ACADEMIC POLICIES AND PROGRAM EXPECTATIONS

Academic Calendar

The *University Calendar* is posted on the website and in the catalog.

Academic Year

The university operates on a term-based schedule with four terms (quarters) per calendar year (Winter, Spring, Summer, and Fall). Start dates for each term are published on the University Calendar. UoNA offers continuous enrollment, whereby a student may begin a program of study in any academic term.

Academic Credit Policy

The master's, post-bachelor's certificate, bachelor's, and occupational associate's degree, and diploma program curricula at the University of North America is based on quarter-hour credits. Assignment for credit must be equivalent and conform to commonly accepted and traditionally defined units of academic measurement, and as defined by our regulatory agencies as 10 hours of lecture (didactic) = 1 quarter-hour credit, 20 hours of laboratory (Lab) = 1 quarter-hour credit, and 30 hours of practicum = 1 quarter-hour credit. Students are required to complete a minimum of 2 hours of out-of-class work for each lecture (didactic) hour of a course. Program syllabi designate the instructional method(s) and required contact and out-of-class hours. Unless otherwise noted, all lecture (didactic) courses offered at the university are 4.5 quarter-hour credits. The ESOL certificate program is based on clock-hour credits.

Academic Integrity Policy

The principles of academic integrity encompass standards of honesty and truth. Each member of the University has a responsibility to uphold the standards of the community and to act when others violate them. Faculty members have an obligation to educate students about the standards of academic integrity and to report violations of these standards to the Director of Academic Administration.

The University of North America regards academic honesty and scholarly integrity to be essential to the education of our students. Violations are not tolerated. Students may be dismissed for violation of the UoNA standards of academic conduct. Detailed explanations of violations and procedures are available in the catalog under the section titled Student Responsibilities.

Professional Conduct Policy

Students are expected to abide by all public laws and generally accepted professional standards, to comply with all regulations and policies of the University, and to conduct themselves professionally when interacting with fellow students, faculty, and staff.

The University of North America reserves the right to place on probation or dismiss students who engage in unsatisfactory conduct such as dishonesty; failure to adhere to rules and regulations; destruction or theft of property; participation in activity that impinges on the rights of others; or possession or consumption of alcoholic beverages or illegal drugs at any time on the school premises. In any case of probation or dismissal, students may appeal to the President.

Assessing Program Quality and Success

Program assessment and modification is an ongoing activity at UoNA. At the conclusion of each course, students complete a course evaluation that addresses both the content and the delivery of the course.

The purpose of these surveys is to assess the overall curriculum and process of learning. The information from these surveys is instrumental in reviewing the structure and content of the curriculum so it can be adjusted as necessary to provide an integrated pathway to student success.

Finally, employers of the students are surveyed regularly. Employers who participate in the University's applied learning strategies perform a review of their student-employees that is conducted by the ISO manager. The employers of UoNA graduates are surveyed semi-annually to assess how well prepared our graduates are for the tasks they face on the job.

Grade Appeal Policy

The purpose of the Grade Appeal Policy is to provide the student with a safeguard against receiving an unfair final grade, while respecting the academic responsibility of the instructor. This procedure recognizes that, every student has a right to receive a grade assigned upon a fair and unprejudiced evaluation based on a method that is neither arbitrary nor capricious; and, Instructors have the right to assign a grade based on any method that is professionally acceptable, submitted in writing to all students, and applied equally. Instructors have the responsibility to provide careful evaluation and timely assignment of appropriate grades.

Course and project grading methods should be explained to students at the beginning of the term. UoNA presumes that the judgment of the instructor of record is authoritative, and the final grades assigned are correct.

A grade appeal shall be confined to charges of unfair action toward an individual student and may not involve a challenge of an instructor's grading standard. A student has a right to expect thoughtful and clearly defined approaches to course and project grading, but it must be recognized that varied standards and individual approaches to grading are valid.

The grade appeal considers whether a grade was determined in a fair and appropriate manner; it does not attempt to grade or re-grade individual assignments or projects. It is incumbent on the student to substantiate the claim that his or her final grade represents unfair treatment, compared to the standard applied to other students. Only the final grade in a course or project may be appealed. In the absence of compelling reasons, such as clerical error, prejudice, or capriciousness, the grade assigned by the instructor of record is to be considered final. In a grade appeal, only arbitrariness, prejudice, and/or error will be considered as legitimate grounds for an appeal.

Arbitrariness: The grade awarded represents such a substantial departure from accepted academic norms as to demonstrate that the instructor may not have actually exercised an acceptable standard of professional judgment.

Prejudice: The grade awarded was motivated by ill will and is not indicative of the student's academic performance.

