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“As we move to meet the educational needs of working adults in a mobile society, our conception of the university must extend beyond place and embrace process. An adult university cannot be campus bound, rather its borders must be defined by the lives of its students.”

Dr. John G. Sperling
Founder
Annual Security Report Notice

The University of Phoenix annual security report includes statistics for the previous three years concerning reported Clery Act crimes that occurred on campus, in certain off-campus buildings or property owned or controlled by the University, and on public property within, or immediately adjacent to and accessible from, the campus. The report also includes information on the sex offender registry, institutional policies and programs concerning alcohol and other drugs, crime prevention measures, the reporting of crimes, sexual assault, domestic violence, dating violence, stalking and other related matters. The annual security report is available at https://www.phoenix.edu/content/dam/altcloud/doc/about_uopx/Annual-Security-Report.pdf. If you’d like a paper copy of the report, please contact a Campus Safety Coordinator to request one.
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Beginnings -- A Brief History

In 1976, the leading edge of the Baby Boom generation was just turning 30. That same year saw the introduction of the first personal computer, the Apple I -- an event that signaled the birth of a new economic system in which intellectual capital would eventually supplant industrial might as the dominant economic force. These milestones marked the beginning of a sea of change in higher education, though many (perhaps even most) within that system did not recognize it at the time.

Considered together, these phenomena suggested that the jobs that would make up the workforce of the future were only just beginning to be created or imagined. In order to fill those jobs, the bulk of the new workforce would require higher-level knowledge and skills than those needed in a manufacturing economy. At the same time, the largest-ever age cohort of the population, adult learners, would be going through the stages of life during which they would be most affected by the coming economic dislocation and would need advanced education to adapt to these changes.

It was in this historical context in 1976 that Dr. John Sperling, a Cambridge-educated economist and professor-turned-entrepreneur, founded University of Phoenix. Sperling anticipated the confluence of technological, economic, and demographic forces that would in a very short time herald the return of ever larger numbers of adult learners to formal higher education.

In the early 1970s, at San Jose State University in San Jose, California, Sperling and several associates conducted field-based research in adult education. The focus of the research was to explore teaching/learning systems for the delivery of educational programs and services to adult learners who wished to complete or further their education in ways that complemented both their experience and current professional responsibilities. At that time colleges and universities were organized primarily around serving the needs of the 18-22 year-old undergraduate student. That is not all that is surprising, given that the large majority of those enrolled were residential students of traditional college age, just out of high school. According to Sperling adult learners were invisible on the traditional campus and were treated as second-class citizens.

Other than holding classes at night (and many universities did not even do this), no efforts were made to accommodate their needs. No university offices or bookstores were open at night. Students had to leave work during the day to enroll, register for classes, buy books or consult with their instructors and advisors. Classes were held two or three nights per week and parking was at the periphery of a large campus. The consequence, according to Dr. Sperling was that most adult learners were unable to finish a four-year program in less than eight years, or a two-year program in less than four years (Tucker, 1996, p. 5).

Sperling’s research convinced him not only that these underserved learners were interested in furthering their educational goals, but also that this group differed from their more traditional counterparts in significant ways. He saw a growing need for institutions that were sensitive to and designed around the learning characteristics and life situations of a different kind of learner population. He suggested ways for institutions to pioneer new approaches to curricular and program design, teaching methods, and student services. These beliefs eventually resulted in the creation of University of Phoenix, and they continue to this day to inspire the University’s mission, purpose, and strategies. As an institution, University of Phoenix Official School Colors are University of Phoenix Red and University of Phoenix Platinum.

These are custom colors and proprietary to the University.

Ownership Information

University of Phoenix, Inc. is a wholly-owned subsidiary of Apollo Education Group, Inc. ("the Parent"). The Parent’s stock is wholly-owned by AP VIII Queso Holdings, L.P., which is owned by Apollo Global Management, LLC and The Vistria Group, LLC. The University’s central administration is located in Phoenix, Arizona.

Our Mission Statement

University of Phoenix provides access to higher education opportunities that enable students to develop knowledge and skills necessary to achieve their professional goals, improve the performance of their organizations, and provide leadership and service to their communities.

Our Purpose

- To facilitate cognitive and affective student learning-knowledge, skills, and values- and to promote use of that knowledge in the student's workplace.
- To develop competence in communication, critical thinking, collaboration, and information utilization, together with a commitment to lifelong learning for enhancement of students' opportunities for career success.
- To provide instruction that bridges the gap between theory and practice through faculty members who bring to their classroom not only advanced academic preparation, but also the skills that come from the current practice of their professions.
- To provide General Education and foundational instruction and services that prepare students to engage in a variety of university curricula.
• To use technology to create effective modes and means of instruction that expand access to learning resources and that enhance collaboration and communication for improved student learning.
• To assess student learning and use assessment data to improve the teaching/learning system, curriculum, instruction, learning resources, counseling, and student services.
• To be organized as a private institution in order to foster a spirit of innovation that focuses on providing academic quality, service, excellence, and convenience to the working student.
• To generate the financial resources necessary to support the University’s mission.

Accreditation and Affiliations

Regional Accreditation
University of Phoenix is accredited by The Higher Learning Commission (http://hlcommission.org).
The Higher Learning Commission
230 South LaSalle Street, Suite 7-500,
Chicago, Illinois 60604-1411
Phone: 800.621.7440 | 312.263.0456 | Fax: 312.263.7462
http://hlcommission.org

Program Accreditation

School of Business and Business Programs
The Accreditation Council for Business Schools and Programs (ACBSP) has accredited the following programs in the School of Business:
• Associate of Arts with a concentration in Accounting Fundamentals
• Associate of Arts with a concentration in Business Fundamentals
• Bachelor of Science in Accounting
• Bachelor of Science in Business
• Master of Business Administration
• Master of Management
• Master of Science in Accountancy
• Doctor of Business Administration
• Doctor of Management
For additional information, visit acbsp.org.

Accreditation Council for Business Schools and Programs
11520 West 119th Street
Overland Park, KS 66213

School of Nursing Programs
The Baccalaureate degree program in nursing and Master’s degree program in nursing at University of Phoenix are accredited by the Commission on Collegiate Nursing Education, 655 K Street, NW, Suite 750, Washington, DC 20001, 202-887-6791

College of Education and Education Programs
The educator preparation programs offered at the Hawaii and Utah Campuses are accredited by the National Council for Accreditation of Teacher Education (NCATE), a specialized accrediting body administered by the Council for the Accreditation of Educator Preparation (CAEP).
The following initial teacher preparation programs are accredited at the Hawaii Campus:

• Bachelor of Science in Education/Elementary Education
• Bachelor of Arts in Education/Elementary Education
• Master of Arts in Education/Secondary Education
• Master of Arts in Education/Special Education

The following initial teacher preparation and advanced preparation programs are accredited at the Utah Campus:
• Bachelor of Science in Education/Elementary Education
• Master of Arts in Education/Elementary Education
• Master of Arts in Education/Secondary Education
• Master of Arts in Education/Special Education
• Master of Arts in Education/Administration and Supervision
• Master of Science in Counseling/School Counseling

For additional information, visit caepnet.org.

Council for the Accreditation of Educator Preparation
1140 19th St NW, Suite 400
Washington, DC 20036

In addition, educator preparation programs have been reviewed and approved by the state education agency in Arizona, California, Hawaii, and Utah. The College of Education offers state-specific initial and/or advanced educator preparation programs in these states. Individual programs vary by state, and not all programs are available at all locations or in both online and on-campus modalities.

College of Humanities and Sciences and Counseling Programs
The Master of Science in Counseling program in Clinical Mental Health Counseling at the Arizona and Utah Campuses are accredited by the Council for Accreditation of Counseling and Related Educational Programs (CACREP). For additional information, visit cacrep.org.

Council for Accreditation of Counseling and Related Educational Programs
1001 North Fairfax Street, Suite 510
Alexandria, VA 22314

The University also maintains voluntary memberships with numerous educational organizations, including the American Council on Education, the Association of American Colleges, the American Association for Adult and Continuing Education, the American Association for Higher Education, National Association of Schools of Public Affairs and Administration, the Council for Adult and Experiential Learning, the College and University Personnel Association, the Pacific Association of Collegiate Registrars and Admissions Officers, the American Association of Collegiate Registrars and Admissions Officers, the Independent Colleges and Universities of Arizona, the American Association of Colleges of Nursing, National League for Nursing, the National Board for Certified Counselors, the National Association for Foreign Student Admissions, Association of International Educators, the National Association of Veterans Program Administrators, the Service Members Opportunity College, and Defense Activity for Non–Traditional Support. Additionally, the University maintains memberships in various professional, program specific organizations.
Academic Programs, Facilities and Instructional Personnel Information

Academic program offerings and instructional facilities vary according to geographic area and delivery mode at the local campus or online modality. Not all programs are available at all locations.

Academic Programs
University of Phoenix offers undergraduate and graduate programs in business and management, information systems and technology, security, criminal justice, nursing and health services administration, social sciences, humanities and sciences, and education. Detailed information regarding academic programs offered at specific instructional facilities is located at http://www.phoenix.edu/programs/degree-programs.html and the appropriate Academic Catalog at http://www.phoenix.edu/programs/degree-programs/academic-catalog.html. Admissions and program requirements vary by state. Please refer to the Academic Catalog for state and/or program-specific information.

Academic Program Improvement
University of Phoenix pursues a strategy of continuous improvement in relation to its academic programs. This strategy is implemented through assessment processes designed to measure student learning at various levels within the University. Multiple direct and indirect outcomes-based assessment and evaluation measures are utilized to create as comprehensive a picture as possible of the strengths and potential challenges to student learning. Resulting data is used to evaluate and improve academic programs and enhance the overall academic experience.

For University of Phoenix, the purpose of outcomes-based assessment of student learning is to generate information to the students, faculty, program, college and school, and University about the efficacy of its curricula and educational practices in enabling students to achieve exit-level expectations at the course, program and institutional levels. Assessment answers the question: How well are University of Phoenix students meeting the general education, programmatic and institutional learning outcomes underscored by the University’s mission? Its findings inform opportunities for curricular and pedagogical improvement, decision-making processes for policy consideration and resource allocation, and accountability.

The process for outcomes-based assessment of student learning uses the following conceptual framework:

- Assessment Planning
- Collecting Evidence and Analyzing Data
- Implementing Improvement
- Monitoring Effectiveness of Improvements

By utilizing this assessment process, the colleges and schools establish clear, measurable outcomes and ensure that students have sufficient opportunities to achieve outcomes; systematically gather, analyze and interpret evidence to determine how well student learning matches stated expectations; use assessment findings to improve student learning; and monitor improvements by measuring changes in student learning over time.

Academic Programs

Undergraduate and graduate programs at University of Phoenix are offered in business and management, nursing and health sciences, education, criminal justice, social sciences, natural sciences, humanities, and information technology. Undergraduate students are required to complete general education requirements that are distributed across traditional liberal arts categories and interdisciplinary components. General Education requirements are described in greater detail in the Undergraduate Programs section of the catalog. Not all programs are offered at all campuses. Specific programs offered are listed later in this catalog.

University Library

The University of Phoenix Approach to Library Services
The University of Phoenix Library uses current information technology to provide relevant and timely information in support of the learning process. The library users are “knowledge workers” and busy working adults who need to develop the ability to access and utilize information from the desktop. The online distribution of scholarly resources provides functional access to the kinds of information our library users will expected to use throughout their academic programs and careers.

The core of our library is an array of electronic resources available to all students and faculty at any time and from virtually any location where an Internet connection is available. In addition to our numerous resource subscriptions, the library facilitates user education, offers document retrieval and interlibrary loan services, and provides research guidance.

The online distribution of information is not only optimally matched to the needs of working professionals, but also allows for equitable sharing of library resources among students and faculty members. University Library users enjoy access to the same broad spectrum of resources regardless of where and how they attend class.

For more information, please see your Library Handbook or contact the University Library at library@phoenix.edu.

What is in the University Library?
Access to eBooks, reference materials, scholarly journals, and periodicals all selected for their relevance to each University of Phoenix degree program are contained in the University Library’s resources. Financial reports on public companies and a variety of directories and other reference publications are also available. In addition, the University Library has a collection of multimedia available, including videos, images, and audio files, on a variety of topics. Many of the resources found in the University Library are academic materials are made available through license agreements with content providers and are not accessible to the general public like web pages found through an Internet search engine.

Getting Started with the University Library
To get started using the University Library, students and faculty members should follow these steps:

- Visit the student and faculty website https://ecampus.phoenix.edu/
  - This is the same website used to obtain course modules, grades, and other University of Phoenix resources and services.
- After logging into the student and faculty website, select the Library tab and then the University Library link to enter the University Library.
- Select an appropriate resource and begin research.

Electronic Reserve Readings
In addition to the University Library resources for research by topic, University Library staff members also maintain Electronic Reserve Readings for individual courses. These pages provide links to materials relevant to the course curriculum. Access to Electronic Reserve Readings, when available, are listed on course pages within eCampus.
Additional Resources for Help

- Reference services allow users to receive direct and in-depth reference assistance from accredited librarians.
- Interlibrary loan and documents retrieval services allow users to request a document or book not available in the University Library. Specific timelines and rules apply to this service.
- Resource recommendations by subject can be found by utilizing our Subject Guides on the library homepage.
- The FAQs on the homepage of the University Library contain in-depth answers to “Frequently Asked Questions” received by the library.
- The Library Handbook includes detailed information on the library collection.

How to Contact the University Library

Student Technical Support 1-877-832-4867
Email library@phoenix.edu
International students and faculty can reach Tech Support at 1-602-387-2222. Callers should identify themselves as international students or faculty and give a call back number. Tech Support will call back to minimize phone charges.

Current Resources of the University Library

For a current list of resources in the University Library, please refer to the our Research Database link on the library’s main page.
THE UNIVERSITY’S TEACHING AND LEARNING MODEL

The mission of University of Phoenix is to provide access to higher education opportunities that enable students to develop the knowledge and skills necessary to achieve their professional goals. As a result, the University’s teaching and learning model is grounded in the theoretical and empirical literature of learning and cognitive psychology. The University employs best practice from recent education literature, as well as best service practices that enhance the academic experience for students who are new to higher education. This combination increases student retention and successful degree completion.

Active Learning

The model is based first on the assumption that the learner’s active involvement in the learning process is essential to good practice. Thus, in all modalities University of Phoenix classrooms are intended to be dynamic learning spaces. Instructors are expected to serve as facilitators of learning who manage the learning process by engaging learners in a variety of activities (lectures being but one) that lead students to an understanding of course content and the development of academic and professional competence. By involving students in a variety of learning activities, respect is demonstrated for diverse ways of learning and knowing. Interaction and participation in classes and Learning Teams is expected of those students in the bachelor and master degree programs. Students pursuing an associate degree online (excluding AACR & AAPF) are involved in collaborative learning activities, and a small number of courses may require participation in formal Learning Teams.

Collaboration

The effectiveness of cooperation and collaboration in enhancing learning is well and widely documented. Structures that encourage and facilitate collaboration are central to the University’s teaching and learning model. Working students frequently come to formal learning activities with greater life and work experience. This means that learners themselves can be invaluable resources in enhancing their own and others’ learning. Traditional pedagogy emphasizes a top-down, vertical transfer of information. Students from new information. It also makes learning relevant to the learning exchange as students teach and learn from one another. Good practice in education capitalizes on this dimension to the students’ advantage.

Emphasis on Application and Relevance

There is wide agreement in the literature that students learn best when bridges are built between new knowledge and the learners’ experience. Practices that encourage reflection and application are based on the recognition that a learner’s experience provides a context through which he or she is more able to construct meaning from new information. It also makes learning relevant to the learners. In University of Phoenix courses, students’ experiences and current circumstances are interwoven with subject matter in class discussions as well as in individual, team and other collaborative assignments. Real-world relevance is critical to basic comprehension as well as to maintaining student interest. Students very often say they are able to apply at work the next day what they learned in class the night before.

University-Wide Learning Goals

The University’s faculty leadership has established five broad learning goals that guide curriculum development, instruction, learning assessment, and program evaluation and improvement. The University Learning Goals are:

1. Professional Competence and Values
2. Critical Thinking and Problem Solving
3. Communication
4. Information Utilization
5. Collaboration

The intent is to help all University graduates attain levels of theoretical and practical disciplinary knowledge appropriate to the levels of degrees or credentials they are earning, while developing competence in essential intellectual and social processes that will enable graduates to practice their professions successfully.

Curriculum

The University’s curriculum is faculty-developed and centrally managed by a team of college staff and instructional designers with objectives and outcomes that are carefully defined. Individual instructors have the responsibility to expand and enhance the basic curriculum by augmenting it with current resources and practices. The curriculum is under continual content and quality review.

Awarding Credit Hours

Credit hours are awarded in accordance with common practice among institutions of higher education. Course content and outcomes are determined by faculty and are delivered in a format informed by adult learning principles and aligned to Carnegie unit guidelines. One Carnegie hour is defined as 50 minutes of faculty directed or student directed activities. Achievement of outcomes related to the awarding of credit hours is measured using standard national benchmarks. The curriculum at University of Phoenix is faculty-developed and centrally managed. Instructional strategies include the use of synchronous and asynchronous activities inside and outside the online and/or physical classroom and are designed to be outcome focused and engaging. To ensure the appropriate level of curriculum coverage and rigor, students are required to participate in weekly classroom-based learning activities including direct faculty instruction and collaborative activities, and/or additional hours of faculty-directed student engagement using a variety of instructional strategies and online learning activities, which are designed to support the course topics and objectives.

The table below summarizes the minimum required number of hours of faculty-directed (instruction) and student directed (homework) learning activity engagement for each credit award value at all credential levels. Additionally, the table includes the minimum course duration (in weeks) for each credit value necessary for faculty to effectively cover course content, and for students to reasonably assimilate the information, based upon federal guidelines and commonly accepted practices in higher education. All courses which award college credit shall conform to these minimum required hours.
University of Phoenix College Credit Bearing Course Recommendations

<table>
<thead>
<tr>
<th>Credits</th>
<th><strong>Minimum required faculty-directed classroom-based hours</strong></th>
<th><strong>Minimum faculty recommended hours for student-directed homework (includes reading, research, study time, and assignment development)</strong></th>
<th><strong>Minimum hours</strong></th>
<th>Minimum required duration of course in total weeks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>15</td>
<td>30</td>
<td>45</td>
<td>2 (*22.5/week)</td>
</tr>
<tr>
<td>2</td>
<td>30</td>
<td>60</td>
<td>90</td>
<td>4 (*22.5/week)</td>
</tr>
<tr>
<td>3</td>
<td>45</td>
<td>90</td>
<td>135</td>
<td>5 (*27/week)</td>
</tr>
<tr>
<td>4</td>
<td>60</td>
<td>120</td>
<td>180</td>
<td>6 (*22.5/week)</td>
</tr>
<tr>
<td>5</td>
<td>75</td>
<td>150</td>
<td>225</td>
<td>7 (*26/week)</td>
</tr>
</tbody>
</table>

*Average hours per week, assumes student is generally taking one class at a time

Doctoral residencies, laboratory work, internships, practica, studio work, student teaching, clinical hour, and other course formats as established by the University may deviate from the minimum required duration of a course in total weeks. However, alternatives of these course types leading to the award of credit hours must still reflect at least an equivalent amount of work (i.e., time on task) as outlined in policy.

Program length is determined by faculty in accordance with common practice among institutions of higher education. The following list reflects the minimum number of credits generally required at each credential level.

**Degree Level & Minimum Total Semester Credits:**
- Associate Degree: 60 credits
- Bachelor Degree: 120 credits
- Master’s Degrees: minimum 30 credits beyond the Bachelor Degree
- Ph.D. or Applied Doctorate: minimum 30 credits beyond the Master’s Degree

**Access and Convenience of Time and Place**

The University’s goal is to make access to programs and services available to all those who wish to avail themselves of them and to work to completion of a degree program.

University of Phoenix campus-based programs are offered at times and in places that are convenient to adult learners. Classes are held primarily in the evening and on weekends when learners are most likely to need access. Wherever possible, campuses and learning centers are located at strategic locations near major freeways and thoroughfares that permit convenient access.

Access in the 21st Century means many different things. To the student in rural America or the working parent with children at home, access may be possible only through an Internet connection. Those students usually work toward their degrees through courses offered online or via FlexNet®, a combination of classroom and online learning.

**Program Format**

University of Phoenix is a non-term institution and does not operate according to a traditional academic calendar. New student cohorts can begin at any time. Typically, graduate courses at University of Phoenix meet for six consecutive weeks and undergraduate courses meet for five weeks. Classes delivered via the online modality meet asynchronously throughout each course week.

Campus-based classes meet once per week for four (4) hours. When a course ends, the next course usually begins the following week. This intensive calendar allows students to achieve their educational goals in a more time-efficient manner. The University’s low student/faculty ratio and class size that average 17-23 students at the Online campus and 7-11 students at local ground campuses facilitate active learning and collaboration and encourage time-on-task. As a rule, bachelor and graduate degree seeking students take only one course at a time. This allows them to focus attention and resources on one subject, a structure that enhances learning and helps students balance ongoing professional and personal responsibilities.

**Class Size**

Minimum and maximum class size may vary by college, course, and location. Some colleges may determine a specific minimum and maximum class size given the curriculum and learning model.

**Learning Teams**

In addition to regular course instructional sessions, bachelor’s and master’s level students work in Learning Teams. Learning Teams are small groups of three to six students drawn from within the larger cohort. Learning Teams are an essential design element in the University’s teaching and learning model through which students develop the ability to collaborate -- an ability expected of employees in information-age organizations and one of the University’s primary learning goals. Due to the unique teaching and learning model and objectives, students enrolled in an associate degree program at online (excluding AACR & AAPF) usually do not participate in Learning Teams, but are encouraged to collaborate and participate in classroom assignments.
All students enrolled in degree programs and/or designated certificate programs using the learning team model must meet learning team attendance policies. Teams may meet in person or via teleconference, real-time electronic conferencing, or asynchronous meeting in the classroom team forums. Students must indicate their participation in the learning team meetings and/or assignment deliverables. Students are expected to actively participate in the team’s activities. Students attending a local campus must acknowledge participation in their learning team each week in the Assignments section of eCampus. At the end of each course, students are given the opportunity to evaluate the contributions of each team member to the accomplishment of team goals.

Technology Enhanced Courses

Some University courses are ‘technology enhanced’ courses. These courses (designated with a ‘T’ at the end of the course ID) differ from courses in the standard University of Phoenix format in that they employ the use of adaptive learning diagnostics at the beginning of each week of class to identify existing knowledge and knowledge gaps regarding the week’s course content. Students then spend the week engaging in specific learning activities designed to fill in those knowledge gaps in a courseware platform outside of the online classroom. These frequently include auto-graded activities that provide students with instant feedback. The class size in a technology enhanced course is larger than for standard University of Phoenix courses. In order to effectively manage the discussion in these larger groups, students are placed into learning teams. Learning teams in a technology enhanced course differ from learning teams in a standard University of Phoenix course in that they serve as discussion communities only and do not require students submit learning team assignments for points.

Faculty

University of Phoenix faculty members are accomplished managers, technology leaders, professional educators, corporate executives, financial officers, healthcare and human services professionals and leaders in other professional arenas. A listing of faculty may be obtained at each local campus and/or in the appendix pages at the end of this catalog. Faculty Lists are also published for each college and school on www.phoenix.edu.

Employee Screening

Subject to the requirements of federal, state, and local law, all external candidates who receive an offer of employment with the University must have a background check completed with the University prior to their start date.

Student Technology Recommendations and Competencies

In an effort to assist students with adequate preparation for their course work at the University of Phoenix, technology recommendations and competencies have been established. These recommendations and competencies are in effect for the School of Advanced Studies, School of Business, College of Education, College of Information Systems and Technology, College of Health Professions, College of Humanities and Sciences, and the School of Continuing Education. To that end, students will need to access and use the hardware and software as described below. Additional recommendations and competencies may be required for particular courses/programs. Students using software and hardware other than that recommended must still meet the technology competencies. Please note that due to the rapid rate of change in information technology, hardware and software competencies will be updated on a regular basis. Some courses in the College of Information Systems and Technology may require additional software.

Technology Recommendations

Hardware and Peripherals

You must have reliable access to a personal computer or utilize technology at one of our campuses or student resource centers that meets the following specifications.

- A processor of 1.2 GHz or faster
- 4 GB RAM or greater
- A high speed internet connection with a connection speed of 1.5 MB/s or better.
  - The use of satellite and cellular connections may result in slowness or errors (timeouts, access problems) when accessing the classroom and course materials.
  - The use of public access computers and internet (for example, at restaurants and public institutions such as libraries) may result in slowness or errors (timeouts or access problems) when accessing the classroom and course materials. Public access computers may not permit any access to certain course materials or systems due to security limitations.
  - Monitor and video card with 1024x768 or greater resolution
- Keyboard and Mouse
- A noise-cancelling headset is recommended.
- Public access computers may not permit usage of speakers, headphones or microphones.
- A web camera capable of video web conferencing
- Public access computers may not permit usage of web cameras.

A DVD/CD-ROM drive may be needed to install software in select courses

Software and Applications

You will need a computer with Microsoft® Windows or Apple® Mac OS and familiarity with the following items:

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Minimum</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft® Windows</td>
<td>Windows 7</td>
<td>Windows 10 or higher</td>
</tr>
<tr>
<td>Apple® Mac OS X</td>
<td>Mac OS X 10.10</td>
<td>Latest Version</td>
</tr>
<tr>
<td>Apple iOS</td>
<td>11</td>
<td>Latest Version</td>
</tr>
<tr>
<td>Android</td>
<td>5</td>
<td>Latest Version</td>
</tr>
<tr>
<td>Chrome OS</td>
<td></td>
<td>Not Supported</td>
</tr>
</tbody>
</table>

Microsoft® Windows may be required for some technology courses.
The University of Phoenix only supports the browsers listed above.

Please note that newer browser versions incorporate security fixes and newer technologies, which may often lead to a better user experience. Current browser versions are highly recommended when the option is available.

Additional Software
- Microsoft® Office 2013 or later for a personal computer (PC), Microsoft® Office 2011 or later for a Mac.
- An up to date installation of Adobe® Reader
- An up to date installation of the Adobe® Flash plug-in
- Local administrative privileges to operating system may be required to allow for installation of software and/or configure computer settings
- A current security suite application (updated regularly)

Some courses may require the purchase of additional software including
- Microsoft® Visio
- Microsoft® Project

Please note that much of the software required above can be found in the University Marketplace or the online Microsoft® Office offer for enrolled students.

Mobile Devices
Students are required to have reliable access to a PC or Mac but may use a mobile device such as a phone or tablet as a secondary means of access or Blackboard™mobile app. Access, support, and functionality of University websites, classroom environment, or required course materials may be limited on mobile devices.

Computer Accessibility
All students need access to a computer for success in their coursework. The operating systems on most computers already have some features that include these accessibility technologies:
- Changing font size
- Changing size of desktop icons
- Magnification of portions of your screen
- Converting text to speech
- Altering background color
- Captioning for audio
- Speech recognition

Accessibility for Operating Systems
Both Microsoft and Apple provide additional accessibility guides, tutorials, and tips for use on your computer. Visit the Microsoft or Apple website for information beyond the documents provided here. Students may contact the Disability Services Office for questions about accommodations or visit the University’s page on accessibility.

College Specific Requirements
The College of Information Systems and Technology
The College of Information Systems and Technology may require access to additional software. Software currently provided by the University on the student website is subject to change and may require students to purchase or obtain access to the software. Please look for updated software requirements in your course. Students must have access to a Mac computer to complete iOS mobile coursework or the latest Windows operating system to complete Windows mobile coursework.

College of Education
The College of Education may require access to additional software and hardware for the purpose of meeting individual state mandates. You may be required to submit video clips during your program to meet assignment requirements, during the student teaching or practicum experience (if applicable) to meet assessment requirements, and near the end of your program to meet licensure requirements. You may be required to purchase or obtain access to relevant software and hardware. Please look for updated software/hardware requirements in your courses.

A minimum Internet upload speed of 2Mbps is recommended to help facilitate the video uploads.

School of Advanced Studies
The School of Advanced Studies requires that students bring a laptop computer that meets the above technology requirements to any/all physical residencies or classes.

eCampus: Student and Faculty Portal

eCampus is a secure multifunctional electronic gateway to student services, the University Library, class schedules, course materials, the electronic class environment, assignment feedback and grade reports, as well as transcripts. eCampus is accessible 24/7 and requires no special software. Students can login to eCampus from any computer and Internet Service Provider. Student resources on eCampus include the University Library, eBooks, Media Library, Center for Writing Excellence, Center for Mathematics Excellence, student workshops, Life Resource Center, and Phoenix Link.

When students are admitted to a program, they are provided with all the information needed to connect to eCampus. This electronic class environment is where assignments are turned in and exams
are accessed. Each student's eCampus login credentials are unique; students must not share their login credentials with anyone.

University of Phoenix students attend class on-campus, online, or in a hybrid modality known as FlexNet®. Regardless of modality, all students use the same materials for a specific course, have access to all student resources available on eCampus, and turn in assignments by accessing assignment links on eCampus.

Discussions and participation during online class weeks are asynchronous, so there is no need to be online at a specific time during each online class week. Class discussions are private, limited to members of the class.

University of Phoenix authorizes Deans and administrative staff and faculty in the Colleges, Directors of Academic Affairs, Campus Academic Directors and certain university administrators to review submissions to the electronic class environment and to assignment links to assist in the resolution of grade disputes, grievances, and charges of academic dishonesty, as well as to confirm and/or investigate other academic-related issues as necessary.

Classroom Recording Policy

Students may only make audio and/or video recordings of University of Phoenix class presentations, activities, and discussions if they meet one or more of the following criteria:

- The recording occurs with the prior written consent of the faculty teaching the class and of all students in the class at the time of the recording.
- There is a documented University of Phoenix Disabilities Service Office authorized accommodation requiring recording of specific parts of a class session.

Faculty wishing to make audio or video recordings of class presentations, activities, and/or discussions must obtain prior written permission of the campus Director of Academic Affairs and of all students in the class at the time of the recording.

