal from the University** section below.

100% Refund Period/Drop

Current students may drop a course via WebAdvisor; new students may fax a signed copy of the drop form (requires login to myUSD portal), indicating the specifics of the course you would like to drop, to the USD Online and Off-Campus Education.

To receive a 100% refund of tuition and per-credit-hour fees, drops must be processed prior to the published semester 100% refund date. **Select courses have a unique 100% refund date; please see course listings for specific dates.**

Withdrawal from the University

A student is considered withdrawing from the University of South Dakota if ALL courses (from any state of South Dakota University) that the student is enrolled in during the semester are terminated. If the student is taking only one course and drops that course, it is not considered a drop. This constitutes a withdrawal.

If dropping all courses (withdrawing from the University) use the withdraw form located on the USD registrar site (requires login to myUSD portal). All withdrawals must be signed, dated, and returned to USD.

Specific information about possible repayment obligations may be obtained through the Financial Aid office (see below). Payment options are available through the **Business Office at (877) 269-6837 or (605) 677-5613.**

Financial Aid

For information about financial aid, please the **Financial Aid website.** Students can find a guide to financial aid, financial aid information for military veterans, FAFSA information, and information on how to consolidate student loans on this page.

Paying for Tuition/Fees (Billing)

For details on how students can pay their tuition, important calendar dates billing and refunds, please visit the **Business Office website.**

Counseling

**The Student Counseling Center (SCC)** is here to help you overcome challenges, attain your life goals and enhance your personal growth. Our goal is to help you make the most of your years here at USD. Thus, on our website you will find information about our services, staff, information about campus resources, how to refer a student, and crisis management. There are also links to self-help tools and general health information.
Academic Policies

Freedom of Learning Statement
Under Board of Regents and University policy, student academic performance may be evaluated solely on an academic basis, not on opinions or conduct in matters unrelated to academic standards. Students should be free to take reasoned exception to the data or views offered in any course of study and to reserve judgment about matters of opinion, but they are responsible for learning the content of any course of study for which they are enrolled. Students who believe that an academic evaluation reflects prejudiced or capricious consideration of student opinions or conduct unrelated to academic standards should contact the dean of the college that offers the class to initiate a review of the evaluation.

Disability Services
If you have a disability for which you are or may be requesting an accommodation, you are encouraged to contact both your instructor and the Director of the Office of Disability Services (Service Center 119; 605-677-6389 | disabilityservices@usd.edu) as early as possible in the semester.

Integrity
No credit can be given for a dishonest assignment. A student found to have engaged in any form of academic dishonesty may, at the discretion of the instructor, be:

- Given a zero for that assignment.
- Allowed to rewrite and resubmit the assignment for credit.
- Assigned a reduced grade for the course.
- Dropped from the course.
- Failed in the course.

This action is subject to the Academic Appeals process outlined in South Dakota Board of Regents Policy 2:9. Please see the Grievance Process below for details.

Diversity
The University of South Dakota strives to foster a globally inclusive learning environment where opportunities are provided for diversity to be recognized and respected. To learn more about USD’s diversity and inclusiveness initiatives, please visit the website for the Office of Diversity.
Grievance Processes

For information on the academic grievance process, please refer to South Dakota Board of Regents Policy 2:9. This policy governs academic disputes involving students. Such disputes most commonly arise as a result of student dissatisfaction with assigned grades, but students may also invoke the standards and procedures provided under this policy to challenge academic responses to instances involving alleged student academic misconduct or to challenge other decisions, justified on academic grounds, that affect their participation in or completion of university academic programs.

Additional information about the academic grievance process, including appeal forms, can be found on the USD Online and Off-Campus Education Student Resource Page.

For information on the non-academic grievance process, please refer to Board of Regents Policy 3.4.

**IMPORTANT:** Deviating from the grievance process defined above—e.g. contacting any entities or departments not directly referenced above, or those outside of the University of South Dakota—will only serve to delay the resolution of grievances.