Error: The instructor made a mistake in fact. This grade appeal procedure applies only when a student initiates a grade appeal and not when the instructor decides to change a grade on his or her own initiative. This procedure does not cover instances where students have been assigned grades based on academic dishonesty or academic misconduct, which are included in UoNA's Academic Integrity Policy.

Also, excluded from this procedure are grade appeals alleging discrimination, harassment or retaliation in violation of UoNA's Sexual Harassment Policy, which shall be referred to the appropriate office at UoNA as required by law and by UoNA policy.

The Grade Appeal Procedure strives to resolve a disagreement between student and instructor concerning the assignment of a grade in an expeditious and collegial manner. The intent is to provide a mechanism for the informal discussion of differences of opinion, and for the formal adjudication by faculty only when necessary. In all instances, students who believe that an appropriate grade has not been assigned must first seek to resolve the matter informally with the instructor of record.

If the matter cannot be resolved informally, the student must present his or her case to the academic directors or VP within five weeks after the last day of class after the disputed grade is received. Any exceptions to this deadline for submission of appeal can only be made by the president.

Student Grade Appeal Procedure

Students must complete Steps 1-3 of the Appeal Procedure within 5 weeks after the term the disputed grade is received. A change of grade appeal will not be accepted after the 5-week period, unless the grade is undergoing the appeal process or is instructed to do so by the Director of Academic Administration.

1. A student who wishes to question a grade must discuss the matter first with the instructor of record within 5 weeks after the last day of class that the grade was received. In most cases, the discussion between the student and the instructor should suffice and the matter will not need to be carried further. The student should be aware that the only valid basis for grade appeal beyond Step 1 is to establish that an instructor assigned a grade that was arbitrary, prejudiced, or in error.

2. If the student's concerns remain unresolved after the discussion with the instructor, the student may submit a written request to meet with the appropriate academic department director, after speaking with the instructor. After consultation with the director, the instructor may choose to let the grade remain, to change a course grade, or to petition for a change a grade. The director will communicate the result of these discussions to the student.

3. If the matter remains unresolved after Step 2, the student should submit a written request upon receipt of the grade to the President's Office to request an ad hoc administrative committee for appeal of a grade. The committee, whose members include an administrator, academic director, and lead faculty, would examine available written information on the dispute, would be available for meetings with the student and with the instructor, and would meet with others as it sees fit.

4. Through its inquiries and deliberations, the committee is charged to determine whether the grade was assigned in a fair and appropriate manner, or whether clear and convincing evidence of unfair treatment such as arbitrariness, prejudice, and/or error might justify changing the grade. If the committee concludes that the grade was assigned in a fair and appropriate manner, the committee will report its conclusion in writing to the student and instructor and the matter will be considered closed. If the committee determines that compelling reasons exist for changing the grade, it would request that the instructor make the change, providing the instructor with a written explanation of its reasons. Should the instructor declines, he or she must provide a written explanation for refusing.

5. The committee, after considering the instructor's explanation and upon again concluding that it would be unjust to allow the original grade to stand, then will determine what grade is to be assigned. The new grade may be higher than, the same as, or lower than the original grade. Having made this determination, the members of the committee will sign the grade change form and transmit it to the Director of Academic Administration or designee. The instructor and student will be advised of the new grade. Should the committee feel that the instructor's written explanation justifies the original grade, the committee will report this in writing to the student and the instructor and the matter will be closed.

Faculty Grade Change Procedure

The Student Grade Appeal Procedure affirms the principle that grades should be considered final. The principle that grades for courses or projects should be considered final does not excuse an instructor from the responsibility to explain his or her grading standards to students and to assign grades in a fair and appropriate manner. The appeal procedure also provides an instructor with the opportunity to change a grade for a course or project on his or her own initiative. The appeal procedure recognizes that errors can be made and that an instructor who decides that it would be unfair to allow a final grade to stand due to error, prejudice or arbitrariness may request a change of grade for a course or project. An instructor may request a grade change by submitting a "Grade Change Form" in writing to the Director of Academic Administration or designee.

Attendance Policy

Attendance is critical to the applied learning / curricular practical training approach. Attendance includes presence and participation in scheduled class sessions and online activities for distance education courses, and engagement in individual / group presentations, exercises, or projects.

There are <u>no</u> excused absences; a student is either present or absent from a class session. Students are expected to attend and actively engage in all class sessions and activities as assigned throughout each 11-week term. Students who do not complete a minimum of 70% of all course requirements will receive a failing grade (F) for the course whether delivered on campus or through distance education.