If a class recording is made with appropriate authorization, unless there is clear and unambiguous prior written approval to the contrary, the recording must not be copied or shared with others, posted on a website to which others have access, or disseminated in any other manner, but shall be used for personal class-related study purposes only by the individual who made the recording.
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UNIVERSITY POLICIES

Academically Related Activities
Academically Related Activities (ARAs) are used to determine a student’s official last date of attendance and corresponding enrollment status at the University. ARAs are also used to determine the effective date of active and withdrawn enrollment statuses. The following activities that occur on or after the course start date and on or before the course end date will be considered academically related activities by the University:
- Messages in a course
- Assignment submissions posted via the online classroom
- Quiz/Exam submissions recorded by the system via the online classroom
- Learning Team Acknowledgements via the online classroom
- Physical Attendance verified by a signed attendance roster (local campus courses only)
- Quiz/Exam submissions recorded by the system via the online classroom
- Physical Attendance verified by a signed attendance roster (local campus courses only)

Courses offered in Blackboard:
- Discussion posts in a course (Blackboard “Messages” and “Course Room” interactions do not count towards course attendance)
- Assignment submissions posted via the online classroom
- Quiz/Exam submissions recorded by the system via the online classroom
- Physical Attendance verified by a signed attendance roster (local campus courses only)

ARAs will not generate for activities in Audited (AU) courses. Blackboard “Messages” do not count towards course attendance.

Institutionally Scheduled Break
For all students, the University’s winter institutionally scheduled break for the 2019/2020 award year is December 24, 2019 - January 4, 2020.

For students attending a local campus, one or more additional University institutionally scheduled break(s) may apply for University observed holidays for the 2019/2020 award year. For University observed holidays, a one week institutionally scheduled break will be placed on a student’s academic record in the event that he/she is enrolled in a course that has been extended at a local campus due to a University observed holiday; the actual dates of the institutionally scheduled break will vary based upon the observed holiday. Currently the University observes the following additional holidays: Memorial Day, Fourth of July, Labor Day, Columbus Day, Thanksgiving Day and day following, Martin Luther King Jr. Day, President’s Day, and Mardi Gras.

Course Attendance Policy
Attendance is mandatory in all university courses. Students satisfy course attendance requirements through the activities listed below:
- Local Campus and In Person Residency: Students must physically attend the local campus workshop meeting during the scheduled class and sign the attendance roster.
  - Most local campus courses meet four hours per week.
  - Most in person residency courses meet eight hours per day and require daily sign-in on the attendance roster.
- Directed Study: Students must post one message, assignment submission, or quiz/exam submission that is recorded by the system in the online classroom during the scheduled class during the online week.
- Blackboard “Messages” and “Course Room” interactions do not count towards course attendance.
- FlexNet: Students are in attendance at the local campus workshops if they physically attend the local campus workshop meeting during the scheduled class hours and sign the attendance roster. They are in attendance during the online class weeks if they post one message, assignment submission, or quiz/exam submission that is recorded by the system in the online classroom on at least one day during the online week.*
  - Blackboard “Messages” and “Course Room” interactions do not count towards course attendance.
- Preceptorship Clinical Courses: Students enrolled in preceptorship courses are not required to meet classroom workshop attendance in person as they are required to complete supervised clinical hours offsite. Attendance for the course is recorded weekly by the faculty member as documented on the attendance roster to record preceptorship progression. Students are responsible for notifying the faculty member prior to the start of the course workshop week if they are no longer engaging in required supervised clinical activity, and plan to withdraw from the course, to ensure attendance is recorded accurately.
- Counseling Residency Courses:
  - Online week: Students must post at least one message, assignment submission, or quiz/exam submission that is recorded by the system in the online classroom on at least one day during the online week*
    - Blackboard “Messages” and “Course Room” interactions do not count towards course attendance.
  - Three day residency: Attendance for the course is determined by the online week requirements. Students who do not physically attend any day during the in person residency will receive a failing grade for the course.

Unexcused Absence Policy
Unexcused absences will result in an automatic “W” grade if students miss more than the maximum allowed absences. Refer to the chart below:

<table>
<thead>
<tr>
<th>Number of workshops</th>
<th>Allowed Absences</th>
<th>Absences resulting in Withdrawal (W) grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-4</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>5-9</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>9 (Online associate)</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>10-59</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>60+</td>
<td>9</td>
<td>10</td>
</tr>
</tbody>
</table>

*Note: for courses that began prior to 7/1/2019, students are required to post on at least two separate days during the online week to satisfy course attendance requirements.
Students may submit a request for an excused absence prior to or after the missed week of attendance, for one of the following reasons with supporting documentation:

- Military deployment
  - Documentation can consist of military orders.

- Required military training
  - Documentation can consist of military training orders.

- Extreme serious illness or hospitalization of student or family member
  - Family members for hospitalization or serious illness include: mother, father, spouse, and child.
  - Documentation can include a note from the Doctor or release from the hospital. The documentation does not need to contain specifics of the medical condition and/or injury, etc.

- Title IX - Pregnancy and Childbirth
  - A student must be excused for medically necessary absences due to pregnancy, pregnancy-related conditions or childbirth for as long as the doctor deems the absence(s) medically necessary.
  - Documentation can include a note from the doctor, release from the hospital, and any other documentation that would typically be required for other medically necessary absences.

- Death of immediate a family member
  - Documentation can consist of a copy of the deceased’s obituary.

- Jury Duty
  - Documents can consist of a copy of the jury summons.

- Other extenuating circumstances
  - Students may request an “E” excused absence based on extenuating circumstances, as approved by the University.

- Natural disaster, inclement weather, or emergency situations which requires campus(es) to cancel classes.

**Leave of Absence**

- Students who need to take a formal break from their program may request a Leave of Absence (LOA). All students actively enrolled in certificate and degree programs at the University are eligible to request a LOA.

- Students may be approved by the University for multiple LOAs in a 12-month period; however, the total of all approved LOAs may not exceed 180 calendar days in the 12-month period.

- An LOA will not be approved if a student requests the LOA after 14 consecutive days of nonattendance, is in an unofficial withdrawal (UW) status, and the request is not due to unforeseen circumstances that occurred prior to the UW status.

- If a student requests an LOA start date in the future and is unofficially withdrawn, the University will review the student record on or after the original approved return date.

- The University will not allow a student to take two consecutive LOAs separated by an institutionally scheduled break.

- Student must return to the same program of study in which he/she took the LOA.

- Student must return on the date designated as the Return Date on his/her LOA Request Form, or the student will be withdrawn from the University.

**University Withdrawal**

The University Withdrawal Policy addresses a student’s separation from the University and is applicable to all students enrolled in degree or certificate programs. Students may be officially, unofficially or administratively withdrawn. When a student is withdrawn, the University records both a withdrawal effective date and a date of determination (the date when the University determined that the criteria for withdrawal was met).

- **Official Withdrawal:** Students who provide official notification of the intent to withdraw from the University are considered official withdrawals (OW).
  - The withdrawal date for an official withdrawal is the last date of academic attendance or attendance of an academically related activity (ARA) determined from University attendance records. This date is always earlier than or equal to the date the student notifies the University of his/her official withdrawal.
  - The date of determination (DOD) for students who officially withdraw from the University is the latter of the student’s withdrawal effective date or the date the student indicated in their notification to the University of his/her official withdrawal.

- **Unofficial Withdrawal:** Students who do not provide official notification to the University of their intent to withdraw are considered unofficial withdrawals (UW) after 14 days of consecutive nonattendance in an ARA determined from University attendance records.
  - For a student with an approved leave of absence, the University will review the student record on or after the original approved return date.
  - For a student who is unofficially withdrawn, the DOD is the 15th day after the last attendance at an academically related activity.
  - For a student with an approved leave of absence, the DOD is the day after the student’s scheduled return date.

- If a student is granted an extension in the course he or she is currently attending and the intent is to complete the course, the days in the extension period will not count toward the 14 days of consecutive nonattendance in an ARA. During this time a student in an extension period will remain in active status. An extension of the course is indicated by the issuance of an IX (In Progress Extension) grade.

- **Administrative Withdrawal:** Students who are withdrawn from the University for failing to meet admission, academic, candidacy, financial or code of conduct policies are considered administrative withdrawals (AW).
  - The withdrawal date for students who are AW is the last date of academically attendance or attendance in an ARA that occurred prior to the decision to administratively withdraw the student.
  - The DOD for students who are AW from the University is the date the University decides to administratively withdraw the student.

**University Withdrawal Procedure**

Students wishing to officially withdraw from the institution may complete the self-service Official Withdrawal automated process via the University student website. Students who wish to rescind their intent to withdraw from the University must participate in an ARA after the effective date provided on the student’s Official Withdrawal form. Students who rescind their intent to withdraw
and subsequently withdraw without official notification to the University of their intent to withdraw, will be considered unofficial withdrawals. If the student officially or unofficially withdraws after rescinding the intent to withdraw, the withdrawal date is the last date of academic attendance or ARA determined from University attendance records.

**Academic Program Re-Entry**
- Any student who has been out of attendance for more than 365 days from the last date of positive recorded attendance in a program applicable course is considered a re-entry student.
- Re-entry students may re-enroll into their program version without appeal if the program version is still the most current in their state or jurisdiction.
- Re-entry students whose program version is not the most current in their state or jurisdiction will be required to enroll into the most current version.
- Re-entry students not re-entering into the most current program version offered in their state or jurisdiction may submit an appeal to the Student Appeals Center to re-enter any program that is not yet expired.
- No appeals will be accepted for re-entry to an expired program.
- Select programs may have additional re-entry requirements/restictions. Re-entry students should consult their Academic Advisor for guidance.

**Holiday Calendar**
The University’s holiday calendar is listed below.

**2019-2020 Holiday Calendar**
- 4th of July: July 3, 2019 - July 4, 2019
- Labor Day: September 2, 2019
- Thanksgiving: November 27, 2019 - December 1, 2019
- Martin Luther King Jr Day: January 20, 2020
- President’s Day: February 17, 2020
- Good Friday: April 10, 2020
- Easter: April 12, 2020
- Memorial Day: May 25, 2020

**Course Equivalencies**
Equivalent courses are University approved courses that act as an acceptable alternative to a required course, as determined by the College and may apply to a program in place of a required course. Courses must have substantially similar content, course objectives, and/or learning outcomes. The equivalencies are subject to change based on program update or College need.

Equivalent courses must be an equal level or higher, and have the same number of credit hours or higher.

Combination equivalencies are used when the content of two or more courses taken together are deemed to have substantially similar content, course objectives, and/or learning outcomes to the content of one course. Unless stated, when a combination of multiple courses is used to satisfy an equivalency with a course, the excess credits from the combination may apply towards the Additional Liberal Arts, Interdisciplinary, and/or Elective requirements for the program.

If all courses needed to satisfy a combination equivalency are not completed, the equivalency will not be satisfied. Students should complete the required course as outlined in the program policy. When two equivalent courses are completed, only the most recent course completed will be counted for credit and grade point average calculations.

The College may also provide course options which are not direct equivalencies to the required course, but which the College has determined to be acceptable alternatives to a required course for a specific program.

**Course Cancellation**
University of Phoenix may be required to cancel courses when necessary. In addition, courses may not begin on their scheduled start dates in the event of certain circumstances, such as faculty availability or insufficient enrollment. In such situations, the University will work with students in an effort to provide them with the opportunity to reschedule or to transfer to a comparable University course if available. Any payments made for cancelled courses will be refunded or applied to another University course. All attempts will be made to address such cancellations with students as early as possible.

**Directed Study**
With approval of the Campus Director of Academic Affairs or designated appointee, students may complete Dean approved courses, as available, via Directed Study delivery as outlined below:
- Degree program enrollment: a maximum of twelve (12) completed credits in the program
- Credit bearing certificate program enrollment consisting of four or more courses: a maximum of three (3) completed credits in the program.
- Deployed active duty military students: a maximum of (15) completed credits per academic year upon providing official documentation of the deployment timeframe to their local campus.

**Concurrent Enrollment**
Concurrent enrollment is defined as simultaneous enrollment. This refers to enrollment in any two University courses. Students enrolled in courses outside the University are excluded from the definition. Courses will be considered concurrent when start and/or end dates overlap.
- Students enrolled in an undergraduate or graduate degree program may not enroll in more than two credit bearing courses concurrently.
- Students enrolled in an Online Associate degree program may not enroll in more than three credit bearing courses concurrently.
- Concurrent enrollment in the first four courses is prohibited for all new students.
Multiple University Credentials

Students may earn multiple credentials from the University of Phoenix. The following policies apply:
- Only one degree in a specific discipline may be earned at each program level (i.e., bachelor and/or graduate); however, students can earn multiple degrees in different disciplines. For the purpose of this policy, the term discipline refers to the subject or content area for the program (e.g., Psychology, Accounting, Cybersecurity, etc.).
- Students may earn only one certificate in a specific discipline at each course level (lower division, upper division, graduate, doctoral).
- Students who have been conferred from a degree or certificate program cannot return and enroll into a lower level degree or certificate in the same discipline as their previously completed program.
- Programmatic residency must be met for each credential through the completion of a prescribed minimum number of unique University of Phoenix credits.
- Graduate degree-seeking students must complete a minimum of 18 credits toward an additional graduate degree. Exceptions are outlined within programmatic policies.
- Bachelor degree-seeking students must complete a minimum of 30 unique credits of the additional bachelor degree’s required course of study in order to meet residency.
- Residency requirements that do not fall within the above guidelines are outlined in specific program policies.

Students may only earn one associate degree.

Students may not complete more than one degree from the School of Advanced Studies with the exception of Educational Specialist (EdS). EdS graduates may return to the School of Advanced Studies and earn a doctorate degree.

Unless otherwise stated within a program policy, students may receive a certificate in the same area of focus as the specialization, concentration, or emphasis in their degree program.

Maximum Credit Limits

The University has identified the maximum number of credits a student may complete during a 12-month period. This limit is determined based on the student’s actual start date in their program at the University. The number of credits completed within a 12 month period is limited by the program level of study the student is actively pursuing.
- All undergraduate students may complete a maximum of 45 UOPX credits in a 12 month period.
- Graduate students may complete a maximum of 39 UOPX graduate credits in a 12 month period.

Students who are enrolled in both graduate and undergraduate programs are limited by the undergraduate credit maximum.

Course Credits

All credits issued for successfully completed University of Phoenix course work are in semester credits. Courses numbered 100-299 carry undergraduate, lower division credit. Courses numbered 300-499 carry undergraduate, upper division credit. Courses numbered 500-599 carry graduate credit. Professional courses numbered 600-699 may be applied to either undergraduate or graduate credit requirements. Courses numbered 700-799 carry doctoral credit.

Most courses are three semester credits. In a typical three-credit course, and consistent with federal and accreditation requirements regarding the award of college credit, students can expect to engage in a minimum of 45 hours of faculty directed learning activities including classroom-based instruction/discussion, learning team projects, and/or additional learning activities (e.g., simulations, tutorials, videos, etc.). Additionally, students can expect to engage in a minimum of 90 hours of faculty recommended homework (i.e., reading, research, assignment development, and class preparation). These faculty-directed and student-directed expectations are intended to ensure a minimum level of content coverage and overall curriculum rigor is achieved in addressing the course objectives.

Student Identification

All students are assigned a unique student identifier called an Individual Record Number (IRN). This is the primary number students use to obtain campus, web and voice response services. A letter and ID card will be mailed upon request. Current students have the option to visit their local campus or learning center and have a picture identification (ID) card created. In order for an ID card to be printed you must:
- Be in an active status with University of Phoenix (Full time, Less Than Half Time, and Leave of Absence)
- Before issuing the Photo Student ID, a government issued ID must be provided to staff to confirm student identity and eligibility

The Photo Student ID card will be issued by University staff at the local campus or learning center. Not all local campuses or learning centers may offer this service.

Name and Social Security Number Changes

The University requires documentation of legal name and social security number changes. The following primary forms of identification will be accepted for a legal name change:

A copy of one of the following forms of identification will be accepted as proof of your legal name change. The document provided must be signed and must accurately reflect your full legal name.
- Court Ordered Name Change
- Social Security Card
- Passport/Passport Card
- Permanent Resident Card
- Certificate of Naturalization
- Driver’s License
- International students may also submit: National Identity Card

These forms must illustrate the name exactly how it is requested on the Name Change form. A signed social security card issued by the Social Security Administration is required for changes in social security numbers.

Letter Request

All student letter request must be processed by the Registrar’s Office. Students may contact the Admissions and Records Service Center (ARSC) to request letters and will be required to verify their identity per FERPA guidelines.

Directory information requests do not require a FERPA release form.

3rd Party Requests - A FERPA release is required if the letter is to be faxed, mailed, or encrypted emailed to a third party for non-directory information.
Student Requests - A FERPA release form may be required if the letter containing non-directory information is to be faxed, mailed, or encrypted emailed to the student and the student does not have the fax number, mailing address, or email address listed on the official student record. The Registrar’s Office is unable to provide letters of recommendation or assist with scholarship letters or scholarship nominations. Students who are requesting letters of recommendation or nominations regarding scholarships should contact scholarships@phoenix.edu for assistance.

In lieu of providing a letter of recommendation, the Registrar’s Office can provide a University of Phoenix approved letter or a customized letter based on information in the student’s record that can be validated by a member of the Registrar’s Office.

Students may call the National Student Clearinghouse at (703)742-4200 to verify information related to their enrollment. If the National Student Clearinghouse has sent information to lenders within the last 30 days, an enrollment verification letter is not required by the lender.

**Forms**

The Registrar’s Office is the University’s designated department to review and route forms requiring a school official’s signature. If the Registrar’s Office cannot complete a form, the form will be routed to the appropriate department for completion.

University of Phoenix cannot comply with or complete certain forms. Directory information requests do not require a FERPA release form.

3rd Party Requests - A FERPA release is required if the form is to be faxed, mailed, or encrypted emailed to a third party for non-directory information.

Student Requests - A FERPA release form may be required if the form containing non-directory information is to be faxed, mailed, or encrypted emailed to the student and the student does not have the fax number, mailing address, or email address listed on the official student record.

**Record Maintenance**

University of Phoenix requires students to complete and sign all student related documents in connection with their education record. Nobody other than the student may sign forms (wet signature or e-signature) on behalf of a student.

**Course Audit Policy**

With approval of a Director of Academic Affairs or designated appointee, students may register for and audit University courses. Auditing students are passive participants in the class and are not held accountable for Study Group Task/Team work nor for assignment submission unless otherwise negotiated with the faculty member.

Auditing students are governed by all University policies and procedures that apply to non-auditing students.

Auditing students who have met the minimum attendance requirements for the course will receive a grade of “AU” on their permanent record which will not carry any academic credit. ARAs will not generate in Audited (AU) courses regardless of activity type.

Students who have selected to audit a course may not change their auditing status after the start of the course.

**Servicemember Readmission**

The Higher Education Opportunity Act (HEOA) provides that an institution may not deny admission or readmission to a person who is a member of, applies to be a member of, performs, has performed, applies to perform, or has an obligation to perform, service in the uniformed services on the basis of that membership, application for membership, performance of service, application for service, or obligation to perform service. This applies to service in the uniformed services, whether voluntary, involuntary, active duty in the Armed Forces, on active duty for training, and full-time National Guard duty under Federal authority for a period of more than 30 consecutive days under a call or order to active duty of more than 30 consecutive days. A call/order to active duty includes state-side deployment of active duty military personnel and deployment outside of the country. This does not include National Guard service under authority of State law.

The Military Deployment and Servicemember Readmission policies will also apply to servicemembers and reservists that are temporarily unable to attend class for between 15-30 days due to a military service obligation.

Any student whose absence from the University is necessitated by reason of service in the uniformed services is entitled to readmission if all of the following criteria are met:

The student (or an appropriate officer of the Armed Forces or official of the Department of Defense) should give advanced verbal or written notice to Student Services as far in advance as is reasonable under the circumstances of the student’s upcoming deployment. No advance notice by the student is required if the giving of such notice is precluded by military necessity (e.g. a mission, operation exercise, or requirement that is classified, or a pending or ongoing mission, operation, exercise or requirement that may be compromised or otherwise adversely affected by public knowledge). In addition, any student (or appropriate officer of the Armed Forces or official of the Department of Defense) who did not give advance notice of service to the appropriate official at the University may meet the notice requirements by submitting, at the time the student seeks readmission, documentation (e.g. deployment paperwork or a letter from the student’s commanding officer) to confirm that military duty was the reason for the student’s absence.

The cumulative length of the absence and of all previous absences from the University by reason of service in the uniformed services does not exceed five years.

The student must give oral or written notice of her intent to return to the school within three years after the completion of the period of service.

- A student who is hospitalized or convalescing due to an illness or injury incurred or aggravated during the performance of service must notify the school within two years after the end of the period needed for recovery from the illness or injury.

If the student does not submit a notification of intent to reenroll within the time limits or documentation sufficient to establish the student’s eligibility for readmission, the student is subject to the University established leave of absence policy and general practices.

A student’s eligibility for readmission under this section by reason of such student’s service in the uniformed services terminates upon the occurrence of any of the following events:

1. A separation of such person from the Armed Forces (including the National Guard and Reserves) with a dishonorable or bad
conduct discharge,
2. A dismissal of such person permitted under section 1161(a) of Title 10, USC.
3. A dropping of such person from the roles pursuant to section 1161(b) of Title 10, USC.

Provided a student meets the readmission criteria, the University must promptly readmit the student to his/her program by assisting the student in enrolling in the next available class or classes in his/her program unless the student requests a later date of readmission or unusual circumstances require the University to admit the student at a later date. Unusual circumstances may include the length of any necessary retraining or intervening changes in the circumstances of the University.

When providing readmission to a servicemember, the University must readmit the servicemember with the same academic status as when the student was last admitted. This includes those students who were admitted but did not begin attendance because of service in the uniformed services. The student will be considered to be enrolled with the same academic status as long as the University admits the student:

1. To the same program to which he or she was last admitted or, if that exact program is no longer offered, the program that is most similar, unless the student requests or agrees to admission to a different program.
2. At the same enrollment status that the student last held, unless the student requests or agrees to admission at a different enrollment status.
3. With the same number of credit hours completed previously by the student, unless the student is readmitted to a different program or program version to which the completed credit hours are not transferable.
4. With the same academic standing in terms of satisfactory academic progress (SAP) the student previously had.
5. If the student is readmitted to the same program, the student will be assessed the same tuition and fee charges for the first academic year of return that he/she would have been assessed during the academic year when the student left the university. However, if the student’s veteran’s education benefits or other service member education benefits will pay the higher tuition and fee charges that other students in the program are paying for that academic year.
6. If the student is readmitted to a different program he/she will be charged no more than the tuition and fee charges that other students in the program are assessed for that academic year.

If the student is not prepared to resume the program the University will make reasonable efforts to help the student become prepared to enable the student to complete the program including, but not limited to, providing refresher courses at no extra cost and allowing the student to retake a pretest at no extra cost. If after reasonable efforts, the student is still not prepared to resume the program the University determines that the student is unable to complete the program, or the University determines that there are no reasonable efforts that can be taken to prepare the student to resume the program at the point he or she left off or to enable the student to complete the program, the University is not required to readmit the student.

Military Deployment

The University of Phoenix adheres to the Higher Education Opportunity Act (HEOA) to support the educational needs of service member students who are deployed. At the time a student learns he or she will be deployed, students are advised to notify Student Services either orally or in writing. It is recommended that documents sufficient to show the student will be deployed, such as, but not limited to, a copy of the military deployment paperwork or a signed official letter from the commanding officer, be submitted to the student’s campus. Although this formal documentation is not required at the time of deployment, students should be advised that it will be necessary in order to be readmitted. If documentation is provided, the campus must fax the documents to eXp for inclusion in the student’s file for future reference.

The University is unable to coordinate decisions regarding the student’s record or take action on the student’s record through a third party without appropriate authorization granted through a Power of Attorney.

Students enrolled in a course at the time of deployment are eligible to receive excused absences in accordance with the excused absences policy. Campuses should use discretion and take such action only if the excused absences would benefit the student by allowing the student the opportunity to complete the course instead of being automatically dropped from the course for not meeting the University course attendance requirement.

If the student will be unable to complete the course due to military deployment, the student may drop from the course and receive a full refund of tuition and mandatory fees for the course and a withdrawal “W” grade may be issued. If the student would like an opportunity to complete the course while deployed, an incomplete “I” grade can be issued instead of a “W” grade. The “I” grade may be issued with an initial extension of six (6) weeks beyond the traditional five (5) week extension. The campus practice of requiring final grades to be lowered by one full letter grade as a result of the incomplete “I” grade shall be waived for deployed students.

Students scheduled to be deployed for active military duty are advised to contact their campus Financial Representative regarding the status of their account and/or financial aid.

- If documentation is provided at the time of deployment, the campus may place the student in the military forbearance status. The military forbearance status ensures students do not continue to incur tuition charges and that current tuition charges are placed on hold for payment until the student returns from deployment.

In the event the student wishes to re-enter following deployment, the University’s Servicemember Readmission policy will apply.

Transient Student Policy

A transient student is an individual who is enrolled in a degree program at an accredited institution but is approved to complete non-degree coursework at University of Phoenix (UOPX) to fulfill program requirements at their home institution. Prior to being scheduled for coursework at UOPX, transient students must have an approved Transient Student Request form on file.

Students attending the University as transient students:
• Will be held accountable for, and be governed by, all University classroom, conduct, and other associated policies regarding student behavior and academic progression as set forth in the University’s Academic Catalog.
• Will not be reviewed for the specific University admission requirements as a degree-seeking student.
• Are held to their home institution’s academic preparedness requirements and will not be individually reviewed for satisfying University pre-requisite requirements for the courses they are entering.

Preferred Transfer Institution Policy Exceptions

Applicants to the University of Phoenix who are transferring from closed (or closing) institutions will be allowed exceptions to specific University of Phoenix admission and academic policies if University of Phoenix is designated as a preferred transfer institution. Policy exceptions will be established, where reasonable, to ensure a timely and efficient admission process and to minimize any loss of credits in transfer.

Acceptable Transfer Activity

The following completed transfer activity types will be reviewed for transfer into the university:
1. Coursework which was completed at an institution that offers associate degrees or higher, which was accredited, or a candidate for accreditation at the time the student attended, by a regional or approved national accrediting body, or a foreign institution recognized/authorized by the country’s Ministry of Education, will be reviewed for transfer into the University. In addition, graduate level coursework from institutions that hold accreditation through the ABA (American Bar Association) or that have been provisionally approved for accreditation may also be reviewed for transfer into the University. Coursework from ABA accredited institutions that is not from a Graduate level program will not be accepted. J.D., LL.B, LLM are considered graduate level programs.
2. American Council on Education credit recommendations
3. National testing program credit earned from:
   a. College Level Examination Program (CLEP®)
   b. Excelsior
   c. Berlitz
   d. National League of Nursing Exams (NLN)
   e. Advanced Placement Examinations (AP)
   f. Defense Language Proficiency Tests (DLPT)
   g. DSST Exams (previously DANTES and USAF)
4. Prior learning that has been assessed for credit-worthiness by either the Prior Learning Assessment department or by one of the University’s Colleges, Schools, or Provost’s Office.
   - At least 45 credits must be completed toward a diploma or degree at the issuing institution.
   - The University’s Academic Catalog.
5. Physical Education activity credits are limited to four credits.
6. The University will accept courses that are numbered as non-remedial, college level, transferable, or degree applicable, as determined by the issuing institutions transcript key.
7. Credit is transferred by course level (i.e., lower division, upper division, graduate, doctoral) as awarded by the issuing institution.
8. Physical Education activity credits are limited to four credits.
9. Application of transferable credit and limitations on transferability are determined by program requirements and by state or jurisdiction.

Specific regulatory requirements regarding credit limit applications are listed in the grid below and apply to residents, and non-residents attending a UOPX ground campus located in a restricted state, regardless of modality of study (unless otherwise stated in the grid below). Use this grid for the given states only.

Coursework earned in the following ways will not be accepted in direct transfer towards University degree requirements:
1. Credit is not awarded for transfer activity that duplicates or is regressive to previously completed transfer activities, either at the same or a different transferring institution. If a transcript is received by the University following initial evaluation that shows that a transfer activity duplicates an activity that has already been accepted in transfer, only the credit awarded to the initial transfer activity will be accepted and reviewed for applicability to the student’s program.
2. Professional development level or vocational courses as determined by the issuing institution’s transcript key or program description.

Associate degree transfer policy: Students transferring to University of Phoenix into an undergraduate bachelor’s degree program (excluding BSN, LPN/BSN, LVN/BSN, P/VN/BSN, BSL/S, BSED, BS/BIO, BA/ENG, BS/EVS, BS/HST, and BSIT [all concentrations]) with a previously completed regionally accredited Associate of Arts degree will be considered as satisfying their lower division elective and general education requirements making the student eligible for the bachelor’s degree.

California block transfer policy: Students transferring to University of Phoenix into an undergraduate bachelor’s degree program (excluding BSN, LPN/BSN, LVN/BSN, P/VN/BSN, BSL/S, BSED, BS/BIO, BA/ENG, BS/EVS, BS/HST, and BSIT [all concentrations]) with a previously completed regionally accredited Associate of Arts degree will be considered as satisfying their lower division elective and general education requirements making the student eligible for the bachelor’s degree.
Nondiscrimination Policy

University of Phoenix, guided by the principle of equal opportunity and respect for others, is firmly committed to providing equal opportunity in its educational programs and activities, including admission, and employment practices. The University will not tolerate any discrimination or harassment of any kind including, but not limited to, race, color, religion, sex (including pregnancy or childbirth), sexual orientation, gender identity, gender expression, gender transition, transgender status, gender variance, age, ethnicity, national origin, disability, veteran status, or any other category protected by federal, state, or local law. More specifically, the University complies with Title IX of the Education Amendments of 1972, Titles VI and VII of the Civil Rights Act of 1964 and regulations, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, the Age Discrimination in Employment Act of 1974, and any other applicable federal, state, or local law.

Conduct deemed to be in violation of this policy is prohibited and will not be tolerated by the University of Phoenix. Retaliation, in any form, against the person raising such a concern will also not be tolerated by the University of Phoenix.

