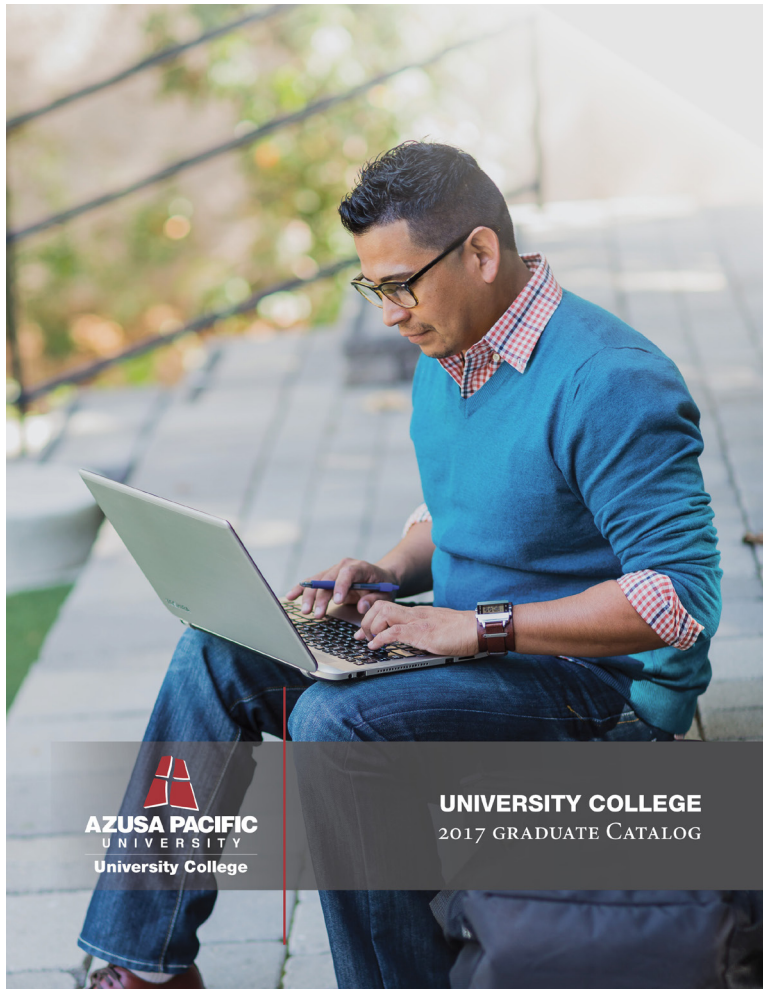




University
College



UNIVERSITY COLLEGE
2017 GRADUATE CATALOG

ADDENDUM - May 2017

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Regional Centers

All references to **Regional Centers** has changed to **Regional Campuses**.

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Refund Policy

Military Tuition Assistance Return Policy

The DOD MOU requires that the university “have an institutional policy that returns any unearned TA funds on a proportional basis through at least the 60 percent portion of the period for which the funds were provided. TA funds are earned proportionally during an enrollment period, with unearned funds returned based upon when a student stops attending”. In accordance with that requirement, the university TA funds return policy is as follows:

Between the start date of a class and up to the Add/Drop date of that class (as defined by the academic calendar), the university will refund 100% of TA funds back to the respective military department if a student drops from a course for which TA funds were used to pay tuition. After the Add/Drop date and prior to the 61% point, “earned” TA funds are prorated on a per day basis. So, for example, if a student has \$100 in TA funds applied to their account for a class, and completes 14 days of a 60 day course (23%), then the student is considered to have earned \$23. The remaining \$77 would be returned. The student’s withdraw date is calculated in accordance with the institutions withdraw date definitions for federal R2T4 purposes. After the 60% point in a class, a student is considered to have “earned” all TA funds and no return is made.

*The institutional policy for TA funds may be superseded by the return policies of military branches. So for example, if the university return policy determines that a student has earned \$50 of \$100 in TA funds, but the Army requests a full return of \$100, the university will return the amount that is requested by the branch (\$100).

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Adds/Drops

Add/Drop Policy changes

1. Learners who do not submit an assignment during Week 1 (online learners) or do not attend the first night of class (face-to-face learners), are administratively dropped and refunded 100 percent.
2. Learners who drop during Week 1 are refunded 100 percent. Drop requests must be received by 12:00 p.m. (noon PT) on Friday of Week 1.

3. Learners may add courses up until 12:00 p.m. (noon PT) on Friday of Week 1. However, learners are responsible for meeting the assigned due dates for all course work and are subject to the UC Late Work Policy.
4. Learners who withdraw after 12:00 p.m. (noon PT) on Friday of Week 1 receive no refund and a W grade is issued. All learners are subject to a proration of federal financial aid per the regulations for all federal aid. Withdrawal requests will be processed on the date received through Sunday of Week 5 (the last day of Week 5).
5. Learners requesting a drop after 12:00 p.m. (noon PT) on Friday Week 1 must submit a General Petition requesting to do so by 12:00 p.m. (noon PT) on Friday of Week 3 and all supporting documentation must be received by 12:00 p.m. (noon PT) on Friday of Week 7. Such petitions will only be considered due to extenuating circumstances and may result in the delay of financial aid disbursement. Late drop petitions will be processed by the end of the same session.

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Grievance Policy

Director of Student Success is **changed to Associate Vice President for Enrollment and Student Success**.

Student Complaint Process

University College at Azusa Pacific University (UC) takes complaints and concerns regarding the institution very seriously. If you have a complaint regarding University College, the university has established a grievance process for students that you can find in the University College Undergraduate Catalog and University College Graduate Catalog under the heading, “Student Grievance.”

If you have a complaint not addressed by one of the grievance processes identified there, or if you have questions regarding the proper process for addressing your complaint, you may contact:

- The Associate Vice President for Enrollment and Student Success (626) 815-4050
- The Academic Dean (626) 804-2590
- The Office of the General Counsel at (626) 387-5763

These contacts will provide guidance on the process for addressing your particular issue.

If you believe that your complaint warrants further attention after you have exhausted all the steps and appeals outlined by the Associate Vice President of Enrollment and Student Success, Academic Dean, or the Office of the General Counsel, you may present your

complaint to the WASC Senior College and University Commission (WSCUC) at wascsenior.org/comments if your complaint is associated with the institution's compliance with academic program quality and accrediting standards. WSCUC is the agency that accredits Azusa Pacific University's academic programs.

If you believe that your complaint continues to warrant further consideration after exhausting the review of either WSCUC or administrators at Azusa Pacific University - University College, you may contact the Bureau for Private Postsecondary Education for review of a complaint. The bureau may be contacted at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, bppe.ca.gov, (916) 431-6924 (phone), and (916) 263-1897 (fax).

View [SHEEO's Student Complaint Information document](#) which provides students and prospective students with contact information for filing complaints with state officials or agencies that would handle any student complaints outside of California.

Nothing in this disclosure should be construed to limit any right that you may have to take civil or criminal legal action to resolve your complaints. Azusa Pacific University - University College has provided this disclosure in compliance with the requirements of the Higher Education Act of 1965, as amended, as regulated in CFR 34, sections 600.9 (b) (3) and 668.43(b). If anything in this disclosure is out of date, please notify the Office of the General Counsel at Azusa Pacific University, 901 E. Alosta Ave., Azusa, CA 91702.