Absence Policies

As stated in the attendance policy, there are no excused absences. Each student is required to sign the attendance sheet for all scheduled class sessions to be considered present. Students taking online courses must log in to each online course a minimum of once a week to be considered present.

If a student <u>must</u> miss a class session, they are required to contact their professor via email prior to the beginning of the class session or at the beginning of the week in an online course. In addition, the student should send notice to UoNA within 24 hours of the scheduled class session they missed.

Students will be issued a warning from the academic department in the following circumstances:

- After **2 <u>consecutive</u> absences** (two class sessions or two weeks in a row online).
- After **3 <u>non-consecutive</u> absences** in a course.

Students will be issued a failing grade (F) for the course in the following circumstances:

- After **3 <u>consecutive</u> absences** (three class sessions or three weeks in a row online).
- After **4 <u>non-consecutive</u> absences**.
- Students who earn a failing grade will be required to repeat the course if the course is required for graduation. International students on an F1 Visa are required to continue attending classes for the remainder of the term in order to maintain their enrollment status with the University.

Students may submit a written request and supporting documentation to the academic administration if they feel they have extenuating circumstances. The administrators will determine the best option for the student while still remaining compliant with all regulatory agencies.

Students with excessive absences *may* face disciplinary actions, including withdrawal from UoNA as specified by the administrative withdrawal policy and determined by the academic department and campus administration.

Tardiness to Class

Students who fail to sign the attendance roster prior to it being collected at the beginning of each on-campus session will be considered late for the session and may receive a reduction in grade points for class activities held during that session. In online courses, late attendance does not apply, as asynchronous activities are assigned to be completed during each week of the course.

Make-up/Late Work Policies

Timely submission of assignments policies
- Submission of in-class and out-of-class work by the due date are critical to the UoNA applied learning / curricular practical training approach whether assigned in on campus or online courses.
- Assignments throughout each course increase in depth and breadth as students becomes more familiar with the topics and rely on reinforcement of recently acquired knowledge with applications, and individual and team exercises.
- Weekly peer and faculty feedback support each student's achievement of course objectives.

Make-up work

***If an on-campus class session is missed**, all work for the missed session made up <u>prior to the next class session</u> will result in no point loss OR **if an online posted DUE date is missed,** all work uploaded <u>within the week</u> of when the online assignment was due will result in no point loss.*

Late assignments submitted Weeks 2 – 7
- *Beyond 7 but within 14 days **on campus** OR beyond the week but within 2 weeks of when the assignment was due **online** will receive a reduction of 10% of the assignment's points.*
- *Beyond 14 days **on campus** OR beyond 2 weeks when the assignment was due **online** will receive a reduction of 20% of the assignment's points.*

Late assignments submitted Weeks 8, 9, or 10 on campus / online *will receive a reduction of 25% of the assignment's points. **<u>No</u> assignments** will be accepted after the last day of the quarter.*

Students who are in good academic standing may submit a written request and supporting documentation to the Academic Department if they feel they have extenuating circumstances that warrant an "I" incomplete* grade being issued. A committee comprised of an administrator, course instructor, and academic advisor will determine the best option for the student while still remaining compliant with all regulatory agencies.

The grade of Incomplete ("I") is granted in cases where students in good standing are in need of additional time to complete course requirements due to extenuating circumstances. If the remaining coursework has not been submitted within 4 weeks since the last day of the term, the "I" automatically becomes a grade of "F" or "U" unless an extension is granted by the student's academic advisor.

Enrollment Status

Master's degree and post-bachelor's certificate students enrolled in 9 credits per term are considered to be enrolled at full-time status, and at fewer than 9 credits at part-time status. Certificate, Diploma, Associate's and Bachelor's degree program students enrolled in 13.5 credits and ESOL students enrolled in 18 credits per term are considered to be enrolled at full-time status; enrollment in fewer credits is considered part-time.

Continuous Enrollment

Students are governed by graduation requirements in effect at the time of initial enrollment, provided their enrollment has been continuous. Continuous enrollment is interrupted when a student is not enrolled for more than one academic term. For each interruption of continuous enrollment, students are governed by graduation requirements and policies in effect at the time of resumption of enrollment.

Leaves of Absence (LOA)

Should a student be required to take more than a term away from the University because of an emergency, an LOA must be requested in writing prior to the beginning of the leave. Approval of LOA requests will be based on UoNA's regulatory agencies requirements. Students will be governed by program requirements in effect at the time of readmission, which may require additional courses to be completed to fulfill graduation requirements. International students are required to meet with a Designated School Officer (DSO) regarding their immigration status, and students receiving GI Bill® educational benefits are required to acknowledge their understanding of the impact of an LOA on their funding benefits, prior to requesting an LOA.