Discrimination Grievance Procedures:

1. Students, faculty, or staff alleging discrimination should present their grievance as soon as possible after the incident(s) that gave rise to the allegation(s). In most cases a grievance should be submitted within six weeks after the alleged incident(s).
2. Allegations of sex discrimination (including discrimination based on sex, sexual orientation, gender identity, gender expression, gender transition, transgender status and gender variance) must be presented to Marcie L. Batschelett, JD, Interim Title IX Coordinator, 4025 S. Riverpoint Parkway, Mailstop CF-K304, Phoenix, AZ 85040, 602.557.3391, TitleIX@phoenix.edu.
   a. All University staff members are considered “responsible employees.” This means University staff (e.g., faculty members, enrollment representatives, academic or finance advisors, managers, etc.) cannot keep complaints confidential and are required to immediately report any instances of alleged sex discrimination (including the identities of both the victim and alleged perpetrator) to the Title IX Coordinator.
   b. The Title IX Coordinator or their designee will follow procedures outlined in the University’s Title IX/VAWA Policy (http://www.phoenix.edu/content/dam/altcloud/doc/UOPX-Title-IX-and-VAWA-Policy-accessible-final.pdf).
3. All other discrimination claims should be presented to the campus Director or their respective designee or the Ethics Helpline.
   a. The University will conduct a prompt, thorough and impartial investigation and make a determination on whether the student presented a factual connection between the allegation of discrimination and the alleged actions.
   b. If the appropriate director or designee finds that there is a factual connection between the allegation of discrimination and the alleged actions then one of the following procedures will be followed:
      i. If the accusation is against a faculty member then the Faculty Code of Conduct procedures apply.
      ii. If the accusation is against a student then the Student Code of Conduct procedures apply.
      iii. If the accusation is against an employee then the appropriate campus director or their designee will contact Human Resources and human resources policies for processing claims of discrimination will be followed.
      iv. In the event that the University finds that the discrimination was not caused by an individual’s actions, but rather by a discriminatory policy or practice, the University will take steps to
remedy the discrimination and prevent its reoccurrence. These steps may include revising a policy or practice that has resulted in discrimination, eliminating the policy or practice, and/or addressing any effects of the discrimination on the individual filing the grievance.

**Harassment Policy**

The environment at each of the University’s locations must be free of all forms of improper or unlawful harassment, including sexual harassment or sexually offensive conduct. This policy applies in the online environment, as well as all campuses, learning centers and central administration locations. Harassing behavior can range from inappropriate to illegal. Conduct on the part of faculty, staff, students or third parties which would violate this policy includes, but is not limited to:

- Unwelcome or unwanted advances, sexual or otherwise,
- Requests for favors, sexual or otherwise,
- Any suggestion, whether overt or subtle, that a grade or other academic achievement is dependent upon the granting of favors or submission to requests, sexual or otherwise,
- Unwelcome physical contact, including patting, pinching, hugging, kissing, fondling, etc.,
- Offensive verbal conduct, including sexually or otherwise explicit jokes, comments, innuendo, or other tasteless action that would offend a reasonably sensitive person,
- The display of sexually or otherwise offensive pictures, posters, illustrations, or objects,
- Slurs, jokes, or ridicule based on race, ethnicity, national origin, religion, gender, gender identity, sexual orientation or disability.

Conduct deemed to be in violation of this policy is prohibited and will not be tolerated by the University of Phoenix. The University encourages those who experience or witness harassment to report the behavior for investigation. Retaliation, in any form, against the person raising such a concern will also not be tolerated by the University of Phoenix.

**Harassment Grievance Procedures**

Students, faculty, or staff alleging harassment should present their grievance as soon as possible after the incident(s) that gave rise to the allegation(s). In most cases, a grievance should be presented within six weeks after the alleged incident(s).

Allegations of sexual harassment must be presented to Marcie L. Batschelett, JD, Interim Title IX Coordinator, 4025 S. Riverpoint Parkway, Mailstop CF-K304, Phoenix, AZ 85040, 602.557.3391, TitleIX@phoenix.edu.

- All University staff members are considered “responsible employees.” This means University staff (e.g. faculty members, enrollment representatives, academic or finance advisors, managers, etc.) cannot keep complaints confidential and are required to immediately report any instances of alleged sexual harassment (including the identities of both the victim and alleged perpetrator) to the Title IX Coordinator.
- The Title IX Coordinator or their designee will follow procedures outlined in the University’s Title IX/VAWA Policy (http://www.phoenix.edu/content/dam/allcloud/doc/UOPX-Title-IX-and-VAWA-Policy-accessible-final.pdf). All other harassment claims should be presented to the campus Director or their respective designee or the Ethics Helpline.
- The University will conduct a prompt, thorough and impartial investigation and make a determination on whether the student presented a factual connection between the allegation of harassment and the alleged actions.
- If the appropriate director or designee finds that there is a factual connection between the allegation of harassment and the alleged actions then one of the following procedures will be followed:
  - If the accusation is against a faculty member then the Faculty Code of Conduct procedures apply.
  - If the accusation is against a student then the Student Code of Conduct procedures apply.
  - If the accusation is against an employee then the appropriate campus director or their designee will contact Human Resources and the policies of the Human Resources Department for processing claims of harassment will be followed.
- In the event that the University finds that the harassment was not caused by an individual’s actions, but rather by a discriminatory policy or practice, the University will take steps to remedy the harassment and prevent its reoccurrence. These steps may include revising a policy or practice that has resulted in harassment, eliminating the policy or practice, and/or addressing any effects of the harassment on the individual filing the grievance.
- In instances where it is determined that harassment did not occur, involved parties are issued a closure letter which reflects that the investigation did not find substantial evidence of harassment.

**Accessibility and Disability Services**

The University recognizes and accepts its obligations under the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the ADA Amendments Act of 2008, prohibiting discrimination on the basis of a disability and requiring the University to provide accommodations to otherwise qualified disabled students in all University programs and activities. Determination of accommodations and compliance with the ADA and the Rehabilitation Act for students are managed by the University Accessibility and Disability Services Office. No student shall be retaliated against for seeking accommodation under this policy or for participating in any complaint procedures brought against the University for its noncompliance with the policy.

**Accessibility and Disability Services Office Contact Information**

The Accessibility and Disability Services Office provides students with the opportunity to contact a Disability Services Advisor, via e-mail, 24 hours a day. For more information, please visit: http://www.phoenix.edu/students/disability-services.html. The department’s mailing address and phone number is:

4025 S. Riverpoint Parkway
Phoenix, AZ 85040
Mail Stop CF-K302
Phone: 480.557.1157
Fax: 602.333.0737

Students needing assistance with accessibility questions or concerns can get more information at http://www.phoenix.edu/accessibility.html, or can contact
It is the policy of University of Phoenix (UOPX) to provide our students with opportunities to form student organizations that are recognized under the University's Conditions of Recognition for Student Organizations (RSO).

**Conditions of Recognition for Student Organizations**

The University has established the following minimum criteria that each student organization must meet to be recognized by, and to function within, the University of Phoenix community:

- Recognized Student Organizations are independently installed, organized, and managed by students enrolled and actively attending at the University.
- All student members of a University Recognized Student Organization must be enrolled in and must have posted positive attendance within the last 90 days.
- Recognized Student Organizations must operate under the appropriate bylaws and/or policies to ensure that their student members remain in good academic and financial standing with the University and are free from code of conduct violations and related disciplinary action.
- Recognized Student Organizations are recognized by, but not official units of University of Phoenix or Apollo Education Group, Inc.
- Recognized Student Organizations must have a published purpose/mission and goals/objectives, operate under a formal leadership/governance structure, participate in the annual assessment process, and maintain membership rosters, financial statements, meeting minutes, assessment plans and reports, etc. Said items shall be submitted upon initial application and upon annual review or more frequently, as required or requested.
- Recognized Student Organization Application/Annual Report and Renewal Request submission must be accompanied by an Assessment Matrix attachment with assessment plan sections (Area Assessed, Criteria, University Learning Goals, Measure and Metric) columns completed. At the end of an application/renewal period the Assessment Matrix Template submitted the year prior must be updated including the completed Findings and Action Plan sections.
- Recognized Student Organizations must have a University-approved Campus Liaison. The role of the Campus Liaison is voluntary and intended to serve as a liaison between the campus-based student organization and the University and to provide general guidance related to installing, organizing, leading, managing, assessing, and sustaining a healthy and productive student organization. If it becomes necessary for a student organization to be dissolved, the Campus Liaison will provide guidance/support to ensure a seamless exit strategy for the participating students, student organization, and the University. Information pertaining to the minimum UOPX Campus Liaison criteria is provided on pages 11-12.
- Recognized Student Organizations may not possess any financial ties or result in any financial impact to University of Phoenix. All expenses related to installing, organizing, leading, managing, and/or sustaining a student organization are the sole responsibility of the student organization.
- The tax status of the University does not extend to student organizations. Student organizations must follow all local, state, and federal guidelines. Student organizations have sole responsibility for securing, maintaining, or demonstrating that they operate under the appropriate nonprofit tax exemptions (i.e., 501(c)(7)) or tax employer identification numbers, as appropriate. Under no circumstances are student organizations allowed to utilize the federal tax numbers or designations of University of Phoenix.
- Consistent with the University of Phoenix Mission, Recognized Student Organizations must strive to enhance the student experience, the University culture, and their communities as demonstrated with the organization's purpose/mission and charter.
- Recognized Student Organizations must meet all Conditions of Recognition and agree to abide by all University of Phoenix regulations, policies, and procedures. This includes, but is not limited to, all academic catalog policies, campus safety policies, consumer information policies, public relations policies, marketing/advertising guidelines, privacy policies, and the student, faculty, and staff codes of conduct.
- Recognized Student Organizations must be open to all students who meet the membership requirements. Recognized Student Organizations may not limit membership based on race, color, gender, age, religion, disability or perceived disability, veteran status, sexual orientation, gender identity, national origin, or any other category protected by federal, state, or local law.
- Student organizations must submit a Student Organization Recognition application to the University of Phoenix Office of Multicultural Affairs & Diversity and be approved by the University to receive formal recognition status and recognition-related benefits. Formal recognition and access to the recognition-related benefits will not be granted until an application is reviewed and approved.
- Recognition status will expire at the end of each fiscal year, August 31st. A request for recognition renewal must be submitted no later than August 31st each year to remain officially recognized as an organization. Exceptions will be made for new organizations with approval granted between July and December of that same year. Upon approval, recognition status and benefits will be renewed for one year. This ensures proper maintenance of each student organization recognition and continued compliance with regulatory, policy, and procedural changes.
- Student Organizations that are academically oriented or request to install an institutional-level chapter/charter must receive approval from the appropriate Institutional Sponsor (i.e., College/School Dean or Director-level representative in University of Phoenix Central Administration), as appropriate.
- The bylaws and/or policies for any student organization must meet the minimum standards outlined in the Recognized Student Organizations Handbook.
- Recognized Student Organizations must meet one of the University's approved Student Organization Types and Recognition Statuses as defined below.

**Approved Recognized Student Organization "Types"**

- Academic excluding Honor Societies - Academic organizations are generally intended for students with common academic interests, pursuing a particular field of study, and/or students who are interested in academic engagement and support beyond the classroom.
• Honor Societies - Honor Societies are generally geared toward students who demonstrate a high level of academic achievement. Membership in honor societies (e.g., Delta Mu Delta) is typically by invitation and criteria-based.
• Professional - Established professional associations are generally intended for students with a specific program, interest area, and possibly occupational aspirations in a professional field (e.g., Project Management Institute [PMI], Society for Human Resource Management [SHRM]).
• Service - Service organizations are generally intended for students seeking opportunities to participate in community service and/or philanthropic activities.

Approved Recognized Student Organization Recognition "Statuses"
• University-Level Recognition - Student organizations, which have been approved by the University and the participating student organization’s corporate office to install an institutional-level charter/chapter under which all local campus sites would operate. For example, University of Phoenix installed the Delta Mu Delta Lambda Sigma institutional charter in 2009, under which all campus sites are eligible to apply to install a local area co-chapter.
• Local Campus-Level Recognition - Additional local campus sites that have been approved by the University to operate under the governance/oversight of the University-Level recognized charter/chapter. For example, the Phoenix Campus has been approved to install a “co-chapter” which operates under the University’s Delta Mu Delta Lambda Delta institutional-level charter.
• Single Site Recognition - Student organizations which have been approved by the University and the participating student organization’s corporate office to install a charter/chapter to operate separately and independently at one of the University’s local campus sites.
• Non-Standard Recognition - Student organizations, which do not fit any of the other recognized affiliation statuses, may apply for affiliation under this status. These requests are considered on a case-by-case basis.

Acceptable Computer Use for Faculty and Student
University computing and communication resources are for approved business and educational purposes consistent with University policies and procedures.
• Computing and communication resources comprise all components of the University’s computer information systems, including, but not limited to, facilities, hardware, software, network infrastructure, and related devices, including those used for voice and video communication.
• The University’s computing and communication resources are the property of the University. Use of University computing and communication resources is a privilege and is provided as a service to the University’s users. Among other purposes, these resources are provided for the delivery of curriculum and related materials; for conducting online classes; for conducting educational research; for communication between and among students, faculty, and staff; and for accessing and obtaining the University’s services.
• By using University computing and communication resources all users, including students and faculty, assume personal responsibility for appropriate use and agree to comply with this policy and all other applicable University policies, including but not limited to, the Student and Faculty Codes of Conduct, and further agree to comply with all applicable city, state and federal laws and regulations. Any user using the University’s computing and communication resources in violation of the foregoing, or using these resources without authorization, or in excess of their authorization, will be subject to appropriate review processes and sanctions in accordance with the Student and Faculty Codes of Conduct and other applicable policies and/or laws. In addition, all activity and information, including personal activity and information, on University systems may be monitored and recorded. Any individual accessing University computing and communication resources expressly consents to such monitoring and is advised that if such monitoring reveals unauthorized or criminal activity, members of the University of Phoenix Information Security (or other personnel designated by information security) will provide the evidence from monitoring to the appropriate University officials for investigation and possible release to law enforcement authorities.

General Requirements of Users
Users of University computing and communication resources must:
• Comply with this policy and all applicable local, state, and federal laws and regulations.
• Not intentionally compromise the confidentiality, integrity or availability of University computing and communication resources.
• Not attempt to circumvent the University’s physical, technical, or administrative security measures.
• Abide by the provisions of the Student Code of Conduct (for students) or the provisions of the Faculty Code of Conduct (for faculty members).
• Be truthful and accurate in personal identification.
• Respect the rights and privacy of others.
• Maintain the security of their user resource accounts.
• Comply with the terms of use of any University or third-party service provider website(s).

Intellectual Property
Users must adhere to applicable intellectual property law, and the terms and conditions of any and all software licensing agreements and/or copyright laws as specified by the vendor or licensor. Explicitly:
• Unauthorized use of University trademarks or logos and other protected trademarks and logos is prohibited.
• Infringing upon the copyright, trademark, patent, or other intellectual property rights of others in computer programs or electronic information (including plagiarism and unauthorized use or reproduction) is prohibited.
• The unauthorized storing, copying or use of audio files, images, graphics, computer software, data sets, bibliographic records and other protected property is prohibited except as permitted by law.

Privacy & Security
The University strives to maintain the confidentiality, integrity, and availability of its systems, networks, and data. The University implements policies to ensure that access to sensitive data is
restricted to those individuals who have a need-to-know. The following sections describe how information security personnel may monitor computing and communication resources for violations of this acceptable use policy.

**Monitoring**

System and network activities of users are routinely logged and monitored. These activities include:
- Use of accessed accounts
- Time and duration of network activity
- Web pages accessed and duration of access
- Network software accessed
- Volume of data storage and transfers

In the case of a suspected violation of this policy, University officials may authorize information security personnel to conduct a more detailed investigation to gather evidence on the suspected violation.

**Restriction of Access to Computing and Communication Resources**

Access to University computing and communication resources is a privilege that may be wholly or partially restricted without prior notice and without consent of users:
- If required by applicable local, state, or federal law or policy.
- If a reasonable suspicion exists that there has been or may be a violation of law, regulation, or policy.
- If required to protect the confidence, integrity, or availability of computing and communication resources.

**Conditions for Permitting Inspection, Monitoring, or Disclosure**

The University may permit the inspection, monitoring, or disclosure of e-mail, computer files, and network transmissions when:
- Required or permitted by law, including public records law, or by subpoena or court order
- The University or its designated agent reasonably believes that a violation of law or policy has occurred
- Necessary to protect the confidentiality, integrity, or availability of computing and communication resources.

**Confidentiality**

Confidentiality of e-mail and other network transmissions cannot be completely assured. Therefore, all users should exercise caution when sending personal, financial, confidential, or sensitive information by e-mail or across the Internet.

Responsibility to Inform User of Unauthorized Access or Disclosure

If the University believes unauthorized access to or disclosure of private user information has occurred, the University will make reasonable efforts to inform the affected user, except when notification is impractical or when notification would be detrimental to an investigation of a violation of law or policy.

**Violations and Enforcement**

**Reporting Violations**

Any actual or suspected violation of this policy should immediately be brought to the attention of the system administrator of the equipment or facility most directly involved. Alternatively, a report may be made directly to the University Office of Dispute Management or University of Phoenix Information Security.

**Office of Dispute Management**

4025 S. Riverpoint Parkway, Mail Stop: CF-K301

**Response to a Reported Violation**

Upon receiving notice of a violation, the University may temporarily suspend a user’s privileges or move or delete the allegedly offending material pending further investigation.

A person accused of a violation will be notified of the charge and have an opportunity to respond before the University imposes a permanent sanction. Appropriate cases will be referred to the University disciplinary process appropriate to the violator’s status (i.e., faculty member or student) or to appropriate law enforcement authorities.

In addition to sanctions available under applicable law and University policies, the University may impose a temporary or permanent reduction or elimination of access privileges to computing and communication resources.

The University may temporarily suspend any account, whether or not the account user is suspected of any violation, if it is believed to be necessary to preserve the integrity of University computing and communication resources. The University will provide appropriate notice to the account user. Servers and computers that threaten the security of University systems will be removed from the network and allowed to reconnect only with the approval of information security personnel.

In the event of any inconsistency or conflict between this policy and any other terms or conditions, faculty/students may be subject to, the University reserves the right to resolve such conflicts in its sole discretion.

**Violation Examples**

- This list below contains examples of actions considered to be a violation of this policy. It is not intended to be all-inclusive, nor does it represent all possible violations in a particular circumstance or the applicability of any other law or policy to those facts.
- Unlawful communications, including threats of violence, obscenity, pornography, and harassing communications.
- Unauthorized, anonymous communication is prohibited. (All users are required to cooperate with appropriate University personnel or other authorized personnel when investigating the source of anonymous messages.)
- Misrepresenting or forging the identity of the sender or the source of electronic communication.
- Altering the content of a message originating from another person or computer with intent to deceive.
- Use of University computing and communication resources for private business or commercial activities.
- Fund-raising or advertising on behalf of non-University organizations.
- The unauthorized selling of University computing and communication resources.
- Unauthorized acquisition attempts to acquire and use the user ID or passwords of others.
• Interference with or disruption of the computer or network accounts, services, or equipment of others.
• The intentional propagation of computer “worms” and “viruses,” the sending of electronic chain mail, denial of service attacks, and inappropriate “broadcasting” of messages to large numbers of individuals or hosts.
• Failure to comply with requests from appropriate University officials to discontinue activities that threaten the operation or integrity of computers, systems or networks, or otherwise violate this policy.
• Revealing passwords or otherwise permitting the use by others (by intent or negligence) of personal accounts for computer and network access without authorization is prohibited.
• Altering or attempting to alter files or systems without authorization.
• Unauthorized scanning of networks for security vulnerabilities.
• Attempting to alter any University computing or networking components (including, but not limited to, bridges, routers, and hubs) without approval or beyond one's level of authorization.
• Negligent or intentional conduct leading to disruption or damage of University data, systems or networks.

Do Not Call Policies

• Consumers (including students and potential students) who are listed on a state-specific or the federal National Do Not Call Registry may not be called for sales or solicitation purposes unless they have provided consent to the University, or an Established Business Relationship (EBR) exemption exists.
• Upon request, the University will provide consumers a copy of the DNC policy by emailing Office.ComplianceUOPX@phoenix.edu.

Institutional Review Board

• The University of Phoenix Institutional Review Board (IRB) will review all studies, pilot studies, institutional reliance or affiliation agreements, policies and legal/regulatory requirements that involve human subjects research before any study or sponsored or non-sponsored research begins. Research conducted using human subjects will be reviewed on a regular basis depending on the IRB decision rendered to ensure compliance with all federal and state laws. No researcher can begin collecting data before receiving IRB approval for the study. (R1)
• The IRB is expected to review a research study design presented by the researcher to determine risk to the human research subjects (including physical, psychological/emotional, social, social desirability, and economic risk) as there may be ethical issues that affect the rights and welfare of research participants.
• The University of Phoenix (UOPX) holds a Federal Wide Assurance filed with the U.S. Department of Health and Human Services (FWA: 00004202) and maintains an Institutional Review Board (IRB) to assure that all University research involving human subjects complies with federal human research regulations (45 CFR 46).
• The UOPX IRB follows the ethical principles set forth in The Belmont Report: Ethical Principles and Guidelines for the Protection of Human Subjects of Research, the federal human research regulations (45 CFR 46), and guidance from the federal Office of Human Research Protections (OHRP).
• UOPX has charged the Institutional Research Board (IRB) with ensuring that all legal/regulatory and ethical codes are upheld for studies conducted by UOPX researchers at all institutional and non-institutional sites of this institution both domestic and foreign.
• All students, staff, faculty, and external researchers who are conducting human subject research under the auspices of the University are required to complete an IRB application and have this application reviewed before they begin any research activities involving human subjects. Researchers must complete human subjects ethics training through the Collaborative Institutional Training Initiative (CITI) Program and receive CITI certification prior to submitting an IRB application for review and beginning research activities. Researchers’ CITI certification must be in place throughout all aspects of the research study. CITI certifications must be renewed every two years while conducting research reviewed by the UOPX IRB.

Required Procedures: IRB Review, Research and Reports

• IRB Review: The UOPX IRB conducts an initial review of the research protocol using the IRBNet application and all protocol forms based on the federal categories for human subject protections. The protocol forms address both federal and institutional requirements for the study. The initial review of research determines which research studies require full-committee review and which may be reviewed via expedited, exempt, or non-human subject research processes.
• IRB Research: The UOPX IRB provides annual oversight of studies that are determined Non-Exempt. Researchers are to file a Continuing Review of Research if the study has not been completed within the approval period set forth at initial review, which typically is one year from the initial decision. The IRB can decide that a shorter approval period is appropriate. Exempt studies are given an expiration date of three (3) years after the initial exempt determination. The Continuing Review of research form is found in the UOPX IRBNet system.
• IRB Reports: The UOPX IRB may reach out to researchers if the following situations occur: Serious or continuing noncompliance with 45 CFR 46 or institutional policies, and if study participants contact the University or the IRB Office with a complaint about a study. Researchers are to contact the UOPX IRB Office if unanticipated problems or adverse effects occur during a study being conducted. Unanticipated problems are unexpected incidents (in terms of the nature, severity, or frequency) where an IRB-approved research protocol and informed consent documents are not followed; such incidents relate or possibly relate to participation in the research (possibly relate means there is a reasonable possibility that the incident or experience or outcome may have been caused by the procedures involved in the research) and the research places participants or others at a greater risk of harm (physical, psychological, economic, or social harm) than was previously known or recognized. Based on an IRB review of the unanticipated problem based on the criteria listed, consideration of substantive changes in the research protocol or informed consent process or other corrective actions may need to occur up to and including suspension or termination of IRB approval. Researchers are to contact the UOPX IRB Office as soon as possible if an unanticipated problem or adverse effect occurs during the study.
Research, Scholarship, and Surveys

General Research Policies

- University of Phoenix (UOPX) encourages student, faculty, and staff research and scholarship efforts. To support faculty, student, and staff research efforts, the University provides an Office of Scholarship Support (OSS) and a series of Research Centers for researchers.

- Research for purposes of this policy is defined as scholarly and scientific inquiry projects focused upon the collection and analysis of empirical data and facts.

- Researchers are student, faculty, staff, or external constituents of University of Phoenix who plan to systematically sample, collect, and analyze data for public dissemination.

- All researchers associated with or conducting research at the University of Phoenix must gain appropriate approvals prior to conducting research.

- All research conducted by any student, faculty, or staff of UOPX is subject to Internal Board Review (IRB) approval. The IRB is a federally required review of all research requests to determine:
  - if the work is research,
  - if the research is on human subjects, AND
  - If human subjects are involved, the overall risks and if they are protected and treated fairly.

- Research in or on the University, where the subject of any proposed research is UOPX, must gain appropriate approvals prior to conducting research, regardless of the researcher(s)' affiliation.

The Committee on Research (COR) shall be responsible for the review and approval of any and all research and scholarship, for public dissemination, where UOPX is recognized as a subject. UOPX is considered a subject when the research study:

- samples students, faculty, and staff associated with the University
- requests that include University records, data, or materials
- Utilizes University-associated systems, websites, and/or tools.

All researchers using University of Phoenix as a subject for research require Committee on Research (COR) approval prior to UOPX Institutional Review Board (IRB) approval. IRB will not approve any UOPX focused studies without COR approval.

- IRB and COR are two separate and distinct groups operating within the structure of Academic Affairs. While the IRB is a federally mandated committee, with the mandate of protecting human subjects from unethical research practices, the development and use of COR is entirely internal to the University of Phoenix. If a person or group has received permission from COR to pursue research activities at the University and their activities will impact protected populations, as defined under federal law, they must still submit their proposed research to UOPX’s IRB or they must show that they have received approval from another university’s IRB. Approval by COR shall not be misconstrued as approval by an Institutional Review Board. Further approval from another, non-UOPX IRB prior to COR submission shall not be misconstrued as approval by COR.

- Failure to Comply: Those found doing research related activities and not following these policies, including failure to provide the resulting data, analysis and research instrumentation to the OSS may be subject to appropriate disciplinary action, including, but not limited to, those documented in the Student Code of Conduct, Employee Handbook and/or Faculty Code of Conduct.

Required Procedures: Conducting Research on University of Phoenix Students, Faculty, Staff or Data

- Research studies where University of Phoenix is selected or identifiable as a subject or sample, must submit a formal request to the Committee on Research (COR) for exempt or approval prior to conducting research.
  - COR is a university-wide committee run by the Office of Scholarship Support.
  - The COR can be found at: https://research.phoenix.edu/content/committee-research Office of Scholarship Support
CONSUMER INFORMATION

All institutions participating in federal financial aid programs must provide required consumer information to enrolled and prospective students as well as current and prospective employees. Where applicable, each section lists specific locations where additional information is available. To request and receive this information in writing, contact the campus director or designee at a University of Phoenix location during regular business hours. A list of campus locations is available at http://www.phoenix.edu/campus_locations.html

ABOUT UNIVERSITY OF PHOENIX

Accreditation, Licensures, Reviews and Approvals

University of Phoenix is accredited, reviewed and/or approved by federal, state and international agencies, as well as private accreditation bodies.

Federal
U.S. Department of Education, Certificate of Eligibility
The University of Phoenix has been approved by the Department of Education to participate in each of the following listed Title IV HEA programs:
• Federal Pell Grant Program
• Federal Direct Student Loan Program
• Federal Supplemental Educational Opportunity Grant Program
• Federal Work Study

Regional Accreditation


Higher Learning Commission
230 South LaSalle Street, Suite 7-500
Chicago, IL 60604-1411
Phone: 312.263.0456
800.621.7440
Fax: 312.263.7462
http://hlcommission.org

For more information about University of Phoenix accreditations and licensures, please visit http://www.phoenix.edu/about_us/accreditation.html

State and International Licensures

University of Phoenix is approved to operate in the following U.S. states and district, either through licensure, registration, general or specific approvals, consent, or exemption.
• Arizona State Board for Private Postsecondary Education
• California Bureau for Private Postsecondary Education
• Colorado Department of Higher Education, Commission on Higher Education
• Florida Commission for Independent Education
• Georgia Nonpublic Postsecondary Education Commission
• Hawaii Post-secondary Education Authorization Program
• Illinois Board of Higher Education
• Louisiana Board of Regents
• Michigan Department of Licensing and Regulatory Affairs
• Nevada Commission on Postsecondary Education
• New Jersey Secretary of Higher Education
• New Mexico Higher Education Department
• Board of Governors for the University of North Carolina
• Pennsylvania Department of Education
• Tennessee Higher Education Commission & Student Assistance Corporation
• Texas Higher Education Coordinating Board
• Utah Division of Consumer Protection
• State Council of Higher Education for Virginia
• Washington Student Achievement Council

For additional information on state and international licensures visit http://www.phoenix.edu/about_us/accreditation.html
Programmatic Accreditation

Business Accreditation

The Accreditation Council for Business Schools and Programs (ACBSP) has accredited the following programs in the School of Business at University of Phoenix:

- Associate of Arts with a concentration in Accounting Fundamentals
- Associate of Arts with a concentration in Business Fundamentals
- Bachelor of Science in Accounting
- Bachelor of Science in Business
- Master of Business Administration
- Master of Management
- Master of Science in Accountancy
- Doctor of Business Administration
- Doctor of Management

For additional information, please visit http://www.acbsp.org

Accreditation Council for Business Schools and Programs
11520 West 119th Street
Overland Park, KS 66213
(913) 339-9356

Nursing Accreditation

The Bachelor of Science in Nursing and the Master of Science in Nursing programs at the University of Phoenix are accredited by the Commission on Collegiate Nursing Education (CCNE).

Commission on Collegiate Nursing Education
655 K Street NW, Suite 750
Washington, DC 20001
(202) 887-6791

College of Humanities and Sciences and Counseling Programs

The Master of Science in Counseling program in Clinical Mental Health Counseling at the Arizona and Utah Campuses are accredited by the Council for Accreditation of Counseling and Related Educational Programs (CACREP®). For additional information, please visit cacrep.org.

Council for Accreditation of Counseling and Related Educational Programs
1001 North Fairfax Street, Suite 510
Alexandria, VA 22314
(703) 535-5990

Education Accreditation

The educator preparation programs offered at the Hawaii and Utah Campuses are accredited by the National Council for Accreditation of Teacher Education (NCATE), a specialized accrediting body. Following a merger of accreditors, NCATE accreditation is administered by the Council for the Accreditation of Educator Preparation (CAEP).

The following initial teacher preparation programs are accredited at the Hawaii Campus:
- Bachelor of Science in Education/Elementary Education
- Master of Arts in Education/Elementary Education

The following initial teacher preparation and advanced preparation programs are accredited at the Utah Campus:
- Bachelor of Science in Education/Elementary Education
- Master of Arts in Education/Elementary Education
- Master of Arts in Education/Secondary Education
- Master of Arts in Education/Special Education
- Master of Arts in Education/Administration and Supervision

For additional information, please visit caepnet.org.

Council for the Accreditation of Educator Preparation
1140 19th St NW, Suite 400
Washington, DC 20036
(202) 223-0077

In addition, educator preparation programs have been reviewed and approved by the state education agency in Arizona, California, Hawaii and Utah. Educator preparation programs are offered in Florida based on home-state approval (Arizona). The College of Education offers state-specific initial and/or advanced educator preparation programs in these states. Individual programs vary by state, and not all programs are available at all locations or in both online and local campus modalities.

Additional Information

A student can view additional information at http://www.phoenix.edu/about_us/accreditation.html.

To obtain a copy of University accreditation and licensure documents, or information on how to contact any of the agencies that regulate the University, contact the University Legal Services at (602) 557-1554.
General Contact Information

Direct any questions regarding admissions, academics, financial options, facilities or general institutional issues to the following offices:

Central Administration
4035 South Riverpoint Parkway
Phoenix, Arizona 85040-0723
800.366.9699

Online
University of Phoenix
4035 South Riverpoint Parkway
Phoenix, Arizona 85040-0723
866.766.0766

Admissions and Records Service Center
4025 S. Riverpoint Pkwy.
Mail Stop: CF-L308
Phoenix, AZ 85040-0723
800.866.3919
480.446.4600
ARSC@phoenix.edu

Campus contact information is located at http://www.phoenix.edu/campus-locations.html

Faculty
University of Phoenix faculty members are accomplished managers, technology leaders, professional educators, corporate executives, financial officers, healthcare human services professionals and leaders in other professional areas who possess advanced degrees. A complete list of faculty for each school and college can be found under the Faculty Credentials section at www.phoenix.edu. A list of faculty at a particular location may be obtained from each local campus.

To find a local campus, go to http://www.phoenix.edu/campus-locations.html

Faculty profiles can be found at http://www.phoenix.edu/faculty/our_faculty.html

Student Borrowing

During the period of time spanning July 1, 2017, through June 30, 2018 52.5% of students enrolled received federal student loans.

Loan Default Rate
The University's loan default rate for Fiscal Year 2015 was 12.3 and the national average was 10.8 The University's loan default rate for Fiscal Year 2014 was 12.8 and the national average was 11.5

Median Borrowing
The median federal debt of undergraduate borrowers who completed is $31,977 The Federal loan payment over ten years for this amount is approximately $340 per month Your borrowing may be different.

Graduation Rates

In accordance with the Higher Education Act (HEA) of 1965, as amended, each postsecondary educational institution must publish information regarding graduation rates as defined by the National Center for Education Statistics (NCES). This graduation measure includes the cohort of full-time, first-time (FTFT) degree/certi-
Retention Rates

In accordance with the Higher Education Act (HEA) of 1965, as amended, each postsecondary educational institution must make available information regarding retention rates of degree- and/or certificate-seeking first-time, full-time (FTFT) undergraduate students entering the institution. Retention rate is a measure of the rate at which students persist in their educational program at an institution, expressed as a percentage. The table shown below is the percentage of FTFT undergraduate degree and/or certificate-seeking students from the previous fall who were still enrolled in the next fall.

<table>
<thead>
<tr>
<th>Race or Ethnicity Unknown</th>
<th>Enrolled FTFT Undergraduates</th>
<th>Graduated Within 150% Timeframe Allowed</th>
<th>Graduation Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6,425</td>
<td>591</td>
<td>9%</td>
</tr>
<tr>
<td>Pell Grant Recipients</td>
<td>17,955</td>
<td>2,827</td>
<td>16%</td>
</tr>
<tr>
<td>Subsidized Stafford Loan Recipients who did not receive a Pell Grant</td>
<td>1,225</td>
<td>345</td>
<td>28%</td>
</tr>
<tr>
<td>Students who received neither Pell Grants nor Subsidized Stafford Loans</td>
<td>3,372</td>
<td>560</td>
<td>17%</td>
</tr>
</tbody>
</table>

*Excludes 31 students who became deceased after entering the cohort, but before they graduated.

Retention Rates for FTFT Undergraduate Students

Retention Rates for FTFT Undergraduate Students

| Count of FTFT undergraduate students enrolled Fall 2017 (8/1/2017 to 10/31/2017)* | 4,047 |
| Count of FTFT undergraduate students enrolled Fall 2017 (8/1/2017 to 10/31/2017) still enrolled as of 8/1/2018 | 1,155 |

* Excludes students who became deceased and those who were enrolled in and completed a certificate program shorter than 1 year in length who would not be expected to be retained in the following year.

Student Diversity

In accordance with the Higher Education Act (HEA) of 1965, as amended, each postsecondary educational institution must make available information regarding student diversity as defined by the IPEDS. Data reported are for enrolled full-time students.

Table 1 represents all enrolled students from July 1, 2017, through June 30, 2018. Of the total enrolled students, those who received Pell Grant funds during the July 1, 2017, through June 30, 2018, timeframe are shown in Table 2.

Table 1: All Enrolled Students by Gender and Race/Ethnicity

<table>
<thead>
<tr>
<th>Total Enrolled</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Enrollment</td>
<td>179,522</td>
</tr>
<tr>
<td>Male</td>
<td>61,500</td>
</tr>
<tr>
<td>Female</td>
<td>118,022</td>
</tr>
<tr>
<td>Nonresident Alien</td>
<td>3,588</td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>19,578</td>
</tr>
<tr>
<td>American Indian or Alaskan Native</td>
<td>1,045</td>
</tr>
<tr>
<td>Asian</td>
<td>2,750</td>
</tr>
<tr>
<td>Black/African American</td>
<td>36,819</td>
</tr>
<tr>
<td>Native Hawaiian or Other Pacific Islander</td>
<td>1,245</td>
</tr>
<tr>
<td>White</td>
<td>48,447</td>
</tr>
<tr>
<td>Two or more races</td>
<td>4,431</td>
</tr>
<tr>
<td>Unknown</td>
<td>61,619</td>
</tr>
</tbody>
</table>

Table 2: Pell Grant Recipients by Gender and Race/Ethnicity

<table>
<thead>
<tr>
<th>Total Enrolled</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pell Grant Recipients</td>
<td>62,425</td>
</tr>
<tr>
<td>Male</td>
<td>17,200</td>
</tr>
</tbody>
</table>
Note: Information reported on student diversity for all enrolled students is from the IPEDS 12 Month Enrollment Survey (July 1, 2017 to June 30, 2018). Pell recipients were those students from the 12 Month Enrollment Survey who were disbursed Pell funds during the July 1, 2017, to June 30, 2018 timeframe.

Types of Education in Which Graduates Enroll
In accordance with the Higher Education Act (HEA) of 1965, as amended, each postsecondary educational institution must make available information regarding the types of graduate and professional education in which graduates of the institution’s four-year degree programs enrolled.

Approximately 12% of students who completed a bachelor’s degree from University of Phoenix between July 1, 2017, to June 30, 2018, went on to enroll in a graduate or professional program at University of Phoenix. The most common programs students enrolled in are as follows:

- Master of Business Administration
- Master of Science in Psychology
- Master of Management
- Master of Health Administration
- Master of Science in Counseling Clinical Mental Health Counseling

The data is derived from the IPEDS Completions Survey (July 1, 2017 to June 30, 2018 data) and the IPEDS Fall Enrollment Survey (Aug. 1, 2018 to Oct. 31, 2018 data).

Alumni Attending Graduate School
Fifty-five percent of University of Phoenix alumni indicated they are attending, or plan to attend, graduate school. Of this 55%, 19% are currently pursuing a graduate degree at University of Phoenix. Forty-three percent of University of Phoenix master program graduates indicated they are attending or planned to attend a doctoral-level program. Of this 43%, 10% are currently pursuing a doctoral degree at University of Phoenix.

Sixty-five percent of University of Phoenix bachelor program graduates indicated they are attending or planned to attend a master-level program. Of this 65%, 24% are currently pursuing a master’s degree at University of Phoenix.

This data is derived from the 2014 Academic Alumni Questionnaire distributed to alumni who graduated from September 1, 2011 to August 31, 2013. Bachelors graduate responses: 6,704, a response rate of 7.96% Master’s graduate responses: 5,729, a response rate of 13.29%

Working Alumni
Based on responses from the Alumni Association’s 2015 survey, the following represents the types of industry in which our alumni work:

<table>
<thead>
<tr>
<th>Industry</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Services</td>
<td>17%</td>
</tr>
<tr>
<td>Education</td>
<td>16%</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>5%</td>
</tr>
<tr>
<td>Retail Trade (Non-Restaurant)</td>
<td>5%</td>
</tr>
<tr>
<td>Technology</td>
<td>5%</td>
</tr>
<tr>
<td>State and Local Government</td>
<td>5%</td>
</tr>
<tr>
<td>Business Services</td>
<td>2%</td>
</tr>
<tr>
<td>Social Services</td>
<td>2%</td>
</tr>
<tr>
<td>Insurance</td>
<td>2%</td>
</tr>
<tr>
<td>Transportation</td>
<td>2%</td>
</tr>
<tr>
<td>Finance/Financial Services</td>
<td>2%</td>
</tr>
<tr>
<td>Banking</td>
<td>2%</td>
</tr>
<tr>
<td>Military</td>
<td>2%</td>
</tr>
</tbody>
</table>

*Question #28: In what industry do you work? Bases: Respondents who are employed - 13,507
Alumni Occupations
The following represents occupations of University of Phoenix alumni, based on a survey completed in 2012 between January 25 and March 2 by 31,506 respondents:

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engineer/Architect (including technology)</td>
<td>2%</td>
</tr>
<tr>
<td>Finance/Accountant</td>
<td>5%</td>
</tr>
<tr>
<td>Teacher/Educator/Education Administrator</td>
<td>10%</td>
</tr>
<tr>
<td>Sales/Marketing Representative</td>
<td>4%</td>
</tr>
<tr>
<td>Registered Nurse/Other Nursing Professional</td>
<td>6%</td>
</tr>
<tr>
<td>Executive/Manager/Administrator</td>
<td>9%</td>
</tr>
<tr>
<td>Operations/Production</td>
<td>6%</td>
</tr>
<tr>
<td>Technician/Technologist</td>
<td>4%</td>
</tr>
<tr>
<td>Other Health Professional</td>
<td>4%</td>
</tr>
<tr>
<td>Protective Services (Police, Fire, Security)</td>
<td>3%</td>
</tr>
<tr>
<td>Admin Support, Records/Data Processor</td>
<td>8%</td>
</tr>
<tr>
<td>Consultant</td>
<td>2%</td>
</tr>
<tr>
<td>Human Resources</td>
<td>2%</td>
</tr>
<tr>
<td>Psychologist, Counselor, Social Worker</td>
<td>2%</td>
</tr>
<tr>
<td>Business Owner</td>
<td>3%</td>
</tr>
<tr>
<td>Other</td>
<td>22%</td>
</tr>
</tbody>
</table>

*Question #29: What is your occupation? Bases: Respondents who are employed - 13,507.

Title II HEA Pass-Rate Information
Program completers achieved the following scores for academic year 2015–2016:

**Arizona**
- Professional knowledge — Elementary: 99%
- Professional knowledge — Secondary: 94%
- Professional knowledge — Early Childhood: Less than 10 candidates, score not provided
- Aggregate professional knowledge: 96.5%
- Aggregate content areas: 97.8%
- Special populations: 98%

**California**
- California basic educational skills test (CBEST): 100%
- Reading instruction competence assessment (RICA) — Elementary only: 88%
- Aggregate content areas: 98%

**Hawaii**
- Aggregate basic skills: 100%
- Aggregate professional knowledge: Less than 10 candidates, score not provided
- Aggregate academic content areas: Less than 10 candidates, score not provided

**Indiana**
- Aggregate basic skills: Less than 10 candidates, score not provided
- Aggregate academic content areas: Less than 10 candidates, score not provided

**Missouri**
- Aggregate professional knowledge: Less than 10 candidates, score not provided
- Aggregate academic content areas: Less than 10 candidates, score not provided

**New Mexico**
- Aggregate basic skills: Less than 10 candidates, score not provided
- Aggregate academic content areas: Less than 10 candidates, score not provided
- Aggregate teaching special education: Less than 10 candidates, score not provided
- Aggregate academic content areas: Less than 10 candidates, score not provided

**Texas**
- Aggregate professional knowledge: Less than 10 candidates, score not provided
- Aggregate teacher competency: Less than 10 candidates, score not provided
- Aggregate academic content areas: Less than 10 candidates, score not provided

**Utah**
- Aggregate academic content areas: 100%
- Aggregate teaching special populations: Less than 10 candidates, score not provided
Program Information for Academic Year 2015–2016

<table>
<thead>
<tr>
<th></th>
<th>AZ</th>
<th>CA</th>
<th>HI</th>
<th>IN</th>
<th>MO</th>
<th>NM</th>
<th>NV</th>
<th>TX</th>
<th>UT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of students enrolled</td>
<td>7,462</td>
<td>1,310</td>
<td>136</td>
<td>72</td>
<td>64</td>
<td>127</td>
<td>300</td>
<td>56</td>
<td>95</td>
</tr>
<tr>
<td>Number of students in student teaching</td>
<td>779</td>
<td>147</td>
<td>18</td>
<td>12</td>
<td>24</td>
<td>92</td>
<td>32</td>
<td>14</td>
<td>24</td>
</tr>
<tr>
<td>Number of supervising faculty including part- and full-time</td>
<td>473</td>
<td>76</td>
<td>15</td>
<td>6</td>
<td>24</td>
<td>13</td>
<td>20</td>
<td>11</td>
<td>21</td>
</tr>
<tr>
<td>Student-to-faculty ratio for student teaching</td>
<td>2:1</td>
<td>2:1</td>
<td>1:1</td>
<td>2:1</td>
<td>1:1</td>
<td>7:1</td>
<td>2:1</td>
<td>1:1</td>
<td>1:1</td>
</tr>
<tr>
<td>Average hours per week in student teaching</td>
<td>40</td>
<td>40</td>
<td>40</td>
<td>40</td>
<td>40</td>
<td>40</td>
<td>40</td>
<td>40</td>
<td>40</td>
</tr>
<tr>
<td>Number of weeks of student teaching</td>
<td>12</td>
<td>15</td>
<td>13</td>
<td>12</td>
<td>12</td>
<td>14</td>
<td>13</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td>Is the Teacher Education Program currently approved by the state?</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Is the Teacher Education Program currently designated as low performing?</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

Federal Financial Aid Application Process

To begin the federal financial aid process, students must complete the Free Application for Federal Student Aid (FAFSA), available at https://fafsa.gov. This is the first step in determining a student’s eligibility for federal financial aid.

Federal financial aid will be processed after submitting an application for admission and registering for courses in an eligible degree program. Admissions and program requirements vary by state. Please refer to the Academic Catalog for state- and/or program-specific information at http://www.phoenix.edu/programs/degree-programs/academic-catalog.html

In addition to the FAFSA, the following may be required to be completed during the federal financial aid process:

- Federal Direct Loan Master Promissory Note (MPN)
- Entrance counseling

A student should reapply for financial aid prior to the start of each new academic year.

* Federal aid funding is available only for those credits required to complete the student’s primary program of study. Federal aid funding will cease once the maximum number of credits for the primary program have been completed. Federal financial aid may not be available for additional coursework in the pursuit of a concentration or otherwise, if not included within the requirements of the primary program of study.

Referrals to the Office of Inspector General

University of Phoenix is required by law to make referrals to the Office of Inspector General any time there is credible information or evidence that an applicant (student) may have engaged in fraud or other criminal misconduct in connection with the application involving federal financial aid programs.

Federal, State and Institutional Financial Aid Programs

Degree-seeking students who are U.S. citizens or eligible noncitizens enrolled in an eligible academic program at the University can apply for federal financial aid as a means of assisting with financing their education. Certificate programs may also be eligible for federal financial aid. Depending on the program, student eligibility may be need-based, non-need-based, credit-based or dependent on other specific conditions.

Students may also be eligible to receive funding through state grant or scholarship programs in their states where available. Students should contact Student Financial Services at 866.766.0766 for additional information on the financial aid programs available at each campus. A list of campuses is available at http://www.phoenix.edu/campus-locations.html

General Eligibility Requirements

General eligibility requirements for federal financial aid are as follows:

- Be a U.S. citizen or an eligible noncitizen.
- Have a valid Social Security number (with the exception of students from the Republic of the Marshall Islands, Federated States of Micronesia, or the Republic of Palau).
- Be registered with Selective Service, if you’re a male (you must register between the ages of 18 and 25).
- Be enrolled or accepted for enrollment as a regular student in an eligible degree or certificate program.*
- Be enrolled at least half-time to be eligible for Direct Loan Program funds.
- Maintain satisfactory academic progress in college or career school.
- Not be in default on a federal student loan and do not owe a federal grant overpayment.
• Must have a high school diploma or its equivalency
For additional eligibility requirements, visit: http://studentaid.ed.gov/eligibility/basic-criteria and review the Student/Parent Eligibility Policy in the Financial Aid Policies appendix.

* Federal aid funding is available only for those credits required to complete the student’s primary program of study. Federal aid funding will cease once the maximum number of credits for the primary program have been completed. Federal financial aid may not be available for additional coursework in the pursuit of a concentration or otherwise, if not included within the requirements of the primary program of study.

**Grant Programs**

University of Phoenix participates in the following federal grant programs:

**Federal Pell Grant**
A Federal Pell Grant, unlike a loan, does not have to be repaid. Pell Grants may be awarded to undergraduate students who have not earned a bachelor’s or a professional degree. The amount of aid students can receive varies depending on their financial need, cost of attendance and other eligibility criteria.

Students can receive the Federal Pell Grant for no more than 12 semesters or the equivalent: http://studentaid.ed.gov/types/grants-scholarships/pell/calculate-eligibility

For more detailed information on eligibility and how to apply for the Federal Pell Grant, visit http://studentaid.ed.gov/types/grants-scholarships/pell

For additional information on how the University calculates and awards Pell Grants please review the Federal Pell/Iraq and Afghanistan Grant Policy in the Financial Aid Policies appendix.

**Federal Supplemental Educational Opportunity Grant (FSEOG)**
The FSEOG program is for undergraduate students with exceptional financial need. Pell Grant recipients with the lowest expected family contributions (EFCs) will be considered first for an FSEOG. The FSEOG does not have to be repaid.

For more detailed information on eligibility and how to apply for the FSEOG, visit http://studentaid.ed.gov/types/grants-scholarships/FSEOG

For additional information on how the University defines its selection criteria and packaging philosophy for awarding FSEOG consistently to all eligible students, please review the Campus-Based Programs Policy in the Financial Aid Policies appendix.

**Iraq and Afghanistan Service Grant (IASG)**
A student whose parent or guardian was a member of the U.S. Armed Forces and died as a result of service performed in Iraq or Afghanistan after Sept. 11, 2001, may be eligible to receive the Iraq and Afghanistan Service Grant.

For more detailed information on eligibility and how to apply for the IASG, visit http://studentaid.ed.gov/types/grants-scholarships/iraq-afghanistan-service

For additional information on how the University calculates and awards IASG grants please review the Federal Pell/Iraq and Afghanistan Grant Policy in the Financial Aid Policies appendix.

**State Grant/Aid Programs**

Students may also be eligible to receive funding through state grant or scholarship programs where available. Depending on the program, student eligibility may be need-based, non-need-based, credit-based or dependent on other specific conditions. Contact Student Financial Services at 866.766.0766 for additional information on state grant and/or scholarship programs. A list of campuses is available at http://www.phoenix.edu/campus-locations.html

The actual amount of state grants awarded to any student is contingent on the availability of funds. The University cannot guarantee any funding from the state grant sources listed, as the list is subject to change without notice based upon changes in state budgetary constraints, state law or regulation, and/or University participation. Where work or other requirements are included in order to preclude the conversion of a scholarship or grant to a loan, the University makes no representation or warranty as to whether a graduate will be able to obtain such employment or fulfill such other requirements.

For information regarding the grants offered by states - how to apply, eligibility, deadlines, etc. - see the list of programs and their respective websites and phone numbers below. For additional specific eligibility information, the institution may contact you directly when determining grant eligibility. Please note that states sometimes change eligibility requirements for existing grant programs or even eliminate programs for a period of time.

**ARIZONA**

Arizona Commission for Postsecondary Education (ACPE)
602.258.2435
https://highered.az.gov

Leveraging Educational Assistance Partnership (LEAP) Grant
https://azgrants.az.gov/arizona-leveraging-educational-assistance-partnership-azleap

**OHIO**

Ohio Higher Ed
http://www.ohiohighered.org/

Ohio College Opportunity Grant Program
Tamika Braswell
614.728.8862
https://www.ohiohigherdd.org/ocog

Ohio War Orphans Scholarship
Amber Brady
614.752.9528
https://www.ohiohighered.org/ohio-war-orphans

**VERMONT**

Vermont Student Assistance Corp (VSAC)
888.307.8722 | Burlington area 654.3765
https://www.vasac.org

Gaining Early Awareness and Readiness for Undergraduate Programs (GEAR UP)
https://www.vasac.org/about/our-outreach-programs/gear-up

Vermont Incentive Grant Program
https://www.vasac.org/pay/student-aid-options/grants
Scholarships

Institutional Scholarships

University of Phoenix offers a number of institutional scholarships to current or potential students. The University website, http://www.phoenix.edu/tuition_and_financial_options/scholarships/institutional-scholarships.html, is updated regularly for institutional scholarships, qualifications and selection criteria as opportunities become available.

External Scholarships

Private outside entities develop and fund external scholarships, some of which are listed at http://www.phoenix.edu/tuition_and_financial_options/scholarships/external-scholarships.html. External scholarships are available to the general public, which may include University of Phoenix students. A student’s eligibility for an external scholarship depends on qualifying requirements that vary from scholarship to scholarship as determined by the provider. The CSE evaluates external scholarship programs, determines applicability to the University student populations, and communicates these opportunities to students and campuses. The website is updated regularly as opportunities become available.

Loans

Federal Direct Loan (DL) Program

Direct Loans, from the William D. Ford Federal Direct Loan Program, are low-interest loans for eligible students to help cover the cost of higher education. Eligible students borrow directly from the U.S. Department of Education at participating schools.

Direct Subsidized Loans - Direct Subsidized Loans are for students with financial need. The University will review the results of the FAFSA and determine the amount a student can borrow. The student is not charged interest while enrolled in school at least half-time. Direct Subsidized Loan Time Limitation Note: Federal regulations limit a first-time borrower’s eligibility for Direct Subsidized Loans to a period not to exceed 150% of the length of the borrower’s educational program. Under certain conditions, first-time borrowers who have exceeded the 150% limit may lose the interest subsidy on outstanding Direct Subsidized Loans. For more detailed information on Direct Subsidized Loan Time Limitation, visit https://studentloans.gov/myDirectLoan/directSubsidizedLoanTimeLimitation.action.

*Generally, a first-time borrower is one who did not have an outstanding balance of principal or interest on a Direct Loan or an FFEL Program Loan on July 1, 2013.

Direct Unsubsidized Loans - Direct Unsubsidized Loans are available to students with and without financial need. Like subsidized loans, the University will review the results of the FAFSA to determine the amount a student can borrow. Interest accrues (accumulates) on an unsubsidized loan, even while the student is in school, beginning on the date the loan is initially disbursed. The student can pay the interest, or can allow it to accrue and be capitalized (that is, added to the principal amount of the loan). If a student chooses not to pay the interest as it accrues, this will increase the total amount to be repaid because the student will be charged interest on a higher principal amount.

Terms and Conditions - Students who receive a Direct Loan are subject to the terms and conditions disclosed on the Federal Direct Loan Master Promissory Note (MPN), https://studentloans.gov/myDirectLoan/launchMpn.action?mpnType=unsubMpn, and the Direct Loan Disclosure Statement.

Borrower’s Rights and Responsibilities - Students receiving federal financial aid have varying rights and responsibilities in accordance with the Borrower’s Rights and Responsibilities Statement, http://www2.ed.gov/offices/OSFAP/DirectLoan/dirights.pdf, attached to the Master Promissory Note (MPN).

For more detailed information on eligibility and how to apply for the Federal Direct Loan Program, visit https://www.studentaid.ed.gov/types/loans/subsidized-unsubsidized.

Federal Direct PLUS Loan for Parent(s)

Parents of dependent students may apply for a Direct PLUS Loan to help pay their child’s education expenses as long as certain eligibility requirements are met. Direct PLUS Loan eligibility is dependent upon the applicant’s credit history. If it is determined that the applicant has adverse credit history, the applicant will have the option to appeal the credit decision or pursue an endorser. If a parent is unable to secure a Direct PLUS Loan, the dependent student may be eligible for additional unsubsidized loans.

Terms and Conditions - Students whose parent(s) receive a PLUS Loan are subject to the terms and conditions disclosed on the Federal Direct PLUS Loan Application and Master Promissory Note (MPN) at https://studentloans.gov/myDirectLoan/launchMpn.action?mpnType=parentPlusMpn

Borrower’s Rights and Responsibilities - Parents receiving federal financial aid have varying rights and responsibilities in accordance with the Borrower’s Rights and Responsibilities Statement, http://www2.ed.gov/offices/OSFAP/DirectLoan/plusrights.pdf, attached to the Master Promissory Note (MPN).

For more detailed information on eligibility and how to apply for Direct Parent PLUS Loans, visit http://www.studentaid.ed.gov/types/loans/plus

For additional information on the application process for obtaining a Federal Direct Loan (DL), the applicable period of time for receiving a DL, and the maximum annual and aggregate amounts of DL a borrower may receive, please review the Direct Loan Policy in the Financial Aid Policies appendix.
Federal Direct PLUS Loan for Graduate and Professional Degree Students

Graduate and professional degree students can borrow a Direct PLUS Loan to help cover education expenses at a fixed interest rate. Direct PLUS Loan eligibility is dependent upon the applicant's credit history. If it is determined that the applicant has adverse credit history, the applicant will have the option to appeal the credit decision or to obtain an endorser.

**Award Amount** - Students are eligible to receive a Graduate PLUS Loan award up to their academic year cost of attendance (COA) minus any other financial assistance received.

**Terms and Conditions** - Students who receive a PLUS Loan for Graduate and Professional programs are subject to the terms and conditions disclosed on the Federal Direct PLUS Loan Application and Master Promissory Note (MPN) at https://studentloans.gov/myDirectLoan/launchMpn.action?mpnType=gradPlusMpn

**Borrower’s Rights and Responsibilities** - Students receiving federal financial aid have varying rights and responsibilities in accordance with the Borrower’s Rights and Responsibilities Statement, http://www2.ed.gov/offices/OSFAP/DirectLoan/plusrights.pdf, attached to the Master Promissory Note (MPN) for Direct PLUS Loans.

For more detailed information on eligibility and how to apply for the Direct PLUS Loan for Graduate and Professional students, visit http://studentaid.ed.gov/types/loans/plus

For information regarding Federal Student Loan Interest Rates, including Direct PLUS Loans, please visit http://studentaid.ed.gov/types/loans/interest-rates

For additional information on the application process for obtaining a Federal Direct Loan (DL), the applicable period of time for receiving a DL, and the maximum annual and aggregate amounts of DL a borrower may receive, please review the Direct Loan Policy in the Financial Aid Policies appendix.

Federal Direct Subsidized and Unsubsidized Annual Loan Limits

Federal Direct Subsidized and Unsubsidized Annual and Aggregate Loan Limits are as follows:

<table>
<thead>
<tr>
<th>Grade Level</th>
<th>Dependent Undergraduate Student</th>
<th>Independent Undergraduate Student</th>
<th>Graduate/Professional Student</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Freshman</td>
<td>$7,500</td>
<td>$9,500</td>
<td>$20,500</td>
</tr>
<tr>
<td></td>
<td>- No more than $3,500 of this amount can be subsidized loan</td>
<td>- No more than $3,500 of this amount can be subsidized loan</td>
<td>- No more than $65,500 of this amount may be in subsidized loans</td>
</tr>
<tr>
<td>2 Sophomore</td>
<td>$6,500</td>
<td>$10,500</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>- No more than $4,500 of this amount can be subsidized loan</td>
<td>- No more than $4,500 of this amount can be subsidized loan</td>
<td>- No more than $65,500 of this amount may be in subsidized loans</td>
</tr>
<tr>
<td>3 &amp; 4 Junior and Senior</td>
<td>$7,500</td>
<td>$12,500</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>- No more than $5,500 of this amount can be subsidized loan</td>
<td>- No more than $5,500 of this amount can be subsidized loan</td>
<td>- No more than $65,500 of this amount may be in subsidized loans</td>
</tr>
<tr>
<td>Maximum total loan debt (aggregate loan limits)</td>
<td>$31,000</td>
<td>$57,500</td>
<td>$138,500</td>
</tr>
<tr>
<td></td>
<td>- No more than $23,000 of this amount may be in subsidized loans</td>
<td>- No more than $23,000 of this amount may be in subsidized loans</td>
<td>- No more than $65,500 of this amount may be in subsidized loans</td>
</tr>
</tbody>
</table>

**Undergraduate certificate programs** — Loan limits are based on the length of the program. For certificates that are less than an academic year, the $9,500 loan limits would be prorated by the lesser fraction of the weeks or credits in the program, divided by the University academic year definition of weeks or credits.

Students in undergraduate certificate programs that are greater than an academic year cannot borrow more than the Grade Level 1 loan limits for each academic year. Final academic years less than 24 credits (graduating students in undergraduate degree or certificate programs that are greater than an academic year): Loan limits will be prorated based on the number of credits in the final academic year divided by 24. Please note students may also receive less funding if they receive other financial aid used to cover a portion of cost of attendance.

*Graduate and professional students are not eligible to receive Direct Subsidized Loans for loan periods beginning on or after July 1, 2012.