Without written request and approval, students who fail to return to the University will be considered to have withdrawn and will be required to reapply to continue their course of study.

Withdrawal Policy

The following circumstances apply to withdrawal from UoNA:

- Voluntary withdrawal that is initiated by the student by submitting a withdrawal form to the academic or operational administrators. International students are required to meet with a campus DSO to ensure they understand the impact of withdrawing in accordance with SEVP requirements. Students receiving GI Bill® educational benefits are required to meet with financial aid staff to ensure their understanding of the impact of withdrawing.

- Administrative withdrawal that is initiated by UoNA based on a student's failure to register for and/or attend classes each quarter while enrolled as a program student or for failure to meet the student responsibilities, including financial obligations, as published in the catalog.

- Academic withdrawal (Expulsion) that is initiated by UoNA based on a student's failure to make satisfactory academic progress (SAP) as detailed in the SAP policy published in this catalog.

Reentry

A reentry (re-admit) is defined as a student who withdraws or who has been withdrawn by the institution and wishes to resume their studies in the same program within 6 terms (18 months) of their last date of attendance. Based on academic department review, resubmission of admissions documents is required for students who are choosing to reenter after greater than 18 months since their last date of attendance has occurred.

Reentry with Good Academic Standing

A student with good academic standing when last attending the institution must complete and submit a reentry form to the Admissions Department. The reentry form will be reviewed by the Director of Academic Administration to determine if the student may resume their program.

Reentry after Administrative or Academic Withdrawal

A student who has been withdrawn from the University may petition to be readmitted. To be considered for readmission, the student must submit a written petition which describes the changes in behavior or circumstance that will result in improved academic performance.

The Academic Directors and Campus VP will determine if the student has demonstrated a likelihood of future success in the program of study. If the University determines that there is a likelihood of future success, the student will be placed on academic probation for a period of one term. The student may then be permitted to retake previously failed, incomplete, or withdrawn courses to improve his or her CGPA, course completion percentage, and to re-establish satisfactory academic progress within the requirements and scope of the SAP policy.

SATISFACTORY ACADEMIC PROGRESS (SAP)

Satisfactory Academic Progress is managed by designated financial aid and academic staff, who are responsible for monitoring the academic progress of all enrolled students toward completion of a certificate, diploma, or degree program (program). University policies are aligned with current US ED regulations, for monitoring if a student is making SAP toward completing a program and are consistently followed for all enrolled students regardless if financial aid was requested or received by the student.

UoNA evaluates SAP for every enrolled program student at the end of each quarter. The following three factors are considered: cumulative grade point average (CGPA), percentage of attempted credits completed (CMFT%), and completion of required credits within the maximum time frame (MTF). Failure to make SAP impacts a student's eligibility to receive financial aid, which includes all US and state government- and institution-based aid, including scholarships, and may result in cancellation of financial aid or expulsion from UoNA.

SAP Requirements

A student who meets all three of the following requirements is considered to be making SAP toward completing his/her program:

1. Achievement of required CGPA at each evaluation point. If a course is repeated, only the most recent grade counts toward the CGPA. A course may only be attempted three times. Refer to detailed grading scale tables provided in this section of the catalog.

2. Maintenance of a 67 percent CMFT% that is calculated as follows: all successfully completed (earned) credits **divided by** all attempted credits. Only credits for courses that apply to a student's current program are considered in the CMFT% calculation. Successfully completed (earned) credits for a certificate, diploma, associate's or bachelor's degree program course require a letter grade of no less than a "D" and no less than a "C" for a master's or post-bachelor degree certificate program course.

3. Completion of required credits for a program within the MTF, which is 150 percent. The MTF is calculated by multiplying the minimum number of credits required to complete a program by 1.5 percent. For example, if the number of required credits to complete a program is 54, the MTF is 81 credits. A student is academically withdrawn when it is calculated at an evaluation point that the student will not be able to complete the program within the MTF.

Pass/Fail Courses

Courses with a grade of S (Satisfactory) count as credits attempted and completed. The course does not count towards the CGPA. Courses with a grade of U (Unsatisfactory) or NP (No Pass) count as credits attempted but not completed and do not count toward the CGPA.

Dropped Courses and Course Repeats

Courses dropped during the add/drop period of a quarter are deleted from the student's record and therefore do not count toward any SAP calculation. If a course is dropped after the add/drop period it counts as a course withdrawal, and the student will receive a "W" for the course. Courses dropped after the ninth week will be issued a letter grade of F. If a course is repeated, only the most recent grade counts toward the CGPA; however, both courses will count as attempts and will be considered in the completion rate calculation. Students have three attempts to successfully complete a course. Courses dropped due to military commitments will not be considered in the completion rate calculation.