A student whose parent cannot obtain a PLUS Loan is allowed to borrow additional unsubsidized federal Direct amounts. Student dependency status will be determined based on answers to questions on the FAFSA.
Federal Education Loan Interest Rates and Origination Fees
For information regarding Federal Student Loan Interest Rates and Origination Fees, please visit http://studentaid.ed.gov/types/loans/interest-rates

Interest Rate Cap for Military Members
During military service, students who qualify under the Service-members Civil Relief Act may be eligible for 6% interest rate cap on the loans obtained before entering military service. Qualifying students must contact their loan servicer to request this benefit. In addition, no interest is charged (for a period of no more than 60 months) on Direct Loans first disbursed on or after Oct. 1, 2008, while a borrower is serving on active duty or performing qualifying National Guard duty during a war, other military operation or national emergency, and serving in an area of hostilities qualifying for special pay. Qualifying students should contact their loan servicer for eligibility details and to request this benefit.

Prior Federal Loans and Financial Aid History
Federal financial aid borrowers can check the interest rate, servicer information and other financial aid history via the National Student Loan Data System (NSLDS) at https://nslds.ed.gov/nsls/nslds_SA/

Private Student Loans
Understand your rights and responsibilities when considering private loan options. Clear and accurate information can help you make informed choices, so you borrow only what you need and can reasonably repay.

The University encourages that all federal and state financial aid options are exhausted before private loans be considered. Private loans are made through third-party lenders and other financial institutions and are subject to a credit review and individual lender terms and conditions. Private loans are not subsidized or guaranteed by the federal government. For more information on the difference between federal and private loans, please visit http://www.consumerfinance.gov/paying-for-college/choose-a-student-loan/

Private student loans may be available to both students and parents who are not eligible for federal financial aid or who need assistance beyond their financial aid eligibility. The lender determines eligibility, and amounts are limited to the cost of attendance minus other aid, including discounts and any other resources received.

Students may choose to use any eligible lender that offers private loans. The University does not maintain a list of lenders that offer private loans, nor will it endorse a particular lender.

For additional information, please review the Private Loans Policy in the Financial Aid Policies appendix.

Washington Student Loan Advocate Statement
For information and resources about student loan repayment, or to submit a complaint relating to your student loans or student loan servicer, please visit www.wsac.wa.gov/loan-advocacy or contact the Student Loan Advocate at loanadvocate@wsac.wa.gov.

Financial Aid Awarding
For students who have completed all required financial aid materials, the University will evaluate student eligibility for federal, state and institutional aid programs. State grant program eligibility is determined by each state authority. The University is notified of student eligibility by the state authority. Institutional grant and scholarship eligibility determination will vary.

Academic Year Requirements for Financial Aid Recipients
The University defines its academic year as follows:
• Undergraduate Certificate programs are a minimum of 24 credits and 40 weeks of instructional time.
• Graduate Certificate programs are a minimum of 24 credits and 48 weeks of instructional time.
• Associate programs (9-week model) are a minimum of 24 credits and 36 weeks of instructional time.
• Associate programs (5-week model) are a minimum of 24 credits and 40 weeks of instructional time.
• Bachelor’s programs are a minimum of 24 credits and 40 weeks of instructional time.
• Master’s programs are a minimum of 24 credits and 48 weeks of instructional time.
• Doctoral programs are a minimum of 24 credits and 48 weeks of instructional time.

Note: The academic year definition may vary based on program level, version and course length.

The academic year begins with the first eligible course of a degree program and ends when a student successfully completes both the credits and weeks of instructional time requirements. An academic year has no calendar time constraints and continues through periods of nonattendance that are less than 180 days until both the credit and weeks requirements are met. A week of instructional time is a week (a consecutive seven-day period) in which one day of instruction occurs. Instructional time does not include periods of vacation, orientation or homework. An academic year that begins before a previous existing academic year has ended is considered an overlapping academic year.

Students who overlap courses or take courses concurrently may be required to complete additional credits to meet the number of weeks of instructional time required to complete the academic year.

The academic policy of the University prohibits a student from taking more than two courses concurrently without written approval from the Campus Director of Academic Affairs. Please refer to the University’s Academic Year Definition Policy found within the University’s academic catalog for further information.
Cost of Attendance

The cost of attendance (COA) is used in calculating a student's amount of federal financial aid eligibility and awarding financial aid for a specific period of enrollment. The following chart lists the University's current COA. To learn more about the University's COA, refer to the Cost of Attendance Policy in the appendices.

<table>
<thead>
<tr>
<th>Cost of Attendance Components</th>
<th>Undergraduate Certificate**</th>
<th>Associate 9 Week</th>
<th>Associate 5 Week</th>
<th>Bachelor's Degree</th>
<th>Graduate Certificate**</th>
<th>Master's Degree</th>
<th>Doctoral Degree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition</td>
<td>$8,235</td>
<td>$9,459</td>
<td>$9,460</td>
<td>$9,240</td>
<td>$12,204</td>
<td>$15,672</td>
<td>$19,344</td>
</tr>
<tr>
<td>Resource Fees</td>
<td>$1,188</td>
<td>$1,359</td>
<td>$1,360</td>
<td>$1,360</td>
<td>$1,170</td>
<td>$1,560</td>
<td>$1,644</td>
</tr>
<tr>
<td>Living Expense and Loan Fees*</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Room and Board</td>
<td>$4,725</td>
<td>$4,725</td>
<td>$5,250</td>
<td>$5,250</td>
<td>$4,725</td>
<td>$6,300</td>
<td>$6,300</td>
</tr>
<tr>
<td>Transportation/Miscellaneous/Personal care expenses</td>
<td>$2,484</td>
<td>$2,484</td>
<td>$2,760</td>
<td>$2,760</td>
<td>$2,484</td>
<td>$3,312</td>
<td>$3,312</td>
</tr>
<tr>
<td>Loan Fees</td>
<td>$36</td>
<td>$45</td>
<td>$50</td>
<td>$70</td>
<td>$81</td>
<td>$120</td>
<td>$108</td>
</tr>
<tr>
<td>Annual COA</td>
<td>$16,668</td>
<td>$18,072</td>
<td>$18,800</td>
<td>$18,800</td>
<td>$20,664</td>
<td>$26,964</td>
<td>$30,708</td>
</tr>
</tbody>
</table>

*The living expense component for students receiving Military Basic Allowance for Housing (BAH) only includes an allowance for board. Living expenses include allowances for room and board, transportation and miscellaneous educational expenses.
**The figures provided for undergraduate programs are illustrative and based on 24 credits.
***The figures provided for graduate certificate programs are illustrative and based on 18 credits.

For detailed information regarding actual tuition fees for programs and locations, contact a Finance Advisor or visit the tuition and fees calculator web page at http://www.phoenix.edu/tuition_and_financial_options/tuition_and_fees.html

Other Resources

Students are required to disclose financial assistance (i.e. Other Resources) that will be paid by a third party on their behalf. Based on the type of other resource received, it may be considered estimated financial assistance (EFA). If it is considered EFA, it will be included in determining if the student’s assistance exceeds the cost of attendance. For examples of other resources, please refer to the Packaging Philosophy Policy.

A student must have financial need to receive all federal financial aid funds except for Direct Unsubsidized and PLUS Loans under the Direct Loans program. As such, a student's expected family contribution and other resources will be subtracted from the cost of attendance when determining eligibility for federal financial aid (Title IV). All awards, including need and non-need-based aid, cannot exceed a student's annual cost of attendance.

If the University receives other additional resources that cause the student to exceed the cost of attendance, it will adjust the awards appropriately to eliminate the overaward. This may include reducing future disbursements for a second or subsequent payment period or returning awards to the funding source. Funds will be returned in the order most beneficial to the student. Please refer to the Overawards and Overpayments Policy for further information.

Grade-Level Determination

Determination of grade level is an important part of calculating eligibility for federal and state financial aid. The University determines the student’s grade level by calculating the total number of credits that were completed at the beginning of an academic year. For example, a student with 12 transfer credits at the start of his or her program at the University will be considered a grade level 1 student. After the completion of one academic year of 24 credits, the student will have a total of 36 credits completed, making the student eligible for grade level 2 loans in his or her second academic year.

Grade-Level Determination

<table>
<thead>
<tr>
<th>Grade Level</th>
<th>Credits Completed for Primary Program (Includes Transfer Credit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>GL 1 (freshman)</td>
<td>0-24</td>
</tr>
<tr>
<td>GL 2 (sophomore)</td>
<td>24-48</td>
</tr>
<tr>
<td>GL 3 (junior)</td>
<td>49-72</td>
</tr>
<tr>
<td>GL 4 (senior)</td>
<td>73+</td>
</tr>
</tbody>
</table>

Note: A student in a two-year program cannot receive more than a grade level 2 (GL 2) annual loan limit in any given year, no matter how long it takes to complete the program. A student in an undergraduate certificate program cannot receive more than a grade level 1 (GL 1) annual loan limit in any given year, no matter how long it takes to complete the undergraduate certificate. For information on academic year definitions, please see the Academic Year Definition Policy in the Financial Aid Policies appendix.
Verification
A federal financial aid student may be selected for verification by the U.S. Department of Education Central Processing System (CPS). The CPS prints an asterisk next to the expected family contribution (EFC) on the Student Aid Report (SAR) or SAR Acknowledgement to identify the student has been selected for verification. The purpose of verification is to maintain the integrity of federal financial aid programs by verifying the information provided by students and parents on financial aid applications. For further information on the verification process and actions required, refer to the Verification Policy.

Professional Judgment
The University may exercise discretion to accommodate special circumstances, with respect to some aspects of eligibility, using professional judgment. Professional judgment allows the University to treat a student individually when the student has special circumstances not sufficiently addressed by standard procedures. The University uses professional judgment on a case-by-case basis.

Special circumstances will include conditions that differentiate an individual student from a whole class of students. The University will not accept professional judgments made for a student by another school, but will independently review the circumstances and, if appropriate, document the professional judgment decision. The decision of the University regarding professional judgment is final and cannot be appealed to the U.S. Department of Education.

A student should contact Student Financial Services if interested in submitting a professional judgment request.

Note: The University will complete verification before exercising professional judgment for students who have been selected for verification. For additional information, please refer to the Professional Judgment Policy in the Financial Aid Policies appendix.

Conflicting Information
If the University has conflicting information concerning a student’s eligibility or has any reason to believe a student’s application information is incorrect, the University will resolve such discrepancies before disbursing student financial aid funds. If discrepancies are discovered after disbursing student financial aid funds, the University will reconcile the conflicting information and require the student to repay any funds for which he or she was ineligible. Examples of conflicting information may include, but are not limited to, the following:

- Social Security numbers
- Date of birth
- Legal name
- Discrepant tax data (including whether or not the student/parent was required to file a tax return)
- Household size or marital status
- Citizenship status
- High School Completion status

Satisfactory Academic Progress

Information regarding satisfactory academic progress standards for individual programs and information regarding the University’s Program and Cumulative Grade Point Average policy may be found under the Academic Policies section of the appropriate University Academic Catalog at http://www.phoenix.edu/programs/degree-programs/academic-catalog.html

Satisfactory Academic Progress for DVA Education Benefits

To receive Department of Veterans Affairs (DVA) education benefits, a student must maintain satisfactory academic progress (SAP) and conduct accordingly, benefits will be terminated for individuals who are disqualified, suspended or expelled from the University.

Academic Probation

Academic probation (AP) shall occur when a grade point average (GPA) falls below acceptable levels for the program. Probation lasts for a period of four consecutive program-applicable courses. Concurrent enrollment is prohibited during the four-course AP sequence.

Academics enrolled online should continue traditional block scheduling format with concurrent enrollment in two courses (excluding AACR and AAPF). In graduate programs, the four-course sequence excludes any undergraduate prerequisite courses.

Financial aid students will continue to receive funds during the probationary period.

Veteran students will continue to receive DVA education benefits during the probation period.

The veteran will be informed of the probation, and a notation to the student DVA file will be recorded when the probationary period commenced.

Academic Disqualification

Academic disqualification (AD) will result if a student fails to clear an academic probation status within four courses from the onset of probation. Veteran students will not be eligible for DVA educational benefits after disqualification. The DVA and student will be notified of the disqualification. To reapply, a formal application for admission must be submitted in accordance with University admission procedures. In addition, applicants should explain the reasons for the scholastic deficiencies; the manner in which the intervening time has been spent; and why they should be given favorable consideration for readmission.

The readmission file will be reviewed by the Student Appeals Center and a decision reached regarding readmission. If approved, the student would be required to complete all program requirements in effect at the time of readmission. An application for DVA educational benefits will also be necessary to re-establish benefits with University of Phoenix. If readmission to the University is approved, please contact your Academic Advisor to determine if your chosen program remains eligible for DVA education benefits.

Student Financial Responsibilities, Policies and Options

Student Financial Responsibilities

The University will invoice students for all courses and fees anticipated for a payment period, which represents half of the student’s academic year. A payment period typically includes four courses. Students are responsible for ensuring all tuition and electronic course materials fees are paid, whether in attendance or not. Students can access account balances and student account information under the Account tab on the student website. When a student is considered administratively, officially or unofficially withdrawn from his or her program, the University may cancel any federal financial aid in process. The student may receive
Meeting Financial Plan Obligations
Students who primarily attend a physical University of Phoenix campus are subject to finance approval by their primary campus prior to enrolling in a course. Tuition and all applicable fees for each course must be paid according to the terms of the primary financial option indicated in the student’s Financial Plan located on the student website. Students will not be allowed to attend courses if a payment is due, or if paperwork is required. All necessary paperwork or payment arrangements must be resolved prior to the course deadline. Students are also required to be in compliance with University financial policies before grades and transcripts will be issued or the degree awarded. A student may be administratively withdrawn for failure to make payment in a timely manner, preventing the student from attending future class sessions until the amount owed is paid in full or satisfactory payment arrangements are made. All costs of collection, court costs, and reasonable attorneys’ fees will be added to delinquent accounts collected through third parties. University of Phoenix may obtain a current credit report as needed to support decisions to defer tuition payment or to assist in the collection of amounts owed.

Electronic Course Materials and Books Fees
Electronic course materials and books for each course must be paid at the time they are ordered or in accordance with a student’s stated payment option. Electronic course materials fees are nonrefundable, unless prohibited by law. A student who withdraws from a course will be granted access to the electronic course materials for that course without additional charge if the course is retaken within 180 days of the course’s original start date.

State Tax
Various states require universities to collect a tax on tuition, fees, digital goods, or access to digital information. The University will collect the appropriate tax on tuition, fees, and electronic course materials fees charged to the student in these states. Contact Student Financial Services for the current list of states requiring tax to be collected.

Financial Policies

Multiple-Tuition Discount Policy
For instances in which a student may qualify for multiple tuition discounts, the discount that provides the greatest benefit to the student will be applied to the tuition amount.

General Refund Policy
A tuition refund may be granted to those who qualify, based on the state refund policy. A complete list of state refund policies is located in the Academic Catalog. All other fees are nonrefundable, unless prohibited by law.

Payment Policies
Payments are accepted on the student website (https://ecampus.phoenix.edu/portal/portal/public/login.aspx) by check, credit card, or debit card. Student Financial Services can also process credit card or debit card payments. The student can mail a check, certified check or money order payment to the following address:

University of Phoenix
Dept 880175
P.O. Box 29650
Phoenix, AZ 85038-9650
Financial Options

The University of Phoenix offers a number of finance plan options to assist the student in managing financial obligations. The University will invoice students for all courses and fees anticipated for a payment period, which represents half of the student's academic year. A payment period typically includes four courses. Tuition fees invoiced based on the approved employer's tuition payment policies and timeline electronic materials fees are payable in full at the time of invoice or incrementally prior to the start of each applicable course.

Returned Check Fees

Returned checks will result in an additional processing fee of $25, unless prohibited by law.

Late Payment Fees

Payments must be made in accordance with the selected finance plan. If tuition payment is not received within the terms and conditions of the selected finance plan, fees up to $25 will be assessed to the student account, unless otherwise restricted by law. Late fees are due immediately upon invoice.

Notice

The University may report information about student accounts to credit bureaus. Late payments, missed payments or other defaults on student accounts may be reflected in a credit report. If payment for tuition and electronic course materials fees is not received in accordance with the Student Responsibility to Pay Agreement, the student may be withdrawn from the program and official transcripts withheld.

Understanding and choosing the right finance plan is critical to the successful completion of the student's selected program. The University offers a number of finance plan options to assist the student in managing financial obligations. The University will invoice students for all courses and fees anticipated for a payment period, which represents half of the student's academic year. A payment period typically includes four courses. The student can utilize one or more of the plans listed below, depending on personal circumstances.

For more detailed information regarding actual tuition fees for programs and locations, visit the tuition fees calculator web page at [http://www.phoenix.edu/tuition_and_financial_options/tuition_and_fees.html](http://www.phoenix.edu/tuition_and_financial_options/tuition_and_fees.html), or contact a finance advisor with any questions regarding financial options and scholarships.

Cash Plan

The Cash Plan is available to students who will be using e-checks or credit cards to pay for tuition and electronic course materials fees. Under the Cash Plan, tuition and electronic materials fees will be assessed and invoiced in a single invoice at the beginning of the payment period, which is payable in full at the time of invoice or incrementally prior to the start of each applicable course. To learn more, please visit [https://www.phoenix.edu/student-orientation/paying-for-school.html](https://www.phoenix.edu/student-orientation/paying-for-school.html).

Federal Financial Aid Plan

The Federal Financial Aid Plan is available to students receiving federal grants, federal loans or both to pay for tuition and electronic materials fees. Under the Federal Financial Aid Plan, tuition and electronic materials fees will be assessed and invoiced in a single invoice at the beginning of the payment period. The University will defer payment of applicable tuition and electronic course materials fees based on anticipated federal grant and/or loan disbursements. The Federal Financial Aid Plan requires all federal aid disbursed to be applied to tuition and electronic course materials fees invoiced. Tuition and electronic materials fees invoiced but not paid by anticipated or actual federal grant and/or loan disbursements are payable in full at the time of invoice or incrementally prior to the start of each applicable course. To learn more, please visit [https://www.phoenix.edu/student-orientation/paying-for-school.html](https://www.phoenix.edu/student-orientation/paying-for-school.html).

Tuition Deferral Plan

The Tuition Deferral Plan is available for students who will receive military education benefits or whose employers offer to repay some or all of their employees' tuition. Under the Tuition Deferral plan, tuition and electronic materials fees will be assessed and invoiced in a single invoice at the beginning of the payment period.

Military Education Benefits

The University will directly bill the U.S. Department of Veterans Affairs or U.S. Department of Defense for the student's tuition and will defer payment of applicable tuition invoiced based on these agencies' reimbursement policies and timeline electronic materials fees are payable in full at the time of invoice or incrementally prior to the start of each applicable course.

Third-Party Billing Plan

The Third-Party Billing Plan is available to students who receive tribal education benefits or whose employers offer to pay for the University for direct billing of the student's tuition. Under the Third-Party Billing Plan, tuition and electronic materials fees will be assessed and invoiced in a single invoice at the beginning of the payment period.

Approved Employer

Under the Third-Party Billing Plan, the University will directly bill the employer for the student's tuition and will defer payment of applicable tuition invoiced based on the approved employer's tuition payment policies and timeline. Electronic materials fees are payable in full at the time of invoice or incrementally prior to the start of each applicable course.

American Indian Tribal Nation Education Benefits

Several American Indian tribal nations provide funding for the tuition and electronic materials fees of a student who is a recognized member under the Third-Party Billing Plan. The University will directly bill the American Indian tribal nation and defer payment of applicable tuition and electronic materials fees invoiced based on the American Indian tribal nation's education benefit reimbursement policy and timeline. For more information, please contact [tribalrelations2@phoenix.edu](mailto:tribalrelations2@phoenix.edu).

To learn more, please visit [https://www.phoenix.edu/tuition_and_financial_options/financial_options/third_party_billing.html](https://www.phoenix.edu/tuition_and_financial_options/financial_options/third_party_billing.html).
Military Benefits

Veterans Education Benefits

Students who are entitled to federal VA education benefits must make initial contact with a campus Veterans Affairs certifying official. A formal application for admission to the University should be completed before applying for federal VA education benefits. Applications for veteran education benefits should be sent to a local campus point of contact, school certifying official at University of Phoenix central administration or Student Financial Services for submission to the U.S. Department of Veterans Affairs (VA). Each University of Phoenix program segregated by instructional modality (classroom-based or distance education) requires separate State Approving Agency (SAA) approval for the training of veterans or eligible persons. A student should contact a local campus for information on current approvals. Students who intend to use federal VA educational benefits for a specific program at an institution should confirm the program is eligible for federal VA funding on the WEAMS Institution Search website.

Federal VA education benefit eligibility and payment rates vary depending on each individual's military history and the educational program being pursued. Only the VA can determine eligibility. For information, a student should contact a VA representative at 888 GI BILL 1 (888 442 4551) or review http://www.gibill.va.gov

If the VA determines that the student is not eligible for federal VA education benefits or determines that the student's Certificate of Eligibility is for less than 100%, the student is responsible for paying any difference between the eligibility determination and the tuition and fees charged by the University.

Students needing to withdraw from the University should provide official notification of their intent to withdraw. Withdrawing may impact federal VA education benefits for the current course, as well as the availability of federal VA education benefits in future courses. Please contact your academic counselor to discuss the impact of withdrawing from a course.

Directed study courses have Defense Activity for Non-Traditional Education Support (DSST-DANTES) approval for tuition reimbursement. For more information on this program, a student should contact the educational service officer on the military base.

University of Phoenix does not participate in the VA education advanced payment program. More information about veterans benefits can be reviewed at http://www.phoenix.edu/colleges_divisions/military.html

Visit the Department of Veterans Affairs website, http://www.gibill.va.gov, for additional information on educational entitlements.

Credit for Prior Education and Training

Credit for prior education or training must be evaluated and reported to the U.S. Department of Veterans Affairs (VA) prior to the start of week 25 of enrollment. The VA may not always pay federal education benefits after week 24 if the VA records indicate the student has a large amount of transfer credits.

Please ensure all prior education transcripts and Joint Services Transcripts (JST) (Army, Navy, Marine), Coast Guard Institute transcripts, or DD-295 and DD-214 forms are submitted for evaluation in a timely manner. The student is responsible for ensuring all transcripts are submitted to the University.

Academic credits earned for courses appearing on an official transcript from a regionally accredited or candidate-for-accreditation college or university will be evaluated according to University policies and accepted subject to the approval of the University Office of Admissions and Evaluation.

Transfer credits based on a different unit of credit than the one prescribed by University of Phoenix are subject to conversion before being transferred. Only the official transcript and course evaluations performed by the University Office of Admissions and Evaluation or Prior Learning Assessment Center are final. Any preliminary reviews by campus personnel are unofficial, not binding and subject to change.

Students receiving Chapter 30, 32, 33, 35, 1606 and 1607 benefits while attending University of Phoenix North Carolina campuses are required to submit a copy of high school transcripts if they are transferring fewer than 24 credits to University of Phoenix from a previously attended postsecondary institution.

Students receiving Chapter 30, 32, 33, 35, 1606 and 1607 benefits while attending University of Phoenix Florida campuses are required to request and provide all prior transcripts for evaluation in order to be certified for federal VA education benefits past two terms, all transcripts must be received.

Military Tuition Assistance

To obtain federal Military Tuition Assistance, visit your local installation education office or virtual education center to receive college counseling and develop an education plan. From that point, a student can submit a Military Tuition Assistance request; for more information, visit http://www.phoenix.edu/colleges_divisions/military/military-financial-options/tuition-assistance.html

A student can currently receive 100% of federal tuition assistance from military service, with a $250 cap per semester hour and a $4,500 annual limit. If a student wants to apply for Military Tuition Assistance, the student will need to submit a completed authorization form to a military advisor at least two weeks before a course start date.

VA Tuition Assistance Top-Up Benefit

Top-Up allows VA to pay the difference between what Tuition Assistance (TA) pays and the cost of the course. The law prohibits active-duty students from receiving regular Chapter 30 benefits and TA for the same course; however, VA students, to include National Guard and Reserve servicemembers who earned Chapter 30 benefits while on active duty, in receipt of TA may receive the Chapter 30 Top-up benefit. Detailed information about Tuition Assistance Top-up and about applying for Top-up is available on the GI Bill® website, http://www.benefits.va.gov/gibill/tuition_assistance.asp

Readmission of Servicemembers

Any student whose absence from the University is necessitated by reason of service in the uniformed services is entitled to readmis-
A student who is an Iowa resident and is the spouse of a
military member of an Iowa National Guard or Reserve Force of the United States has a
dependent child

The student submits verbal or written notification of intent to re-
mission if the following criteria are met:

• The student (or an appropriate officer of the Armed Forces or
official of the Department of Defense) gives verbal or written
notice to the University’s Military Division verifying that the
student’s absence from the University was necessitated by
service in the uniformed services

• The cumulative length of the absence and of all previous
absences from the University by reason of service in the
uniformed services does not exceed five years.

Note: A student who submits an application for readmission to the
University must provide documentation to establish that the stu-
dent has not exceeded the specified service limitations and that the
student’s eligibility for readmission has not been terminated Exam-
ple of documents are: the student’s deployment paperwork or a letter from the commanding
officer that includes the student’s dates of service.

Exception: The University may not delay or attempt to avoid read-
mission of a student under this section by demanding documenta-
tion that does not exist, or is not readily available, at the time of
readmission

• The student submits verbal or written notification of intent to re-
enroll.

Note: If the student’s last date of attendance with the University is
more than 365 days in the past, the student must complete an
updated admissions application and Enrollment Agreement in
accordance with the University Re-entry Policy The Military Divi-
sion should then submit these completed documents along with the servicemember’s readmission form The student may remain in
the original program/version without appeal, provided the cumu-
lative length of absence does not exceed five years and that the pro-
gram has not been expired.

A student’s eligibility for readmission under this section by reason of
such student’s service in the Armed Services terminates upon the
occurrence of any of the following events:

• A separation of such person from the Armed Forces (including
the National Guard and Reserves) with a dishonorable or bad
conduct discharge, or

• A dismissal of such person permitted under section 1161(a) of
Title 10, USC, or

• A dropping of such person from the roles pursuant to section
1161(b) of Title 10, USC

Note: If the student does not submit a notification of intent to re-
enroll within the time limits, the student is subject to the Univer-
sity-established leave of absence policy and general practices.
In addition to the above definition of affected servicemember, the
Military Deployment Policies and Procedures will also apply to
residents of the state of Iowa who meet the following criteria:

• A student who is an Iowa resident and is a member of the Iowa
National Guard or Reserve Force of the United States who has
been ordered to National Guard duty under state authority
without such unit being federalized or ordered to federal active

duty;

• A student who is an Iowa resident and is the spouse of a
member of an Iowa National Guard or Reserve Force of the
United States who has been ordered to National Guard duty
under state authority without such unit being federalized or
ordered to federal active duty, provided the member of the Iowa
National Guard or Reserve Force of the United States has a
dependent child

Federal Financial Aid Counseling

Federal Direct Loan Entrance Counseling

The University ensures loan entrance counseling is conducted
using an online counseling module for students borrowing Fed-
eral Subsidized/Unsubsidized Loans or PLUS Loans for the first
time. A link to the iGrad entrance counseling module is displayed
within the University financial aid website. Entrance counseling
generally includes the following:

• An explanation of the use of a Master Promissory Note (MPN)
• Importance of repayment obligation
• Description of consequences of default
• Sample repayment schedules
• Information in reference to a borrower’s rights and
responsibilities
• Information on the National Student Loan Data System
(NSLDS), https://nslds.ed.gov/nslds_SA/
• Information on possible loss of eligibility for additional Direct
Subsidized Loans
• Information on how a borrower’s maximum eligibility period,
remaining eligibility period and subsidized usage period are
determined
• The potential for a borrower becoming responsible for all
collecting interest on Direct Subsidized Loans during in-school
periods, grace periods and periods of authorized deferment
• Impact of borrower responsibility for accruing interest on the
borrower’s total debt
• Other terms and conditions

The goal of entrance counseling is to help the borrower understand
what it means to borrow federal student loans

Federal Direct Loan Exit Counseling

The University notifies students to complete loan exit counseling
online at the U.S. Department of Education website (https://stu-
dentloans.gov/myDirectLoan/index.action) within 30 days of
completion of a program, withdrawal from the University or when a
student ceases to be enrolled at least half-time Exit counseling
generally includes the following:

• An explanation of the use of a Master Promissory Note (MPN)
• Importance of repayment obligation
• Description of consequences of default
• Sample repayment schedules
• Information in reference to a borrower’s rights and
responsibilities
• Information on the National Student Loan Data System
(NSLDS), https://nslds.ed.gov/nslds_SA/
• Information on possible loss of eligibility for additional Direct
Subsidized Loans
• Information on how a borrower’s maximum eligibility period,
remaining eligibility period and subsidized usage period are
determined
• The potential for a borrower becoming responsible for all
collecting interest on Direct Subsidized Loans during in-school
periods, grace periods and periods of authorized deferment
• Impact of borrower responsibility for accruing interest on the
borrower’s total debt
• Other terms and conditions

A letter is sent to students advising them of the exit counseling
requirement This letter includes an attachment with all required
exit information The attachment can be found at https://
Federal Teacher Education Assistance for College and Higher Education Grant Counseling

Effective September 22, 2016, the University no longer participates in the TEACH Grant Program. For information on TEACH Grant exit counseling for any students who may still be receiving TEACH Grant at the University, please see the Federal Financial Aid Counseling Policy.

Federal Loan Repayment

Prior Federal Student Loan Deferments (Postponing Payments)

A student who is registered and attending classes at the University can postpone making payments on federal student loans from previous colleges by requesting a deferment from the loan holder or servicer. Return all deferment forms to Student Financial Services, who forwards the forms to the Registrar’s Office for processing. The loan holder or servicer makes the final determination to grant a deferment request.

Students receiving federal student loans may also obtain deferments for several reasons, including serving in the Peace Corps, under the Domestic Volunteer Service Act and as a volunteer for a tax-exempt organization of demonstrated effectiveness in the field of community service.

Receiving a deferment is not automatic; therefore, the student or parent(s) must apply for it. Borrowers must formally request a deferment through the procedures established by the holder of their loan(s). Detailed information regarding deferments may be viewed at https://studentaid.ed.gov/sa/repay-loans/deferment-forbearance

Loan Payment Calculator

Loan payment calculators may be used by students or potential students to calculate monthly payments under the different student loan repayment plans available. The Repayment Estimator at https://studentloans.gov/myDirectLoan/mobile/repayment/repaymentEstimator.action allows students to estimate their payment under all available repayment plans.

Sample Standard Repayment Calculator Detail

<table>
<thead>
<tr>
<th>Loan Amount</th>
<th>$12,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interest Rate</td>
<td>6.80%</td>
</tr>
</tbody>
</table>

Repayment Summary

<table>
<thead>
<tr>
<th>Months in Repayment</th>
<th>120</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Payment</td>
<td>$138</td>
</tr>
<tr>
<td>Total Interest Payment</td>
<td>$4,572</td>
</tr>
<tr>
<td>Total Loan Payment</td>
<td>$16,572</td>
</tr>
</tbody>
</table>

With the standard plan, a fixed payment amount is due each month until loans are paid in full. Monthly repayments will be at least $50, and have up to 10 years to repay.

Graduated Repayment Detail - 120 months starting at a payment of $80 and a final monthly payment amount of $239 Total interest paid would be $5,832, for a total of $17,832

Extended Repayment (Fixed or Graduated Plans) - Only available for loan amounts greater than $30,000 Payment amounts under the Pay As You Earn, Revised Pay As You Earn, Income-Based and Income-Contingent repayment plans will be available in the Repayment Estimator after you enter tax filing status, adjusted gross income, family size and state of residence

Federal Student Loan Consolidation

A Direct Loan consolidation allows a borrower to combine multiple federal student loans into one, which results in one bill, and one lender. It can also lower monthly payments by giving borrowers up to 30 years to repay their loans; however, by increasing the length of the repayment period, you will also pay more in interest. Most federal student loans, including the following, are eligible for consolidation:

- Direct Subsidized Loans
- Direct Unsubsidized Loans
- Subsidized Federal Stafford Loans
- Unsubsidized Federal Stafford Loans
- Direct PLUS Loans
- PLUS Loans from the Federal Family Education Loan (FFEL) Program
- Supplemental Loans for Students (SLS)
- Federal Perkins Loans
- Federal Nursing Loans
- Health Education Assistance Loans
- Some existing consolidation loans

When considering consolidation, it is important to consider the pros and cons. Consolidation could give borrowers access to alternative repayment plans, which they did not have before, and enable them to switch from a variable interest rate loan to a fixed interest rate. Consolidation may also cause borrowers to lose benefits offered with the original loans, such as interest rate discounts, principal rebates or some loan cancellation benefits, which can significantly reduce the cost of repaying loans.

More information regarding loan consolidation is located at http://studentaid.ed.gov/repay-loans/consolidation

Federal Student Loan Forgiveness, Cancellation and Discharge

In certain situations, borrowers can have their federal student loans forgiven, canceled or discharged. Below is a list of the type of forgiveness, cancellation and discharges available:

- Total and Permanent Disability Discharge
- Death Discharge
- Discharge in Bankruptcy (in rare cases)
- Closed School Discharge
- False Certification of Student Eligibility or Unauthorized Payment Discharge
- Unpaid Refund Discharge
- Teacher Loan Forgiveness
- Public Service Loan Forgiveness
- Perkins Loan Cancellation and Discharge (includes Teacher Cancellation)

Detailed information on these options is available at http://studentaid.ed.gov/repay-loans/forgiveness-cancellation
Financial Aid Disbursements

Federal Funds

A student is eligible to receive the first disbursement of federal financial aid when the University confirms the student is enrolled in courses for the payment period and is eligible to receive the funds. The student becomes eligible to receive a disbursement of federal financial aid for the second payment period when the student successfully completes one-half the weeks of instructional time and earns one-half the credit hours in the defined academic year (AY). Typically, the University disburses funds once the student successfully completes half the credits and weeks of instruction in the current AY, which may consist of more credit hours and weeks of instruction than the defined AY.

First-time, first-year undergraduate borrowers will not have the first installment of the Direct Loan disbursed until 30 calendar days after the program of study academic year begins.

<table>
<thead>
<tr>
<th>Federal Loans</th>
<th>First Disbursement Eligibility</th>
<th>Second Disbursement Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct First-Time, First-Year Borrower</td>
<td>30 days after academic year or program start date</td>
<td>Successfully completes 1/2 weeks and credits in academic year or program, is meeting SAP and has posted attendance for the second payment period</td>
</tr>
<tr>
<td>Direct Subsequent Borrower, Parent PLUS, and Graduate/Professional PLUS</td>
<td>7 days after the academic year start date or 7 days after date of certification if the academic year start date is in the past</td>
<td>Successfully completes 1/2 weeks and credits in academic year or program, is meeting SAP and has posted attendance for the second payment period</td>
</tr>
</tbody>
</table>

Federal Grants

For additional information on student eligibility for standard, late and post-withdrawal disbursements from the University, please refer to the Disbursements Policy in the Financial Aid Policies appendix.

Federal Financial Aid Credit Balance

Whenever the University credits federal financial aid funds to a student's account and those funds exceed the student's allowable charges, a federal financial aid credit balance occurs. The University will pay the excess federal financial aid funds directly to the student or parent as soon as possible, but no later than 14 days after the balance occurred on the student's account. For more information, please review the Federal Financial Aid Credit Balance Policy in the Financial Aid Policies appendix.

On an exception basis, the University may, at its discretion, provide a student access to his or her anticipated federal financial aid credit balance. Students who may need to request this exception should speak with the finance department.

Note: If an exception is granted, the student will be responsible for any balance due to the University resulting from providing the student access to this anticipated federal financial aid credit balance.

Cancellation of Federal Financial Aid

The student (or parent in the case of a Parent PLUS Loan) must inform the University if all or a portion of federal financial aid funds are to be canceled. Once the loan is disbursed, the University sends the student/parent a Right to Cancel letter, which includes the time given to respond should the student and/or parent borrower wish to cancel their loan request(s). This notification is mailed after the loan disbursement has been credited to the student's account Bor-
rowers who wish to cancel all or a portion of their loan must inform the University within 30 days from the date the University sends the disbursement notification. Any requests received after the 30 days but prior to 110 days from the disbursement date will be honored as a partial cancellation based on Title IV funds that are currently unapplied. The University notifies the student/parent in writing of the outcome of his or her request regardless of when the cancellation request is received.

State Funds
A payment period is defined according to individual state requirements. The payment period determines when funds are disbursed and the exact amount to be disbursed.

Withdrawing from the University
Circumstances may necessitate withdrawal from the University. For further information on officially, unofficially, or administratively withdrawing from the University, please see the University’s Withdrawal Policy.

Leave of Absence
Any student wishing to request a leave of absence (LOA) should contact his/her academic counselor to discuss options available. The Leave of Absence request form can be completed by accessing the student website. Refer to the University’s Academic Leave of Absence Policy found within the University’s Academic Catalog for further information. You may also refer to the Leave of Absence Policy found in the appendix of this consumer information guide. This policy addresses the impact to Title IV recipients when there is an approved temporary interruption in a student’s program of study, which is referred to as an LOA.

Return of Title IV Policy
The Return of Title IV Policy addresses federal financial aid recipients who withdraw from the University and are subject to a Return of Title IV (R2T4) calculation. For the purpose of R2T4 calculation requirements, a recipient is a student who has actually received federal financial aid funds or has met the conditions that entitled the student to a late disbursement of federal financial aid funds. The University is required to review the amount of federal loan and grant aid a student received for the payment period, to determine what percentage of federal financial aid the student earned prior to withdrawal. The percentage of federal financial aid determined to be unearned for the payment period must be returned to the appropriate federal financial aid program(s). For more information on the Return of Title IV, refer to the Return of Title IV policy in the Financial Aid Policies appendix.

Tuition Refund Policy
Institutional
The following provisions pertain to all refund policies applied by the University unless specifically stated otherwise. When a student begins a program under Applicant (RR) status, pending the completion of the student admission file, and is subsequently denied admission, the student is eligible for a full tuition refund. The University does not refund tuition for any completed course. A tuition refund can be requested in writing from a local campus.

Students who withdraw from a course prior to the start date will receive a 100% refund for that course. Students who have completed 60% or less of the course are eligible for a pro-rata refund. The pro-rata refund percentage will be calculated by dividing the number of weeks remaining by the total number of weeks in the course.*

Here are a few examples of common course lengths:

<table>
<thead>
<tr>
<th>Weeks Attended</th>
<th>Refund for 5-Week Course</th>
<th>Refund for 6-Week Course</th>
<th>Refund for 7-Week Course</th>
<th>Refund for 9-Week Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Week</td>
<td>80% Refund</td>
<td>83% Refund</td>
<td>86% Refund</td>
<td>89% Refund</td>
</tr>
<tr>
<td>2 Weeks</td>
<td>60% Refund</td>
<td>67% Refund</td>
<td>71% Refund</td>
<td>78% Refund</td>
</tr>
<tr>
<td>3 Weeks</td>
<td>40% Refund</td>
<td>50% Refund</td>
<td>57% Refund</td>
<td>67% Refund</td>
</tr>
<tr>
<td>4 Weeks</td>
<td>No Refund</td>
<td>No Refund</td>
<td>43% Refund</td>
<td>56% Refund</td>
</tr>
<tr>
<td>5 Weeks</td>
<td></td>
<td></td>
<td>No Refund</td>
<td>44% Refund</td>
</tr>
<tr>
<td>6 Weeks</td>
<td></td>
<td></td>
<td></td>
<td>No Refund</td>
</tr>
</tbody>
</table>

*Attendance for doctoral residency is submitted after the student has attended and completed all days in the residency.
Unearned Tuition Assistance

In alignment with the Department of Defense Memorandum of Understanding (DOD MOU), the University has a policy that returns any unearned tuition assistance (TA) funds on a proportional basis through at least the 60% portion of the period for which the funds were provided. This policy applies to military service members who receive military Tuition Assistance.

The University will return unearned tuition to the applicable military service as follows:

a. If a student does not begin attendance at the University, start a particular course, or the course is cancelled by the University, the University will return 100% of any TA funds received.

b. If a student withdraws from a course TA funds received by the University will be returned on a pro-rata basis based upon the student's last date of attendance, also known as LDA. The last date of attendance will be used to determine the number of weeks the student attended the course. Once the last date of attendance has been determined, the University will calculate the pro-rata percentage by dividing the number of weeks remaining by the total number of weeks in the course. Examples based on course length include:

**Attendance for 5 week course**
- Attend 1 Week - 80% Returned
- Attend 2 Weeks - 60% Returned
- Attend 3 Weeks - 40% Returned
- Attend 4 Weeks - No Return

**Attendance for 6 week course**
- Attend 1 Week - 83% Returned
- Attend 2 Weeks - 67% Returned
- Attend 3 Weeks - 50% Returned
- Attend 4 Weeks - No Return

**Attendance for 9 week course**
- Attend 1 Week - 89% Returned
- Attend 2 Weeks - 78% Returned
- Attend 3 Weeks - 67% Returned
- Attend 4 Weeks - 56% Returned
- Attend 5 Weeks - 44% Returned
- Attend 5 Weeks - No Return

In instances when a Service member stops attending due to a military service obligation, the University will work with the affected Service member to identify solutions that will not result in student debt for the returned portion.

c. Unearned tuition assistance funds will be returned to the service unless otherwise directed in writing by the Department of Defense or Service.

State

If a student attends a class in one of these states, the specific state refund policy will be applied in addition to the University Institutional Refund Policy. In the event that there is a conflict in the policies, the state policy will supersede the general University policy, unless the University policy is better for the student's situation. These policies are outlined below.

**Arizona**

Students have the right to a full refund of all monies paid, including application and materials fees, if they withdraw within three business days after signing the Enrollment Agreement. Otherwise, students in Arizona will have tuition refunded using the University Institutional Refund Policy.

**California**

Students in the state of California will have tuition refunded using the University Institutional Refund Policy with the following exceptions:

- Students have the right to cancel the Enrollment Agreement and obtain a refund of charges paid through attendance at the first class session or the seventh day after enrollment, whichever is later.
- To cancel enrollment, the student must submit a written request postmarked on or before the applicable time period to the campus services operations manager at the appropriate address listed below:
  - Refund administrative address for students attending any of the five California campuses (Southern California, San Diego, Bay Area, Central Valley and Sacramento Valley):
    - University of Phoenix
    - 3110 E. Guasti Road
    - Ontario, CA 91761
  - Refund administrative address for California residents attending Online:
    - University of Phoenix
    - 4035 S. Riverpoint Pkwy.
    - Phoenix, AZ 85040

**Florida**

Students in the state of Florida will have tuition refunded using the University Institutional Refund Policy with the following exceptions:

- Students have the right to a full refund of all monies paid, including application and materials fees, if they withdraw within three business days after signing the Enrollment Agreement.
- The University will retain $45 of the application fee for students who withdraw from the University prior to the start of their program and after the three-day cancellation period.
- Refunds will be paid within 30 days of a student's official withdrawal.
Georgia
Students in Georgia will have tuition refunded using the University Institutional Refund Policy with the following exceptions:
- Students have the right to a full refund of all monies paid, including application and materials fees, if they withdraw within three business days after signing the Enrollment Agreement.
- Students providing written notification of withdrawal prior to the first class session who have been out of attendance for more than 14 days will receive a full refund of tuition paid for the unattended course.
- Refunds will be paid within 30 days of a student’s official withdrawal.
- A student who is out of attendance for more than 14 days is considered withdrawn from the course.

Louisiana
Students in the state of Louisiana will have tuition refunded using the University Institutional Refund Policy with the following exceptions:
- Students who cancel enrollment any time before the start of the first class session will receive a full refund of all monies paid, except the application fee, which is nonrefundable.
- Refunds will be paid within 30 days of a student’s official withdrawal.
- The University may retain an administrative fee, not to exceed 15% of total tuition and fees paid.

Nevada
Students in the state of Nevada will have tuition refunded using the University Institutional Refund Policy with the following exceptions:
- Students who cancel enrollment any time before the start of the first class session will receive a full refund of all monies paid, except the application fee, which is nonrefundable.
- The University may retain 10% of the tuition agreed upon in the Enrollment Agreement or $150, whichever is less, for students who fail to attend in the enrollment period for which advanced payment was made.
- Refunds will be paid to the person that paid the tuition within 15 calendar days after one of the following, whichever is applicable:
  - The date of cancellation by a student of his or her enrollment
  - Termination by the University of the enrollment of the student
  - The last day of an authorized leave of absence, if a student fails to return after the period of authorized absence
  - The last day of attendance of a student
- For purposes of this refund calculation, the period of attendance must be measured from the first day of instruction, as set forth in the Enrollment Agreement, through the last day of actual attendance, regardless of absences. In addition, tuition must be calculated using the tuition and fees set forth in the Enrollment Agreement and does not include books, educational supplies or equipment listed separately from tuition and fees. Books, educational supplies or equipment for individual use are not included in the policy for refund, and a separate refund will be paid by the University to the student if those items were not used by the student.
- If the University cancels or discontinues a course or educational program stated in the Enrollment Agreement, the University will refund all monies paid for that course or program.

Virginia
Students in the state of Virginia have three business days, excluding weekends and holidays, during which enrollment may be cancelled without financial obligation other than a nonrefundable fee not to exceed $100 for expenses related to processing the student’s enrollment.

Online
Online students will be subject to the Arizona refund policy. Students have the right to a full refund of all monies paid, including application and materials fees, if they withdraw within three business days after signing the Enrollment Agreement. Otherwise, students will have tuition refunded using the University Institutional Refund Policy.

Consumer Policies and Codes of Conduct
University of Phoenix Family Educational Rights and Privacy Act
University student records are confidential for all schools receiving funding under programs administered by the U.S. Department of Education in accordance with the Family Educational Rights and Privacy Act (FERPA) of 1974. Generally, information pertaining to a student record is not to be released to a third party without written or authorized electronic consent via a FERPA release form, judicial order or lawfully issued subpoena.

The University is required to provide students a copy of its FERPA policy annually and upon written request from students. Current students can obtain a copy of the FERPA policy in the appropriate online Academic Catalog at https://www.phoenix.edu/programs/degree-programs/academic-catalog.html

Under FERPA, a student is defined as an individual who is or has attended an educational institution. Students with at least one academically related activity (or one positive attendance “Y” posted, whichever happens sooner) in a university course are considered students at University of Phoenix.

Note: University Orientation Workshops are not considered university courses.

Access to Education Records
University student records are confidential for all schools receiving funding under programs administered by the U.S. Department of Education in accordance with the Family Educational Rights and Privacy Act of 1974 (FERPA). Generally, information pertaining to students’ records shall not be released to a third party without written or authorized electronic consent, via a FERPA Release form, judicial order or lawfully issued subpoena.

Education records are defined as all records, files, documents and materials that contain information directly related to a student, and maintained by an educational institution. The following are not interpreted as education records:
- Personal records maintained by an individual; must be kept in the sole possession of the individual and are not accessible to others
- Records of the law enforcement unit of an educational institution
- Personnel records; records related to a person as an employee not used for any other purpose
- Medical records

Exception: The Student Health Insurance Plan Enrollment/Acknowledgment form completed by local campus students in New Jersey is defined as an education record.
• Records created after the student is no longer a student; alumni records

Releasable Information - Directory
In compliance with FERPA, a University-designated representative without prior written or authorized electronic consent of the student can release the following educational record information, provided the student does not have a FERPA Hold Request form on record.
• Student name
• Home address
• Email address
• Home telephone number
• Year of birth
• Dates of attendance at the University
• University programs of study
• University degree completion dates and type of degrees earned
• Current enrollment status
• Most recent previous institutions attended and degree(s) earned
• Grade level (freshman, sophomore, junior or senior)
• Photographs
• Honors and awards received
• Participation in officially recognized activities

Exception: If a student submits written or authorized electronic requests via a FERPA Hold Request form that directory information not be released to a third party, no information can be released, absent a judicial order or a lawfully issued subpoena. A FERPA Hold Request is valid throughout the student’s enrollment.
To add a FERPA Hold Request, the student must complete and submit a FERPA Hold Request form to the Registrar’s Office.
For a student to remove a FERPA Hold from their record, the student will need to fill out a FERPA Hold Release form.
For a student to remove previously authorized parties from his or her record, the student would complete a FERPA Release Rescind form listing any/all parties to which that information should no longer be released.

Information Not Released - Non-Directory
Information that must not be released:
In compliance with FERPA, the following student information shall not be released by the University without prior written or authorized electronic consent of the student, a judicial order or a lawfully issued subpoena. The student’s signature on the written requests shall be verified before acting upon the request.
• Place of birth*
• Month and day of birth*
• Social Security number (SSN), individual record number (IRN) or personal identification number (PIN)**
• Grades or grade point averages
• Course schedules
• Employment information including: employer, position held, work address or work telephone number
• Academic performance information, such as academic suspension, probation disqualification or academic dishonesty charges
• Admission information, including test scores or entry grade point averages
• Financial and accounting information
• Race*
• Ethnicity*
• Citizenship*
• Country of origin*

Note: Non-directory information can only be released to third parties via telephone or in person if the student has provided written or authorized electronic consent including a security word. If the student does not complete the release information, including security word, information is not released via telephone or in person.

Note: All third parties, including parents, with inquiries require a FERPA Release form on file unless the third party meets one of the definitions under FERPA allowing access without prior written or authorized electronic consent from the student.

* Although this information may be disclosed without prior written consent according to FERPA, the University policy is to maintain the confidentiality of this student information.
** Student IRN, SSN or PIN numbers generally should not be released to a third party, unless necessary to perform a required task (e.g., Student Financial Agreement, FBI request, etc.).

Exceptions: The University may release personally identifiable information (PII), directory and non-directory information without the student’s consent under the following conditions:
• School officials with legitimate educational interests, which include any University employee acting within the scope of her or his University employment, and any duly appointed agent or representative of the University acting within the scope of his or her appointment
• Person or company with whom the University has contracted as its agent acting as a school official to provide a service instead of using University employees or officials such as Apollo Education Group, Nelnet Scholarship Management, Aptomus, Protiviti, ACS, National Student Clearinghouse, iParadigms, LLC, Taylor Corporation, Education Sales Management, Double Positive, Hills Consulting Group, SCRIP-Safe, Student Outreach Solutions, i3, InsideTrack, Salesforce, Iron Mountain, Cenveo, IntraEdge, ITC Info Tech, Western International University, Vocado, iGrad, Google, HCL Technologies, Regent Education, TK2i, College Board, Loan Science, Civitas and other services.
• Collection agencies (States Recovery Systems, FMS, CBE Group and Resolution Assets Services).
• Other schools to which a student seeks or intends to enroll
• Specified officials for audit and evaluation purposes
• Appropriate parties in connection with financial aid to a student
(The disclosure is in connection with financial aid for which the student has applied or received, if the information is necessary for such purposes as to determine the following: eligibility for aid, amount of aid, conditions for aid and/or enforcement of terms and conditions of the aid.)
• Organizations conducting studies for, or on behalf of, the school
• Accrediting organizations
• Authorized representatives of the Comptroller General of the United States, Secretary of Education, or state and local educational authorities
• To comply with a judicial order or lawfully issued subpoena
• Appropriate officials in cases of health and safety emergencies
• State and local authorities, pursuant to state law
• To appropriate officials to comply with federal law (e.g., the USA Patriot Act, Solomon Amendment, SEVIS program)
Under the Campus Sex Crime Prevention Act, institutions are permitted to disclose information concerning registered sex offenders who are required to register under the Violent Crime Control & Law Enforcement Act.

The institution may disclose the results of a disciplinary proceeding if the student is an alleged perpetrator of a crime of violence or nonforcible sex offense and he or she has been found to have violated the institution’s policies and procedures with respect to the allegation. Disclosures may only be made if the institution determines the student did violate its policies and such disclosures must only include the name of the student, violation committed and any sanction imposed by the institution against the student.

The institution must, upon written request, disclose to the alleged victim of a crime of violence, or a nonforcible sex offense, the results of any disciplinary hearing conducted by the institution against the student who is the alleged perpetrator of the crime or offense. If the alleged victim is deceased as a result of the crime or offense, the institution must provide the results of the disciplinary hearing to the victim’s next of kin, if so requested.

The disclosure is to organizations conducting studies for, or on behalf of, educational agencies or institutions.

If a student initiates legal action against an educational institution, the institution may disclose to the court, without a court order or subpoena, the student’s education records that are relevant for the institution to defend itself.

The disclosure is to parents of a dependent student as defined in Section 152 of the Internal Revenue Code or to parents of students under the age of 21 when laws or university policies regarding alcohol or drugs are violated.

A person or company that University of Phoenix is contracted with as its agent to perform a service and/or benefit such as healthcare insurance and coverage.

A school official is defined as:
- A person employed by the University in an administrative, supervisory, academic, research or support staff position.
- A person employed by or under contract to the University to perform a task.
- A person serving on an institutional governing body or committee.

A school official has a legitimate educational interest if:
- Performing a task specified in his or her job description or contract.
- Performing a task related to a student's education.
- Providing a service or benefit related to a student or a student’s family.
- Representing a school in which a student seeks to enroll.
- Disclosing information to federal and state authorities auditing compliance of federal or state support programs.
- Disclosing information in connection with financial aid, to determine financial aid eligibility, amount of aid, conditions for the aid, or to enforce the terms of conditions of the aid.
- Disclosing information to state and local officials to whom this information is specifically allowed to be disclosed pursuant to state laws if the allowed disclosure concerns the juvenile justice system and the system’s ability to effectively serve the student whose records are released.
- Performing studies on behalf of educational institutions.

Disclosing information to accrediting organizations carrying out their function.

Complying with a judicial order or lawfully issued subpoena provided notification to the student is made before complying with the subpoena.

The University can disclose personally identifiable information (PII), directory and non-directory, without student consent if the disclosure meets one of the following conditions:
- This disclosure is to other school officials, whom the University determines have legitimate educational interests.
- The disclosure is to officials of other schools where the student seeks or intends to enroll.
- The disclosure is, subject to requirements of 34 CFR 99.35, to authorized representatives of the Comptroller General of the United States, Secretary, or state and local educational authorities.
- The disclosure is in connection with financial aid for which the student has applied or received, if the information is necessary for such purposes as to determine the following:
  - Eligibility for aid
  - Amount of aid
  - Conditions for aid
  - Enforce terms and conditions of the aid

Financial aid means a payment of funds (or a payment in kind of tangible or intangible property to the individual) that is conditioned on the individual’s attendance at an educational agency or institution [authority: 20 U.S.C.1232g (6)(1)(O)].

Students requesting demographic or PII on other University of Phoenix students for survey or research purposes must contact the appropriate director of operations and Academic Affairs after it has been approved through the University’s Human Subjects Committee and/or Committee on Research as appropriate.

The University shall retain a record of disclosure of student information disclosed to a third party. This information will be stored on the University computer system and will contain dates, names and reasons for release. Students shall have reasonable access to their educational records, may request to review their educational records and may challenge the contents of their educational records if they feel the contents to be inaccurate, misleading or otherwise in violation of their privacy or other rights.

Student Right to Access

Students wishing to review their educational records shall submit a written request to the Registrar specifying the records to be reviewed. Only records covered by FERPA will be made available. If necessary, the Registrar’s Office will work with a campus designee so that the student can review the record.

FERPA regulations require the University to comply with the students’ right to inspect and review their academic records by responding within 45 days from the time the University receives a written request to access their records. However, the Registrar’s Office will respond to students’ requests to review their records within 14 days from receipt of the request. Students should submit their request to the University Registrar and specify the record or records they wish to have a copy of or to inspect.

Students who wish to review their records at a campus location must present photo identification before access to educational records is allowed. For copies of records from a student’s file, the student must fill out and submit the Student Request for Informa-
tion from Files form. Distance education students must submit a written request specifically outlining which record they would like to review.

A designated University official must be present when a student wishes to review his or her records at a campus location. This includes documents on file or student history notes that do not reference other student information. Printed files requested by the student and mailed from the Registrar’s Office will not include history notes from any record systems.

**Procedure**

Students alleging that their University records are inaccurate or misleading, or who allege violations of FERPA, may present their challenges to the University Registrar.

Students have the right to correct record-keeping errors, but not to seek to overturn administration decisions and assessments. The Registrar shall review students’ challenges and, when appropriate, amend students’ records accordingly. Students will be notified within 14 days of the Registrar’s actions and, based on the action, may request a formal hearing.

A student must submit a request for amendment in writing to the Registrar identifying the specific portion of his or her record he or she wants changed and why he or she believes it’s inaccurate or in violation of his or her privacy. The Registrar will respond to the request within 14 days.

If the University denies the request to change the record, the Registrar will notify the student within 14 days of the decision and advise the student of his or her right to challenge the information.

A student’s request for a formal hearing must be made in writing and submitted to the Registrar’s Office. The Registrar will arrange for a hearing, and notify the student within 14 days from the receipt of the request of the date, place and time of the hearing. Students may present relevant evidence and may be assisted or represented at the hearings by one or more persons of their choice, including an attorney, at the student’s expense.

The University shall be represented by a hearing panel appointed by the Registrar. The panel will be comprised of individuals that do not have a direct interest in the outcome of the hearing. The panel shall consider all relevant evidence supporting students’ allegations of inaccurate or misleading information in students’ records. Decisions of the panel will be final.

The University will provide a written decision within 14 days of the hearing based on evidence presented at the hearing, and will include a summary of evidence presented and the rationale for the decision.

If the University decides that the challenged information is not misleading, inaccurate or in violation of the student’s privacy rights, it will notify the student within 14 days of his or her right to place in the record a statement commenting on the challenged information or a statement of reasons for disagreeing with the decision.

The statement will be maintained as a part of the student’s record as long as the contested portion is maintained. If the University discloses the contested portion of the record, it must also disclose the statement.

If the University decides the information is inaccurate or in violation of the student’s right of privacy, it will amend the record and notify the student within 14 days, in writing, that the record has been amended.

**Exception:** Students may not inspect and review the following:

- Confidential letters and recommendations for which they have waived their rights of inspection
- Educational records containing information about more than one student
- (Access is permitted only to that part of the record concerning the inquiring student.)
- Records of instructional, supervisory, administrative and certain educational personnel,
- which are in the possession of the originator
- Records connected with an application to attend the University if the application was denied

(For example, a student is enrolled in an undergraduate program and applies for admission to a graduate program but is denied.) University of Phoenix cannot deny students access to their records. Copies do not need to be provided, unless by not providing copies, the students’ rights are denied.

**Exception:** The University may release foreign transcripts to students.

**Rationale:** Original transcripts from institutions in other countries may be difficult or impossible for students to replace.

The University reserves the right to deny transcripts or copies of records not required to be made available by FERPA in any of the following situations absent a judicial order or legally issued subpoena:

- The student is not in compliance with his or her UOPX financial plan.
- There is an unresolved disciplinary action against the student.
- Transcripts will be issued as an exception to the above if one of the two following exception criteria is met:
  - A student has filed for bankruptcy and has provided UOPX with a copy of the bankruptcy petition filed with the courts.
  - A student has graduated from a previous UOPX program on record as that student had previously satisfied his or her financial obligation for that program.

If a student believes he or she qualifies for one of the aforementioned policies or exceptions but is unable to order a transcript on the University student website, the student should contact the Admissions and Records Service Center at 800.866.3919 for assistance.

Students have the right to file a complaint with the FERPA. Inquiries should be directed to:

**Family Policy Compliance Office**

U.S. Department of Education

400 Maryland Ave., SW

Washington, DC 20202-5920

For a period of 25 years following the death of a student, education records of deceased students may only be released to the executor of the estate (written authorization required) or immediate family members (notarized affidavit required) defined as: spouse or legally recognized domestic partner, parents, children (over the age of 18) and siblings. Beyond this time, requests for these records may be released to anyone after review and approval from the Registrar’s Office.

The University is required to provide students a copy of its FERPA policy annually and upon written request from the student.