Incomplete Courses

Program courses with grades of I, W, NP, or F are not complete and therefore count as credits attempted, but not earned. The institution does not offer non-credit Remedial Courses.

Grades of I, W, NP, or F are not factored into the CGPA, but are considered in calculating the completion rate. If a student has an incomplete course at the time of the SAP calculation, the credits are counted as attempted, but not completed. An incomplete grade is not counted toward the CGPA. Whenever a student's grade of incomplete is changed to a grade indicating successful completion, SAP is recalculated for that student with the final grade being replaced in the SAP calculation. Grades of I, W, NP or F count as credits attempted.

NP (No Pass) Grade Option

Students who find they are experiencing academic difficulties after the midpoint in the term may petition for a grade of "No Pass" which is designated as an "NP" on the transcript. If the course for which a grade of NP was recorded is a required program course, students must repeat the course. If the course was an elective, students are not required to repeat the course.

To receive a grade of NP for a course, students must submit an NP request that is signed by the course instructor, approved by an academic director or campus VP, and submitted prior to the last class meeting of the course. Students petitioning for a grade of NP must maintain attendance throughout the entire term per the attendance policy. Students who have been cited for violations of attendance policy requirements are not eligible to receive a grade of NP. Students may only petition for a grade of NP for a maximum of one (1) course in any given term and may not receive a grade of NP for more than two (2) courses within their program sequence.

Eligible Transfer Credits

Transfer credits from other institutions or credit equivalency from other categories defined in the transfer credits policies in the catalog, count towards credits attempted and credits completed but are not factored in the CGPA. Transfer credits count in the 150 percent MTF calculation.

Change in Program

If a student changes programs, all courses that can be applied to the new program are used in all SAP calculations (CGPA, completion rate and maximum timeframe), including courses with grades of D, W or F. Courses that are not in the new program are excluded from all SAP calculations. Courses that may be included in the new program as electives will be made with advisement of the VP of Campus and Operations or campus or Academic Director.

Additional Degrees

If a student earns an UoNA academic program credential and enrolls in another program for an additional credential, all courses that have been successfully completed may be applied to the new program and are used in all SAP calculations (CGPA, completion rate and maximum timeframe/maximum credits). Courses that are not in the new program or at the same credential level, including courses with grades of D, W, or F, are excluded from all SAP calculations for the additional degree.

Grading Scales and Impact on SAP

The grading scales and the impact of letter grades on SAP are detailed in the subsequent charts categorized by credential level.

Certificate, Diploma, Associate's, and Bachelor's Program Grading Scale

Letter Grade	Qualitative Description	GPA Value	Attempt Credit	Earned Credit
A	Superior	4.0	Yes	Yes
A-	Excellent	3.7	Yes	Yes
B+	Very Good	3.3	Yes	Yes
B	Good	3.0	Yes	Yes
B-	Fair	2.7	Yes	Yes
C+	Acceptable	2.3	Yes	Yes
C	Acceptable	2.0	Yes	Yes
C-	Marginal	1.6	Yes	Yes
D+	Poor	1.3	Yes	Yes
D	Poor	1.0	Yes	Yes
F	Failure	0.0	Yes	No
R	Repeat	Not calculated	Yes	No
I	Incomplete	Not calculated	Yes	No
W	Withdrawal	Not calculated	Yes	No
S	Satisfactory	Not calculated	Yes	Yes
U	Unsatisfactory	Not calculated	Yes	No
NP	No Pass	Not calculated	Yes	No
Transfer Credits	Transfer Credits	Not calculated	Yes	Yes

Master's and Post-Bachelor's Certificate Program Grading Scale

Letter Grade	Qualitative Description	GPA Value	Attempt Credit	Earned Credit
A	Superior	4.0	Yes	Yes
A-	Excellent	3.7	Yes	Yes
B+	Very Good	3.3	Yes	Yes
B	Good	3.0	Yes	Yes
B-	Acceptable	2.7	Yes	Yes
C+	Marginal	2.3	Yes	Yes
C	Poor	2.0	Yes	Yes
F	Failure	0.0	Yes	No
R	Repeat	Not calculated	Yes	No
I	Incomplete	Not calculated	Yes	No
W	Withdrawal	Not calculated	Yes	No
S	Satisfactory	Not calculated	Yes	Yes
U	Unsatisfactory	Not calculated	Yes	No
NP	No Pass	Not calculated	Yes	No
Transfer Credits	Transfer Credits	Not calculated	Yes	Yes