**Solomon Act**

University of Phoenix complies with the Solomon Act, which provides certain information to military recruiters. Information that may be released includes the following:
Gainful Employment Disclosures

Most recent educational institution attended
- University of Phoenix, 2019-2020
- If available, the following information will also be provided:
  - Email address
  - Degrees received
  - Level of education
  - Academic major
  - Age (date of birth)
  - Telephone listing

Student Loan Code of Conduct

Disclosures regarding University programs related to gainful employment are provided on the program home page for each eligible program. Each program home page is linked to gainful employment information specific to that program. For more information about gainful employment disclosures for active open enrollment programs, visit http://www.phoenix.edu/programs/gainful-employment.html. For more information about gainful employment disclosures for closed for enrollment, retired programs, visit http://www.phoenix.edu/programs/gainful-employment/retired-programs.html

Student Loan Code of Conduct

The University protects students with established loan policies. University of Phoenix follows federal regulations that govern student loan requirements. The Student Loan Code of Conduct at http://www.phoenix.edu/tuition_and_financial_options/student_loan_code_of_conduct.html creates and maintains uniform student loan practices that focus on the best interest of student borrowers.

It also manages relationships between school employees, learning institutions, lender advisory board members and student loan organizations.

University of Phoenix encourages students to review the Student Loan Code of Conduct at http://www.phoenix.edu/tuition_and_financial_options/student_loan_code_of_conduct.html to learn about loan regulations.

Information Uses

We will not sell, rent or lease your personal information to others except as provided in this policy.

We may collect, use and disclose personal information for the following purposes:
- To determine your admissibility and to register you for your selected educational programs
- To contact you regarding your status with the University
- To provide requested products and services
- To respond to your inquiries and provide customer support
- To administer promotions in which you have indicated an interest
- For our internal marketing purposes, which includes, but is not limited to, sending you material about products, services, updates, etc. that we think may be of interest to you
- For fostering communication and collaboration among members of your University community through social networks
- For sharing with our Educational Partners or Business Associates who are performing services on our behalf
- To analyze how Sites and services are being accessed and used
- For investigation of information security and information asset protection-related incidents
- To test, correct and improve our content, applications and services
- For Online Behavioral Advertising purposes
- To develop new applications, products and services
- For For external academic research and scholarship
- To analyze academic and learning outcomes and preferences
- To analyze risk and business results
- To obtain payment for services that we provide to you
- To provide you with information concerning arrangements and other options for the repayment of funds loaned to you for your education
- To maintain business records for reasonable periods
- To enforce our Terms of Use, http://www.phoenix.edu/copyright-legal/terms_and_conditions.html
- To our Educational Partners who may contact you with respect to their educational or other services
- To for Online Behavioral Advertising purposes
- To improve student retention, site and service performance, user experience and delivery
- To prevent potentially illegal activities (including illegal downloading of copyrighted materials in accordance with our Copyright Infringement Policy)
- To investigate suspicious information that denotes illegal activity such as financial aid fraud
- To analyze academic and learning outcomes and preferences
- For external academic research and scholarship
- To analyze risk and business results
- To obtain payment for services that we provide to you
- To provide you with information concerning arrangements and other options for the repayment of funds loaned to you for your education
- To maintain business records for reasonable periods
- To enforce our Terms of Use, http://www.phoenix.edu/copyright-legal/terms_and_conditions.html

Information Collected

We collect various types of information through our Sites and other websites where you can express interest in our services, through our mobile applications, over the phone and in person where print materials and digital technology may be used to collect information from you. Some information is collected automatically through various web and Internet technologies, including Social Networking tools used by your University to foster communication and collaboration among members of our community. Other information is collected when you provide it in response to an advertisement, a survey or a request for information; apply for admission or financial aid; register for classes; order educational or other products and services; set up a social network or other site profile; or use one of our career resources, learning assessments, or other interactive tools. We may also obtain information from other sources and combine that with information we collect about you.

Information Uses

We will not sell, rent or lease your personal information to others except as provided in this policy.

We may collect, use and disclose personal information for the following purposes:
- To determine your admissibility and to register you for your selected educational programs
- To contact you regarding your status with the University
- To provide requested products and services
- To respond to your inquiries and provide customer support
- To administer promotions in which you have indicated an interest
- For our internal marketing purposes, which includes, but is not limited to, sending you material about products, services, updates, etc. that we think may be of interest to you
- For fostering communication and collaboration among members of your University community through social networks
- For sharing with our Educational Partners who may contact you with respect to their educational or other services
- To analyze how Sites and services are being accessed and used
- For investigation of information security and information asset protection-related incidents
- To test, correct and improve our content, applications and services
- For Online Behavioral Advertising purposes
- To develop new applications, products and services
- For For external academic research and scholarship
- To analyze academic and learning outcomes and preferences
- To analyze risk and business results
- To obtain payment for services that we provide to you
- To provide you with information concerning arrangements and other options for the repayment of funds loaned to you for your education
- To maintain business records for reasonable periods
- To enforce our Terms of Use, http://www.phoenix.edu/copyright-legal/terms_and_conditions.html
• To provide to Educational Partners, Business Associates or Unrelated Entities in connection with the contemplated or actual reorganization, merger, acquisition, financing, securitization, insuring, sale or other disposal of all or part of our business or assets, including for the purposes of determining whether to proceed with such transaction or fulfilling any records or other reporting requirements to such parties. In the event of any actual reorganization, merger or acquisition, such information may be transferred as part of the transaction to the acquirer.
• And/or as may be required or permitted by legal, regulatory, industry self-regulatory, insurance, audit or security requirements applicable to University of Phoenix, our Educational Partners or our Business Associates.

Your Rights and Choices
Marketing Communications
If you do not wish to receive marketing email communications or direct mail communications from us, you may express your choice where indicated on the applicable email or other communication, or cut and paste this link into a browser: http://www.phoenix.edu/about_us/contact_us/unsubscribe.html
If you do not wish to receive marketing telephone calls or mailings, you may express your choice to opt out by emailing Office.Compliance@phoenix.edu
If you do not wish to receive text messages, reply STOP to cancel future text messages. By sending STOP, you agree to one additional confirmation message stating that you’ve opted out and will no longer receive text messages from University of Phoenix. To get help, text HELP. You may also get additional support or help by sending an email to TextMsgSupport@phoenix.edu or by calling 866.766.0766.

Do Not Track and Online Behavioral Advertising
University of Phoenix does not itself respond to web browser-based DNT signals.
We or our Business Associates may use data collected on this site for Online Behavioral Advertising purposes, e.g., to customize ads to you on other websites as you browse the web. If you do not want your browsing behavior on the sites to be collected for Online Behavioral Advertising purposes, visit http://info.evidon.com/pub_info/184

Other Collection, Use and Disclosure
You may be able to opt out of our collection, use and disclosure of your personal information in other situations subject to applicable contractual, academic, legal or technical restrictions and reasonable notice. Note that if you opt out of certain uses of your personal information, we may no longer be able to provide certain products or services. For more information on your ability to opt out, email Office.Compliance@phoenix.edu

Other Important Information
We will take commercially reasonable measures to secure and store your information to protect against the loss, misuse and alteration of the information under our control. We utilize industry-standard security measures when accepting your credit card information during your registration or other transaction you have initiated with us, as well as whenever we ask you to log in to any of our sites.
If you become a student, your educational records are subject to the U.S. federal Family Education Rights and Privacy Act (FERPA), state laws and your University policies. To obtain a copy of the “Students’ Rights to Privacy and Access to Educational Records” policy, visit http://www.phoenix.edu/about_us/regulatory/consumer-information.html
You may also contact us via one of the below methods:

Mail: University of Phoenix
Attn: Registrar’s Office
4025 S Riverpoint Parkway
Mail Stop: CF-L201
Phoenix, AZ 85040

Admissions and Records Service Center: 800.866.3919
University of Phoenix may update this policy or revise it from time to time. If you are concerned about how your personal information is used or disclosed, you should contact the University as described above or review the web page at http://www.phoenix.edu/copyright-legal/privacy_policy.html

How to Contact Us or Access Your Information
If you want access to or wish to update any of your personal information or have any questions about our privacy practices, contact the University Office of Compliance at Office.Compliance@phoenix.edu or University of Phoenix
Attn: Ethics and Compliance
4025 S. Riverpoint Pkwy
Phoenix, AZ 85040

Contact Information for Filing Complaints
Students wishing to file a complaint may contact the University’s Office of Dispute Management. Local students also have the option to file a complaint directly with the designated state regulatory agency in the state in which they reside. Please note many states require students to exhaust the institution’s internal complaint policy before filing one with their agency.

State Authorization Reciprocity Agreement (SARA)
University of Phoenix is approved by the National Council for State Authorization Reciprocity Agreements (NC-SARA) as a SARA member institution. (http://nc-sara.org). The University has reciprocity with other SARA states for its distance education programs. Please visit the NC-SARA website for the most current list of states that participate in SARA.
Online students residing in a SARA state may appeal a complaint to the Arizona SARA Council (AZ SARA) for review after exhausting the institution’s internal complaint process. SARA complaints must first be submitted internally for resolution through the University’s Office of Dispute Management. The Arizona SARA Council will not review complaints regarding student grades or student code of conduct violations. For more information visit the AZ SARA Council website (http://azsara.aziana.edu).
Online students should file external complaints with the Arizona State Board for Private Postsecondary Education
Contact Information:
Arizona: If the complaint cannot be resolved after exhausting the institution’s grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details. The State Board address is 1740 W. Adams, Ste. 3008, Phoenix, AZ 85007, telephone 602.542.5709, website address: www.ppse.az.gov.
California: The student may contact the California Bureau for Private Postsecondary Education, C/O Department of Consumer Affairs, PO Box 980818, W. Sacramento, CA 95798-0818; telephone 916.431.6959, 888.370.7589.
Colorado: The student may contact the Colorado Department of
Copyright Law and Infringement
Copyright is a form of legal protection provided by U.S. law, Title 17 U.S.C. §512(c) (2), which protects an owner’s right to control the reproduction, distribution, performance, display and transmission of a copyrighted work. The public, in turn, is provided with specific rights for fair use of copyrighted works.

Copyrighted works protect original works of authorship and include:
- Books, articles and other writings
- Songs and other musical works
- Movies and television productions
- Pictures, graphics and drawings
- Computer software
- Pantomimes and choreographic works
- Sculptural and architectural works

Copyright law provides the owner of a copyright the exclusive right to do the following:
- Reproduce the work in copies
- Prepare derivative works based upon the work
- Distribute copies of the work to the public by sale or other transfer of ownership, or by rental, lease, or lending
- Perform the work publicly
- Display the copyrighted work publicly
- Perform the work publicly by means of a digital audio transmission in the case of sound recordings
17 U.S.C. § 501(a) states, “Anyone who violates any of the exclusive rights of the copyright owner is an infringer of the copyright or right of the author.” Generally, under the law, one who engages in any of these activities without obtaining the copyright owner’s permission may be liable for infringement.

Specific information on copyright law and fair use may be found at the following sites: The U.S. Copyright Office: http://www.copyright.gov

The Electronic Frontier Foundation fair use frequently asked questions Peer-to-Peer File Sharing

Peer-to-Peer (P2P) file sharing is a general term that describes software programs that allow computer users, utilizing compatible P2P software, to connect with each other and directly access digital files from one another’s hard drives. Many copyrighted works may be stored in digital form, such as software, movies, videos, photographs, etc. Through P2P file sharing, it has become increasingly easy to store and transfer these copyrighted works to others, thus increasing the risk that users of P2P software and file-sharing technology will infringe the copyright protections of content owners. If P2P file-sharing applications are installed on your computer, you may be sharing someone else’s copyrighted materials without realizing you are doing so. As a user of the University network, recognizing the legal requirements of the files that you may be sharing with others is important. You should be careful not to download and share copyrighted works with others. The transfer and distribution of these works without authorization of the copyright holder is illegal and prohibited.

Violations and Penalties under Federal Law

In addition to University sanctions under its policies as more fully described below, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or statutory damages affixed at not less than $750 and not more than $30,000 per work infringed. For willful infringement, a court may award up to $150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys’ fees. For details, see Title 17, United States Code, Sections 504, 505.

Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to $250,000 per offense.

University Methods to Effectively Combat Unauthorized Distribution of Copyrighted Material and Student Sanctions

A student’s conduct in the University classrooms and websites is subject to and must fully conform to the University Student Code of Conduct policy, its Acceptable Computer Use for Faculty and Students policy and any other applicable University policies. The University may monitor traffic or bandwidth on the networks utilizing information technology programs designed to detect and identify indicators of illegal P2P file-sharing activity. In addition to, or as an alternative, the University may employ other technical means to reduce or block illegal file sharing and other impermissible activities.

The University will also provide for vigorous enforcement and remediation activities for those students identified through the University Digital Millennium Copyright Act policy as potential violators or infringers of copyright. Disciplinary sanctions will be based on the seriousness of the situation and may include remediation based on a comprehensive system of graduated responses designed to curb illegal file sharing and copyright offenses through limiting and denial of network access or other appropriate means. These sanctions may be in conjunction with additional sanctions through the University Student Code of Conduct, its Acceptable Computer Use for Faculty and Students policy and any other University policy applicable to the particular situation.

Students who are subject to professional codes of conduct that apply to their enrollment at the University shall be sanctioned according to the requirements of the respective code.

Education and Awareness

The University uses a variety of means to inform students, faculty and other network users about copyright laws and the response to copyright infringement claims by the University. The University informs its campus community through the Consumer Information Guide and other periodic communications that unauthorized distribution of copyrighted material, including unauthorized P2P file sharing, may subject students and faculty to civil and criminal liabilities and their possible extent. The Consumer Information Guide, http://www.phoenix.edu/about_us/regulatory/consumer-information.html, is available on the University website, is provided to potential students and employees, and is sent by email on a yearly basis to current students, faculty and employees.
Legal Sources for Online Music and Videos
The legal sources for online music and videos are reviewed annually by University Legal Services. The following links are online sources that provide information on legal access to copyrighted music and videos:

EDUCASURE is an association of colleges and universities, which maintains a list of legal media sources: http://www.educause.edu/legalcontent
The Recording Industry Association of America (RIAA), together with the Music Business Association (Music Biz), provides a current list of legal music sources: http://whymusicmatters.com/whymusicmatters.com/index.html

Digital Millennium Copyright Act Policy (DMCA)
The University computer networks, including its online library and classroom environment, are critical assets. Accordingly, the University of Phoenix respects the rights of the copyright owners and expects its faculty, staff, students and other network users to comply with U.S. copyright laws. Federal law prohibits the reproduction, distribution, public display or performance of copyrighted materials over the Internet without permission of the copyright owner, except in compliance with fair use or other copyright applicable statutory exceptions. Please refer to the University's Copyright Infringement and Peer-to-Peer File Sharing Policy for more information.

University of Phoenix may terminate the network accounts or access to users who have repeatedly infringed on the copyrights of others. In addition to sanctions that may be applicable under the University Student Code of Conduct, the Acceptable Computer Use for Federal and Student, or other policies. The University of Phoenix, in compliance with the federal Digital Millennium Copyright Act (DMCA), has established a mandated process for receiving and tracking alleged incidents of copyright infringement. The University has designated an agent who will investigate notices of alleged copyright infringement and take appropriate actions. Such actions may include terminating repeat infringers’ accounts under the DMCA.

Copyright infringement notices must be given in writing, preferably by email, or by U.S. mail to the agent listed below:

University of Phoenix
Attn: Copyright Agent
Subject: Copyright Compliance
4025 S. Riverpoint Pkwy.
Mail Stop: CF-K612
Phoenix, AZ 85040

Or, by email: CopyrightAgent@apollo.edu

If a valid DMCA notification is received, the University will respond under the ‘Process for Filing Notice of Alleged Infringement’ by taking down the infringing content found on our networks. On taking down content under the DMCA, the University will take reasonable steps to contact the owner of the removed content so that a counter notification may be filed. Upon receiving a valid counter notification, the University will generally restore the content in question, unless the University receives notice from the notification provider that a legal action has been filed seeking a court order to restrain the alleged infringer from engaging in the infringing activity.

The DMCA provides that you may be liable for damages including costs and attorneys’ fees if you falsely claim that someone is infringing on your copyright. Alternatively, an individual can also be liable for damages including attorneys’ fees if you materially misrepresent that an activity is infringing on the copyright of another. Therefore, the University recommends contacting an attorney if you are unsure whether a work is protected by copyright laws.

Pursuant to the DMCA, unless the University receives notification that legal action to seek a court order restraining the alleged infringer from further engaging in the infringing activity has been filed, upon receiving a valid counter notification, the University will:

- Provide the person who filed the original notification with a copy of the counter notice.
- Inform him or her that the material will be reinstated or access to it restored between 10 and 14 business days following receipt of the counter notice.

Process for Filing Notice of Alleged Infringement
Below is the process for filing a notification under the DMCA when an individual believes their work has been infringed upon. Notice must be given in writing to the designated agent as specified above and contain the following information:

- Identify in sufficient detail the copyrighted work that you believe has been infringed upon; for example, describe the work that you own.
- Identify the material that you claim is infringing on your copyright as set forth in number one and provide detailed information that is reasonably sufficient to locate the infringing item; for example, provide the link to the infringing material.
- Provide sufficient contact information: phone number, address and email address.
- If possible, provide information that allows the University to notify the alleged infringing party of notice of the alleged infringement.
- The following statement must be included in your notice: “I have a good faith belief that the use of the copyrighted materials described above and contained on the service is not authorized by the copyright owner, its agent or by protection of law.”
- The following statement must be included in your notice: “I swear, under penalty of perjury, that the information in the notification is accurate and that I am the copyright owner or am authorized to act on behalf of the owner of an exclusive right that is allegedly infringed.”
- The notice must be signed.

Process for Filing Counter Notification of Alleged Infringement
The person or provider of the alleged infringing material may present a counter notification pursuant to the DMCA. Upon proper counter notification, the University may reinstate the removed content. Notice must be given in writing to the designated copyright agent as specified above and contain the following information:

- Identify the material that has been removed. This may include providing the location or the URL when possible.
- Provide your name, address, telephone number and email address if available.
- Provide a statement that you consent to the jurisdiction of the Federal District Court for the judicial district in which you reside, or for any address outside the United States or any judicial district, in which the service provider may be found, and that you will accept service of process from the person who provided notification to the University of the alleged infringement or an agent of such person.
• Provide the following statement: "I swear, under penalty of perjury, that I have a good faith belief that the material identified above was removed or disabled as a result of a mistake or misidentification of the material to be removed or disabled."

• The notice must be signed.

Register to Vote

The University of Phoenix makes the effort to educate students regarding the importance of exercising their right to vote and makes Voter Registration information available at the campuses. The National Mail Voter Registration Form can also be used to register U.S. citizens to vote, to update registration information due to a change of name, make a change of address or to register with a political party. You must follow the state-specific instructions listed for your state. After completing the form, you must sign your name where indicated and send it to your state or local election office for processing.

The national form also contains voter registration rules and regulations for each state and territory. For more information about registering to vote, contact your state election office at http://www.eac.gov/voter_resources/register_to_vote.aspx

Campus Safety and Security

Annual Security Report

The University of Phoenix Annual Security Report is published annually by the University and is comprised of two parts, (1) the current Campus Safety Policies and (2) the Campus Crime Statis-tics for the last three calendar years. Visit http://www.phoenix.edu/content/dam/altcloud/doc/about_uopx/Annual-Security-Report.pdf to access a PDF file of the University of Phoenix Annual Security Report.

Campus Safety Policies

The University Campus Safety Policies at http://www.phoenix.edu/content/dam/altcloud/doc/about_uopx/Campus-Safety-Policies.pdf have been prepared to increase the University of Phoenix community's awareness of current programs that exist to protect its members' safety and well-being and to satisfy the requirements of the Drug-Free Schools and Communities Act and the Clery Act. The information included relates to the following:

• Alcohol and other drugs prevention, health risks and counseling services
• Crime statistics
• Available counseling and assistance resources
• Crime prevention measures
• Reporting criminal activities
• Emergency mass notification
• Information related to campus safety programs
• Penalties and sanctions regarding the unlawful use, sale, possession or distribution of illegal drugs and alcohol
• Effects of alcohol and other drug use
• Prohibited use or distribution of alcohol and other drugs
• Safety and awareness
• Sex offender registry
• Sexual violence policy and prevention

The information is intended to provide a useful description of University of Phoenix campus safety policies; however, it is not intended to serve as a contractual agreement between the University and the recipient. Additionally, the University will disseminate and publicize, for each of its campus locations, crime statistics from the most recent calendar year and two preceding calendar years.

Campus Crime Statistics

The Clery Act delineates the violations which need to be reported. The University of Phoenix Annual Security Report includes all Clery Act crimes reported to campus security authorities (CSAs), regardless of who reported, whether an investigation is initiated, or whether there is any decision by a court, prosecutor, or any other non-campus official unless it has been "un-founded" by law enforcement personnel. In addition, the University's Annual Security Report includes any Clery crimes reported to local law enforce-ment collected by the Campus Safety Coordinator through an information request. The statistics cover crimes reported to the University over the previous three years that occurred on campus, in certain off-campus buildings or property owned or controlled by the University, and on public property within or immediately adja-cent to and accessible from the campus. If a crime has occurred but has not been reported, it cannot be reflected in the following statistics. For this reason, University of Phoenix encourages everyone to report all crimes to a CSA reporting contact and local law enforcement agency.

The following Clery Act crimes meet definitions in the FBI's Uniform Crime Reporting (UCR) Program. For the categories of Domestic Violence, Dating Violence and Stalking, definitions are provided by the Violence Against Women Act of 1994 and repeated in the U S Department of Education's Clery Act regulations

• Criminal Offenses - Murder and Non-Negligent Manslaughter, Manslaughter by Negligence, Rape, Fondling, Incest, Statutory Rape, Robbery, Aggravated Assault, Burglary, Motor Vehicle Theft and Arson
• Hate Crimes - Any of the above-mentioned offenses (excluding Manslaughter by Negligence), and any incidents of Larceny-Theft, Simple Assault, Intimidation, or Destruction/Damage/Vandalism of Property that were motivated by bias
• VAWA Offenses - Any incidents of Domestic Violence, Dating Violence and Stalking
• Arrests and Referrals for Disciplinary Action for Weapons - Carrying, Possessing, etc Law Violations, Drug Abuse Violations and Liquor Law Violations

Specific campus location crime statistics are available electronically in the Annual Security Report at http://www.phoenix.edu/content/dam/altcloud/doc/about_uopx/Annual-Security-Report.pdf or by requesting a paper copy of the report from a Campus Safety Coordinator (Contact information can be viewed at http://www.phoenix.edu/about_us/campus-safety/campus-safety-contact-list.html or any University representative

University of Phoenix expressly reserves the right to modify or to adopt additional campus policies and procedures relating to campus safety, at any time without notice.

Statement of Policy on Sex Offender Registration

The federal Campus Sex Crimes Prevention Act requires colleges and universities to issue a statement advising the campus community where state law enforcement agency information concerning registered sex offenders may be obtained. The Act also mandates that sex offenders who are already required to register in a state provide notice of each institution of higher education in that state.
at which the offender is employed or is a student. This notice should be directed to the Campus Safety Coordinator at their local campus.

To learn the identity of registered sex offenders on or near a campus, or anywhere in the United States, visit the Sex Offender databases at http://www.schoffender.com and http://nsopw.gov/. You can search by city, county or ZIP code. This information is collected by other agencies, and this institution cannot guarantee this information is correct or complete. The database link is provided to comply with the Clery Act and for campus safety purposes only. It should not be used to intimidate, threaten or harass. Misuse of this information may result in prosecution.

Florida Sexual Predator and Sexual Offender Registry

The University of Phoenix Campus Safety website at http://www.phoenix.edu/about_us/campus-safety.html provides a link to the Florida Department of Law Enforcement (FDLE) sexual predator and sexual offender registry website at http://offender.fdle.state.fl.us/offender/homepage.do and toll-free telephone number, 1-888-357-7332 (TTY/TTD users dial 711 to connect with the telecommunications relay service). These give access to Florida sexual predator and sexual offender public information, including a database to search for offenders employed or enrolled at Florida universities.

Emergency Mass Notification Policy

University of Phoenix (UOPX) maintains emergency management policies, procedures and systems to protect lives and property, and to continue necessary critical functions and essential services. An emergency is defined as a situation that poses an immediate threat to the health or safety of someone in the UOPX community or that significantly disrupts UOPX's normal course of business. The Emergency Mass Notification process includes emergency escalation procedures, mass notifications, and supporting systems. In an emergency, dangerous or otherwise high-risk situation at a UOPX site, these processes enable UOPX to without delay and taking into account the safety of the community determine the content of the notification and initiate the notification system to students, faculty and staff, including those who are enrolled at UOPX unless issuing the notification system will, in the professional judgement of the responsible authorities, compromise efforts to assist a victim or to contain, respond to, or otherwise mitigate the emergency.

The policy can be viewed in its entirety in the Campus Safety Policies at http://cdn.assets-phoenix.net/content/dam/altcloud/doc/about_uopx/Campus-Safety-Policies.pdf

Campus Safety Contact List

To help ensure the safety of the University community, the University has campus security authority (CSA) reporting contacts, including a designated Campus Safety Coordinator on every local campus. Below are the persons to whom students, faculty and staff should report crimes. Visitors and others not associated with the University can also contact these CSA reporting contacts to report crimes.

Global Security Operations Center (GSOC)

866-992-3301 GSOC@phoenix.edu 602-557-7000

Sr. Director Security

Steve Lindsey 602-557-7537 Steve.Lindsey@phoenix.edu

Title IX Coordinator

Bridget Beville 602-557-1832 TitleIX@phoenix.edu

Ethics Helpline

http://www.UOPXhelpline.com

Campus Safety Coordinators

Find your Campus Safety Coordinator's name and contact information at: https://www.phoenix.edu/about_us/campus-safety/campus-safety-contact-list.html

Alcohol and Other Drug Abuse Prevention

The U.S. Department of Education requires institutions of higher education to implement an alcohol and other drug abuse prevention and awareness program for their students and employees. University of Phoenix abides by the federal regulations for the Drug Free Workplace Act and the Drug Free Schools and Communities Act regardless of individual state legalization.

Students, faculty, and staff are expected to conduct themselves ethically, honestly and with integrity as responsible members of the University’s academic community. Any member of the University community found consuming or selling alcohol and other drugs on University property is subject to disciplinary action up to and including dismissal from the University, depending on the seriousness of the situation and programs concerning alcohol and other drugs, including health risks, penalties, and counseling and assistance resources can be viewed in the Campus Safety Policies at https://www.phoenix.edu/content/dam/altcloud/doc/about_uopx/Campus-Safety-Policies.pdf

Prohibition of Illicit Drug Use, Underage Drinking, and other Violations of Alcohol and other Drug-Related Policies

The University's Codes of Conduct clearly state that the unlawful manufacture, sale, delivery, unauthorized possession, or use of any illicit drug is prohibited on property owned or otherwise controlled by the University. The University enforces a "zero tolerance" policy regarding undergraduate drinking and will enforce state underage drinking laws on its campuses (Note: the minimum legal drinking age in the United States is 21 with the exception that in Puerto Rico the minimum legal drinking age is 18). If an individual is found violating any alcohol or other drug-related laws while at a University location or activity, the University will fully cooperate with federal and state law enforcement agencies

Institutional Sanctions for Alcohol and Drug Violations

The University abides by local, state and federal sanctions regarding unlawful possession of drugs and the unlawful consumption of alcohol. Any member of the University community found consuming or selling alcohol and other drugs on University property is subject to disciplinary action up to and including dismissal from the University, depending on the seriousness of the situation. Consistent with local, state and federal sanctions, the University may impose a disciplinary sanction to students, faculty or employees requiring the completion of an appropriate rehabilitation program. Failure to comply with disciplinary standards could result in sanctions up to and including expulsion or termination of employment and referral for prosecution, for violation of the standards of conduct.

Federal Financial Aid Penalties for Drug Violations

According to the Higher Education Act (HEA), students convicted for a drug offense that occurred during a period of enrollment while they were receiving federal financial aid may lose eligibility for federal aid. Federal aid includes Federal Pell and FSEOG Grants, Federal Work Study, Federal Perkins Loans, Federal Stafford Loans, Federal PLUS Loans, Graduate PLUS Loans and other financial assistance.

The Free Application for Federal Student Aid (FAFSA) asks students if they have been convicted of a drug-related offense. If the
student answers "yes" to the question, then he or she will be sent a worksheet by the federal processing center in order to determine whether the conviction affects eligibility for aid. Should the financial aid office be notified that a student has been convicted of sale or possession of illegal drugs, financial assistance will be suspended immediately. If a conviction was reversed, set aside or otherwise rendered invalid, it does not count. Convictions occurring during periods of non-enrollment also do not count. In addition, any conviction received as a juvenile does not count, unless the student was tried as an adult.

Failure to answer the question automatically disqualifies students from receiving federal financial aid. Answering this question falsely could result in fines, imprisonment or both.

Penalties for Drug Convictions
A federal or state drug conviction can disqualify a student for Federal Student Aid (FSA) funds. Convictions only count against student eligibility if they were for an offense that occurred during a period of enrollment for which the student was receiving FSA and they do not count if the offense was not during such a period, unless the student was denied federal benefits for drug trafficking by a federal or state judge. Also, a conviction that was reversed, set aside or removed from the student’s record does not count nor does any conviction received as a juvenile count unless the student was tried as an adult.

POSSESSION OF ILLEGAL DRUGS
- First offense: Loss of eligibility for federal financial aid for one year from the date of conviction.
- Second offense: Loss of eligibility for federal financial aid for two years from the date of conviction.
- Third offense and subsequent offenses: Indefinite ineligibility for federal financial aid from the date of conviction.

SALE OF ILLEGAL DRUGS
- First offense: Loss of eligibility for federal financial aid for two years from the date of conviction.
- Second offense and subsequent offenses: Indefinite ineligibility from the date of conviction.

The student may regain eligibility the day after the period of ineligibility ends.

If the student was convicted of both selling and possessing illegal drugs, and the periods of ineligibility are different, the student will be ineligible for the longer period.

How to Reduce the Period of Eligibility or Regain Eligibility
The student may shorten the period of ineligibility by:
- Successfully completing an approved drug rehabilitation program that includes passing two unannounced drug tests;
- Having the conviction reversed, set aside or otherwise rendered invalid.

Students who regain eligibility during the award year should notify the financial aid office immediately so that they might receive any eligible financial aid which they are entitled to receive. It is the student’s responsibility to certify that a rehabilitation program was successfully completed, as with the conviction question on the FAFSA, the University is not required to confirm the reported information unless conflicting information is determined.

Qualified Drug Rehabilitation Program
A qualified drug rehabilitation program must include at least two unannounced drug tests and must satisfy at least one of the following requirements:
- Be qualified to receive funds from a federal, state or local government agency or program, or from a state-licensed insurance company, or
- Be administered or recognized by a federal, state or local government agency or court, or by a state-licensed hospital, health clinic, or medical doctor.

Convictions for Offense That Occurred During Enrollment
Federal regulations require an enrolled student convicted of a drug offense after receiving federal financial aid to notify Student Financial Services immediately. The student may be ineligible for further aid in that academic year and required to pay back all federal aid received after the date of the conviction. Student Financial Services will work with the student regarding all of the available options.
APPENDIX- FINANCIAL AID POLICIES

Academic Year Definition Policy

Overview
The Academic Year Definition Policy provides the defined academic year for each program (by credential level) offered by the University.

Policy
A student’s academic year begins with the first eligible course of a degree program and ends when the student successfully completes the credits and weeks of instructional time requirements. A week of instructional time is a week (a consecutive seven day period) in which one day of instruction occurs. Instructional time does not include periods of vacation, orientation, or homework.

The University defines its academic years as follows:
- Undergraduate Certificate Programs are a minimum of 24 credits and 40 weeks of instructional time
- Graduate Certificate Programs are a minimum of 24 credits and 48 weeks of instructional time
- Associate Programs (9-week model) are a minimum of 24 credits and 36 weeks of instructional time
- Associate Programs (5-week model) are a minimum of 24 credits and 40 weeks of instructional time
- Bachelor Programs are a minimum of 24 credits and 40 weeks of instructional time
- Masters Programs are a minimum of 24 credits and 48 weeks of instructional time
- Doctoral Programs are a minimum of 24 credits and 48 weeks of instructional time

Students who take more than one course at a time or have courses with overlapping instructional weeks may complete the minimum number of credits (24) prior to completing the required weeks of instructional time. In order for a student to complete the academic year, both credits and weeks of instruction must be met. Therefore, students may need to complete additional weeks to successfully complete the academic year definition.

Example:
A student is enrolled in a Bachelor program and has two courses that overlap by one instructional week. The student would be completing 24 credits in 39 weeks; however, the academic year definition is a minimum of 24 credits and 40 weeks. Therefore, the academic year would not be over until the student completes at least one more week of instructional time. In order to do this, the student must complete at least one additional week in the subsequent course.

Overlapping Academic Years
An academic year that begins before a prior academic year has ended is considered an overlapping academic year. This most commonly occurs when a student starts with the University after recently attending a different institution, when a student completes a prior program at the University and begins another program, or when a student changes programs at the University. Students in these scenarios should contact Student Financial Services at StudentFinancialServices@phoenix.edu or at 1-888-346-8679 to determine if they have overlapping academic years and if their financial aid eligibility will be impacted. For further information on these specific types of scenarios, please refer to the Transfer Policy.

Allowable Charges Policy

Overview
Federal regulations stipulate that when an institution disburses federal financial aid funds to a student by crediting the student’s account, it may do so only for allowable charges. Student or parent authorization is required to apply disbursed federal financial aid funds to an allowable charge. The Allowable Charges Policy defines what those allowable charges are at the University.

Policy
Allowable Charges
The University defines allowable charges as follows:
- Tuition (including tuition for directed study and state sales tax) and mandatory institutional fees
- Electronic course materials fees and books (rEsource Fee)
- Tuition (including tuition for directed study and state sales tax) and mandatory institutional fees

Prior-Year Charges
If a student owes allowable charges from a prior loan period, the University will use current loan period Direct Loan funds, not to exceed $200, to pay those charges. The University does not apply any other type of federal financial aid funds (e.g., Pell and FSEOG) to allowable charges for any prior loan period. (Refer to the Federal Financial Aid Credit Balance Policy for additional information.)

Campus-Based Programs Policy

Overview
The Campus-Based Policy defines the University’s selection criteria and packaging philosophy for awarding campus-based funds consistently to all eligible students.

Policy
The University participates in one of the three campus-based programs, the Federal Supplemental Educational Opportunity Grant (FSEOG) Program. The University will make FSEOG funds reasonably accessible to all eligible students, to the extent of available funds. Furthermore, it will not exclude from consideration any one particular type or category of student.

Federal Supplemental Educational Opportunity Grant (FSEOG)
The following represents selection criteria and procedures for determining which students may be awarded FSEOG funds. These selection procedures are uniformly applied.

First Selection Group
- Undergraduate students who have not earned a bachelor’s or first professional degree
- Students eligible to receive federal Pell Grant funding (based on EFC and credential level) during the same award year in which the campus-based funding will be disbursed
- Students with an EFC** of zero and exceptional need are reviewed for funding under the following formula:
Establishing Categories of Students

FSEOG and Pell Lifetime Eligibility Used
*Refer to the Packaging Policy for additional information.

After the University has determined a student's need, the University determines the student's eligibility. The University first awards all funds to students meeting the conditions of the first selection group. When all students in the first selection group are awarded and disbursed FSEOG program funds, the University will determine if students in the second selection group can be awarded.

Second Selection Group
- Undergraduate students who have not yet earned a bachelor's or first professional degree
- Students eligible to receive federal Pell Grant funding (based on EFC and undergraduate standing) during the same award year in which the campus-based funding will be disbursed
- Students with exceptional financial need (defined as students with the lowest EFCs who are not receiving Pell Grants). This group also includes students who have exceeded their Pell LEU.

Cost of Attendance
- EFC
- Estimated Financial Assistance (EFA)*
- Exceptional financial need of at least $500

*Refer to the Packaging Policy for additional information.

The University keeps documentation of the eligible EFC calculated for the student and confirms Pell Grant eligibility prior to disbursement of the FSEOG. If the FSEOG recipient does not receive Pell Grant funds during the award year, but the documentation shows that the FSEOG award and disbursement were made in good faith, the University is not required to recover the FSEOG funds already disbursed to the student. If the student loses Pell Grant eligibility prior to disbursement of the FSEOG, the University will cancel the FSEOG award.

FSEOG and Pell Lifetime Eligibility Used
If a student receives a Pell Grant for only one payment period of an award year due to reaching the Pell lifetime eligibility (LEU), the student may still receive an FSEOG award for both payment periods in the award year (Refer to the Federal Pell Grant/IASG Policy for further information on Pell LEU). If the student has met or exceeded the Pell LEU, the student does not fall under the first selection group criteria above and is not eligible for any FSEOG awards in the award year. However, if funds remain after the first selection group has been paid; the student may be eligible for FSEOG under the second selection group criteria.

Establishing Categories of Students
The University specifies categories of students to ensure students in each category have an opportunity to be award-ed FSEOG funds. Categories may be based on class standing, enrollment status, program, date of application, or a combination of factors. The University's written selection procedures ensure that FSEOG recipients are selected based on the lowest EFC and Pell Grant priority requirements over the entire award year. As students are awarded for the federal award year daily, FSEOG funds are reserved for use throughout the award year (on the basis of the University's experience from previous periods), and selection practices are applied in a manner that assures a reasonable consistency over the entire award year. Each year the University reviews prior award year data to determine the appropriate award amounts and allocations to ensure reasonable availability of funds throughout the award year.

Annual Award Amounts
The annual award for each student may be up to $500, depending on availability and student eligibility. The minimum FSEOG amount is $100. The award amount is disbursed equally in two payment periods within the academic year. However, if the student is an advancing student finishing out a prior academic year (refer to the Transfer Policy for further information) or a student who is in a remaining period of study that is not a full academic year where the remainder of the program or academic year is equal to or less than half of an academic year, the FSEOG payment may be made in one disbursement.

FSEOG is not prorated for graduating students with less than a full academic year remaining or for programs that are less than a full academic year.

Crossover Periods
Crossover periods are payment, award, or loan periods that overlap two award years. If a student is receiving a Pell Grant during a payment period that occurs in two award years and the student is among those with the lowest EFC, the student satisfies the FSEOG first selection group requirements for the same crossover period regardless of which award year the Pell Grant funds are attributed. A student can also receive FSEOG funds under the first selection group requirements during a crossover payment period, from either award year allocation, as long as the student also receives a Pell Grant in the award year to which the crossover payment period is attributed.

If the second payment period of an academic year starts before July 1 and the University awarded FSEOG using the first award year's allocation, the University will disburse those funds up until the September Federal Register deadline as long as the student is eligible for those funds.

If the second payment period of an academic year starts after July 1, the University awards the second FSEOG disbursement using the subsequent award year's funds if the student meets the eligibility criteria in the subsequent award year. This includes being eligible to receive federal Pell Grant funding during the same award year in which the campus-based funding is disbursed. However, the University uses the original award year's Cost of Attendance (COA) and EFC in calculating the student's financial need and eligibility for aid from the campus based programs.

Nonfederal Share Requirement for FSEOG
The University meets its nonfederal match of 25% using the aggregate matching method. The University's resources used to reach the nonfederal match may include institutional scholarships and grants; waivers of tuition or fees; the nonfederal portion of state scholarships and grants; and funds from foundations or other charitable organizations.

The University's own resources used to fund FSEOG must be dis-
Carry-forward and carry-back funds are matched in the award year they are spent. Information for both carry-forward and carry-back transactions are reported on the Fiscal Operations Report and Application to Participate (FISAP).

Administrative Cost Allowance (ACA)
The amount of ACA the University may claim is determined by its expenditures for the FSEOG program.

- FSEOG disbursements to students - both the 75% federal share and the 25% nonfederal share
- If the University chooses to provide more than a 25% institutional share to FSEOG recipients, it does not include an FSEOG institutional share in excess of 25% in the calculation of the ACA.

ACA is calculated as follows:

- 5% of the first $2,750,000 of the University's expenditures to students under FSEOG Program
- 4% of expenditures to students greater than $2,750,000 but less than $5,500,000 under the FSEOG Program
- 3% of expenditures to students greater than $5,500,000 under the FSEOG Program

The University may use the ACA to assist in the costs of administering the campus-based and federal Pell Grant programs such as salaries, furniture, supplies, travel and equipment. The ACA may also be used to pay service fees charged by banks for maintaining campus-based programs accounts, and expenses related to student consumer information requirements. If the University were to claim the ACA, it would come from the FSEOG allocation received. However, the University currently does not claim any ACA from the FSEOG program.

Cost of Attendance Policy

Overview
The Cost of Attendance Policy addresses the cost of attendance (COA) established for use in calculating a student's amount of federal financial aid eligibility and awarding financial aid for a specific period of enrollment. The University uses the same COA when awarding Pell Grant, FSEOG, and Direct Loans. If the student is only eligible for Pell Grant or IASG, the Pell COA is used for awarding purposes. The COA consists of various components for anticipated educational expenses for a period of enrollment. The University reviews and, if necessary, updates each COA component annually.

Policy
The University's COA is made up of the following components:
- Tuition and mandatory institutional fees
- Books and Supplies (Electronic Course Materials and Books - Resource Fees)
- Resource fees encompass course textbooks and electronic materials, the University library, eBook collection, math labs, programming software, the Centers for Math and Writing Excellence, and PhoenixLink
- Living Expense
- Room and Board (housing and food)
- Transportation
- Miscellaneous (personal care expenses)
- Loan Fees

If a student is attending less than half time, the COA is limited to the following components:
- Tuition and mandatory institutional fees
- Books and Supplies (Electronic Course Materials and Books - Resource Fees)

To determine the total of each component for a student's COA, the University references its academic year definition for each credential level to establish the number of credits and months to be used. (Refer to Academic Year Definition Policy for further information.) If a student's period of enrollment (also referred to as loan period) is less than a full academic year in either credits or months, each component will be adjusted accordingly. Exceptions include professional judgment decisions (i.e. child care costs) and elimination of an overaward using a student's actual tuition costs for the period of enrollment. (Refer to the Professional Judgment and Overaward & Overpayments Policies for further information.)

Tuition
The tuition component for the COA is based on a per credit weighted average for each credential level across the entire University. The University documents how tuition averages are calculated and makes this information available upon request.

Books and Supplies (Electronic Course Materials and Books)
The books and supplies component is calculated using a standard resource fee based on the credential level.

Living Expense
The living expense component is a per-month allowance. The University documents how living expense components are calculated and makes this information available upon request. Students receiving military housing assistance (Basic Allowance for
Housing or BAH) will have a reduction in living expenses in the amount of the room allowance (housing). Students who are incarcerated are not eligible to receive living expenses.

To determine the total living component for each student's COA, the University references its academic year definition for each credential level to establish the number of months to be used. (Refer to the Academic Year Definition Policy for further information)

**Loan Fees**
The University calculates an average loan fee per month based on credential level. The number of months used to determine the living expense component (see above) is also the number of months used to determine the total loan fee component in the student's COA. The University documents how the loan fee component is calculated and makes this information available upon request.

**Consortium Agreements Policy**
Written arrangements consist of consortium and contractual agreements. The Consortium Agreements policy documents the University's position on participating in consortium agreements with other institutions for the purpose of receiving or processing federal financial aid funds.

**Policy**
The University may execute on an institutional basis and act as a host institution for students not enrolled at the University. However, the University will not execute on an individual basis nor execute as a home or host institution for students enrolled as degree seeking students at the University.

**Direct Loan Policy**
The Direct Loan Policy addresses the application process for obtaining a Federal Direct Loan (DL), the applicable period of time for receiving a DL, and the maximum annual and aggregate amounts of DL a borrower may receive.

**Overview**
The University requires a student to submit a new MPN and practices an active confirmation process for all borrowers borrowing under the Direct Loan Program. The University requires a student to submit a new MPN if no Direct Loan disbursements are made within one year of the original MPN sign date. The University originates the loan(s) based on the student and/or parent's confirmed loan amount(s) received during the processing of his/her federal aid for each FAFSA award year. Request may be made for an increase or decrease to the loan amount. However, if the amount(s) of Direct and/or Federal Direct PLUS (PLUS) loans requested exceeds the student's cost of attendance (COA), the University only originates up to the COA.

Once the loan is disbursed, the University sends the student/parent a Right to Cancel letter, which includes the time given to respond should the student and/or parent borrower wish to cancel all or a portion of his or her loan request(s). (Refer to the Disbursements Policy for further information on the Right to Cancel)

**Loan Period**
The minimum period of enrollment the University may originate a Direct Loan is the lesser of the following:
- The length of the student's program
- The student's academic year (Refer to the Academic Year Definition Policy for specific requirements)
- The remaining portion of the student's program (if the program is shorter than an academic year)

The maximum period the University may originate a DL is:
- generally, the student's academic year (Refer to the Academic Year Definition Policy for specific requirements); or
- for a defaulted borrower who has regained eligibility, the academic year the borrower re-gained eligibility.

**Note:** For information on loan periods for students who transfer from another school, complete a program and advance to another program at the University, or change programs at the University, refer to the Transfer Policy and Program Changes Policies.
Annual Loan Limits for Subsidized and Unsubsidized Loans

<table>
<thead>
<tr>
<th>Grade Level</th>
<th>Dependent Undergraduate Student</th>
<th>Independent Undergraduate Student</th>
<th>Graduate/Professional Student</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Freshman</td>
<td>$5,500 (base)</td>
<td>$9,500 (base)</td>
<td>$20,500</td>
</tr>
<tr>
<td>(2) Sophomore</td>
<td>$6,500 (base)</td>
<td>$10,500 (base)</td>
<td></td>
</tr>
<tr>
<td>(3 &amp; 4) Junior and Senior (5th year undergraduate)</td>
<td>$7,500 (base)</td>
<td>$12,500 (base)</td>
<td></td>
</tr>
</tbody>
</table>

A student whose parent cannot obtain a PLUS Loan is allowed to borrow additional Direct Unsubsidized Loan amounts. Student dependency status will be determined based on answers to questions on the Free Application for Federal Student Aid (FAFSA).

Students may attend another school(s) while attending the University and receive Direct/PLUS loans at both schools for the same period of enrollment. If this occurs, the University resolves any possible annual loan limit overaward by reducing or cancelling loan disbursements to ensure students do not exceed annual loan limit amounts.

Aggregate Loan Limits for Subsidized and Unsubsidized Loans

When reviewing NSLDS, the University uses the Aggregate Outstanding Principal Balance (Agg. OPB) shown in NSLDS for each of the student’s outstanding federal loans. If the student has one or more consolidation loans, which may include Subsidized and Unsubsidized federal loans, NSLDS will show separate totals for each. The University is not responsible for reviewing “unallocated” loans if they are present in NSLDS.

The following represents the maximum outstanding total subsidized and unsubsidized loan debt:

<table>
<thead>
<tr>
<th></th>
<th>Subsidized</th>
<th>Total (subsidized &amp; unsubsidized)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dependent Undergraduate Students (excluding those whose parents cannot borrow PLUS)</td>
<td>$23,000</td>
<td>$31,000</td>
</tr>
<tr>
<td>Independent Undergraduate students &amp; Dependent Undergraduate Students whose parents cannot borrow PLUS</td>
<td>$23,000</td>
<td>$57,500</td>
</tr>
</tbody>
</table>

If a student at the University has received federal loans at other schools, the University reviews the student’s financial aid history on the Institutional Student Information Record (ISIR) to ensure the student has remaining eligibility under the aggregate loan limits. If a student exceeds the aggregate loan limits, the student may not receive additional direct loans until the student (1) repays in full the excess loan amount; or (2) makes arrangements, satisfactory to the holder of the loan, to repay the excess loan amount.

150% Direct Subsidized Loan Limit

Borrowers who have no outstanding balance on a Direct Loan or a Federal Family Education Loan (FFEL) on July 1, 2013, or on the date the borrower obtains a Direct Loan after July 1, 2013 will have Direct Subsidized Loan eligibility limited to a period not to exceed 150 percent of the length of the borrower’s educational program. In addition, under certain conditions, these first-time borrowers who have exceeded the 150 percent limit may lose the interest subsidy on their Direct Subsidized Loans. ED will monitor this subsidized usage and notify borrowers through disclosure statements provided to the borrowers.

Additional Unsubsidized Eligibility

Independent undergraduate, graduate or professional students may borrow additional unsubsidized annual loan amounts. Dependent undergraduate students, whose parents are unable to borrow PLUS loans due to adverse credit or other documented exceptional circumstances, may borrow additional unsubsidized annual loan amounts. Exceptional circumstances include, but are not limited to, circumstances in which the student’s parent receives only public assistance or disability benefits, is incarcerated, has an adverse credit history, or the parent’s whereabouts are unknown. A parent’s refusal to borrow a Federal PLUS Loan or Direct PLUS Loan does not constitute exceptional circumstances.

Dependent undergraduate students, whose parents have ended financial support and refuse to file the FAFSA, may be eligible for unsubsidized loans. In these scenarios, the University verifies that the parents have ended financial support and refusing to file the FAFSA based upon documentation submitted by the dependent student. These students must complete and submit a FAFSA that includes all the required student information. They are eligible to receive only an unsubsidized loan and not any other federal financial aid assistance. The maximum annual unsubsidized loan amount they may receive is the “base” annual loan limit for the student’s grade level plus the additional $2,000 unsubsidized amount.

Loan Origination Date

The date of a loan origination is the date the University creates the electronic loan origination record. The University will not originate a direct loan for a loan period in which the student is no longer enrolled at least half-time, even if the student is otherwise still enrolled at the University. Any funds originated after the student’s loan period end date are not kept by the University.

Annual Loan Limit Progression

The student’s academic year is used as the basis for the annual loan limits. To advance to the next grade level and for annual loan limit purposes, the student must successfully complete and earn the weeks and credit hours in the academic year. Students in non-term programs can never progress to the next grade level in the middle of an academic year. (Refer to the Academic Year Definition Policy...
Program is less than an academic year in length

The undergraduate program is more than one academic year in length but a student’s remaining period of enrollment in this undergraduate program is less than an academic year in length based on required credits. Program is less than an academic year in length

Students enrolled in programs less than an academic year in length will have their DL eligibility amounts prorated. The annual loan limit for these programs is based on the lesser of:

\[
\text{Credit hours enrolled in the program} \times \text{Annual loan limit} / \text{Credit hours in the academic year}
\]

OR

\[
\text{Weeks enrolled in the program} \times \text{Annual loan limit} / \text{Weeks in the academic year}
\]

Program is more than an academic year in length but remaining period of enrollment is less than an academic year in length in required credits.

Students enrolled in undergraduate programs with a remaining period of enrollment less than an academic year, as measured in credit hours, will have their DL eligibility amounts prorated based on:

\[
\text{Credit hours remaining in the program} \times \text{Annual loan limit} / \text{Credit hours in the academic year}
\]

Example: An independent, second year student is enrolled in the AAB program. He has a remaining period of enrollment consisting of 12 credit hours. A full academic year at the University is defined as 24 credit hours.

Direct Loan Calculations to Determine Eligibility for Remaining Period of Enrollment

- Maximum Subsidized eligibility for remaining period of enrollment
  \[(12/24) \times $4,500 = $2,250\]

- Maximum Unsubsidized eligibility for remaining period of enrollment
  \[(12/24) \times $6,000 = $3,000\]

In the proration scenario described above, standard rounding rules apply.

Note: the proration formulas determine the maximum loan amount a student may borrow for a remaining period of enrollment, not the loan amount the student may actually receive. In some cases, the actual loan amount the student is eligible to receive may be less than the prorated loan limit (based on costs, EFC, other aid, aggregate borrower, etc.)

Disbursements Policy

Overview

The Disbursements Policy addresses a student’s eligibility for standard, late, and post withdrawal disbursements from the University. The University may only disburse federal financial aid funds to eligible students.

Policy

Standard Disbursement

A student is eligible to receive the first disbursement of federal financial aid when the University confirms the student is enrolled in courses for the payment period and is eligible to receive the funds. The student becomes eligible to receive a disbursement of federal financial aid for the second payment period when the student successfully completes one-half the weeks of instructional time AND earns one-half the credit hours in the defined academic year (AY). Typically, the University disburses funds once the student successfully completes half the credits and weeks of instruction in the current AY, which may consist of more credit hours and weeks of instruction than the defined AY.

If the payment periods are not equal in credit hours and weeks of instructional time, the first payment period will consist of more credit hours and/or weeks of instructional time to ensure at least one-half the credit hours and one-half the weeks of instructional time in the AY are completed. Occasionally, when a student’s file is reevaluated, the second payment period may consist of more credit hours and weeks of instructional time than the first payment period.

If a program is longer than one AY and consists of a remaining period that is more than one-half an AY, the second disbursement of the remaining period is made once the student successfully completes one-half of the weeks of instructional time AND earns one-half the credits in the remaining period. If the remaining period is equal to or less than one-half an AY, the second disbursement of the remaining period may not be disbursed until the student successfully completes one-half the weeks of instructional time AND earns one-half the credit hours in the remaining payment period.

If the University is unable to determine when a student has successfully completed one-half the credit hours in the remaining period of study, the second payment period will begin on the latter of the date the student successfully completes 1) one-half of the coursework in the remaining period; or 2) one-half the weeks of instructional time in the remaining period. If the remaining period consists of only three credit hours and five weeks of instructional time, the second disbursement will be made once the student successfully completes 3 weeks of instructional time.

The University will disburse Direct Loan proceeds in substantially equal installments, and no installment will exceed one-half of the loan amount.

First-time, first-year undergraduate borrowers will not have the first installment of Direct Loan proceeds disbursed until 30 calendar days after the program of study AY begins. The University will
schedule disbursements according to procedures. Before disbursing federal financial aid funds, the University determines and documents the student's eligibility to receive federal financial aid funds. The University disburses federal financial aid funds by crediting the student's account no later than three business days after receiving the funds. Funds in excess of allowable charges are paid directly to the student, or parent as applicable. (Refer to the Federal Financial Aid Credit Balance Policy for additional information.)

**Right to Cancel**

Before the University disburses federal financial aid funds, the University will notify the student of the amount of funds that the student (or parents in the case of PLUS loans) can expect to receive under each federal financial aid program and how and when those funds will be disbursed.

The University will notify the student (or parent) of the amount of the federal aid disbursement, the student's (or parent's) right to cancel all or a portion of the loan, or loan disbursement, and have the proceeds returned to the holder of the loan. The notice will also include the procedures and time by which the student (or parent) must notify the University that he/she wishes to cancel the loan, or loan disbursement. This notice will be sent to the student/parent no earlier than 30 days before and no later than seven days after crediting the student's account at the University.

**Late Disbursement**

Students or parents become ineligible to receive federal financial aid funds on the date the student:

- For Direct Loans, is no longer enrolled at least half time; or
- For Federal Grants, the student is no longer enrolled at the University for the award year

If a student completes a payment period or period of enrollment, withdraws during a payment period or period of enrollment, or graduates, the University must make or offer the student (or parent in the case of a PLUS loan) a late disbursement of federal financial aid funds for which the student (or parent in the case of a PLUS loan) was eligible while in attendance at the University.

The following conditions must be met prior to the date the student (or parent) became ineligible for a late disbursement:

- Pell Grant/IASG
- FSEOG
- Direct Loans

**The following additional limitations must be satisfied before the University may make a late disbursement**

<table>
<thead>
<tr>
<th>Program</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pell Grant/IASG</td>
<td>No additional requirements</td>
</tr>
<tr>
<td>FSEOG</td>
<td>For all programs, the Department processed a SAR/ISIR with an official EFC.</td>
</tr>
<tr>
<td>Direct Loans</td>
<td>A loan record is originated</td>
</tr>
</tbody>
</table>

**Paying a Late Disbursement of Federal Financial Aid Grant Funds**

Without the student's permission, the University may credit a student's account with a late disbursement of federal financial aid grant funds for current allowable charges. If federal financial aid grant funds remain to be disbursed from a late disbursement after all outstanding charges on the student's account have been satisfied, the University pays the grant funds directly to the student within 14 days.

The University will make a late disbursement to the student no later than 180 days after the date of the University's determination the student withdrew, or for a student who did not withdraw, 180 days after the date the student became ineligible.

**Paying a Late Disbursement of Federal Financial Aid Loan Funds**

Prior to the University making any late disbursement of federal financial aid loan funds, the borrower is notified with an explanation stating the student's obligation to repay the loan funds disbursed. The student is given an opportunity to accept or decline the loan. The student's authorization to receive the loan must be submitted via the late disbursement letter or via a signed statement submitted to the University titled “Late Disbursement Notification.”

The student has 30 days from the date on the late disbursement letter to return the letter to the University; otherwise the loan funds are canceled. The University will make the late disbursement to the student no later than 180 days after the date of the University's determination that the student withdrew or became ineligible. If the student had a federal financial aid credit balance before becoming ineligible, and the credit balance consists of direct loans, the University offers the funds to the student in writing and does not disburse the direct loan funds directly to the student until the student's authorization is received.

**Late Disbursement - After 180 Days**

The University will make a late disbursement of federal financial aid funds within 180 days of the date the student became ineligible. No disbursement of these funds is made after the 180-day timeframe.

**Post Withdrawal Disbursement**

Withdrawn students lose federal financial aid eligibility and cannot be paid additional federal financial aid funds for the payment period and/or AY. However, as a result of the student's Return to Title IV Funds (R2T4) calculation, the student may be eligible to receive federal financial aid funds that had not disbursed but could have been disbursed prior to the student's withdrawal date. If the total amount of federal financial aid grant and/or loan funds earned by the student on the R2T4 calculation is greater than the total amount of federal financial aid disbursed to the student, or parent in the case of a PLUS loan, the student may be eligible to receive a post withdrawal disbursement (PWD).

The University does not include as a PWD any funds from a dis-
A first disbursement of a Direct Loan to a first-year, first-time borrower who withdraws before completing 30 days of the program of study
• Second or subsequent disbursements of Direct Loan funds unless the student successfully completed the loan period
• Disbursements of Federal Pell, or IASG funds to a student for whom the University did not have a valid SAR/ISIR by the deadline established by ED

A PWD is made from available grant funds before available Direct Loan funds.

Post withdrawal Disbursement of Federal Financial Aid Grant Funds
The University may credit a student’s account with a PWD of federal financial aid grant funds (Pell, IASG, and FSEOG) without the student’s permission, for outstanding current (educationally related) charges. The University will obtain a student’s authorization to apply PWD grant funds toward anything other than current charges. The University disburses any amount of a PWD of federal financial aid grant funds as soon as possible, but no later than 45 days after the date of the University’s determination that the student withdrew.

If the student does not respond to the University’s notice for authorization, federal financial aid grant funds are used for appropriate outstanding current (educationally related) charges. (See the Federal Financial Aid Credit Balance Policy for the definition of outstanding charges).

Post withdrawal Disbursement of Federal Financial Aid Loan Funds
The University notifies a student, or parent in the case of a PLUS loan, in writing prior to making any PWD of Direct Loan funds, whether credited to the student’s account or disbursed directly to the student (or parent in the case of a PLUS loan). The written notification is sent to the student (or parent in the case of a PLUS loan) as soon as possible, and within 30 calendar days of the University’s date of determination that the student withdrew. The written notification includes the following:
• “The amount and type of Direct Loan funds to be credited to the student’s account or disbursed directly to the student or parent, in the case of a parent PLUS loan,
• Explanation that the student, or parent in the case of a PLUS loan, has the right to accept or decline all or a portion of the funds offered
• Information in reference to the borrower’s obligation to repay Direct Loan funds, if disbursed
• A request for authorization to credit Direct Loan funds to the student’s account, indicating if confirmation is not provided, the borrower may not receive any Direct Loan funds as a direct disbursement, unless the University concurs
• Information informing the borrower that no PWD will be made if he/she does not respond within 30 days of the date of the letter. The University may, on an exception basis, choose to extend this timeline. The deadline for a borrower to accept a PWD is the same for both a confirmation of a Direct Loan disbursement to the student’s account and direct disbursement of a PWD.

If the University declines to honor a late response accepting loan funds to be credited to the student’s account, or parent in the case of a PLUS loan, the University informs the student, or parent in the case of a PLUS loan, of this decision in writing.

If the University chooses to honor a late response, all loan funds to be credited to student’s account, or parent in the case of a PLUS loan, within 180 days of the University’s date of the determination that the student withdrew.
If the University declines to honor a late response accepting loan funds to be credited to student’s account, or parent in the case of a PLUS loan, the University informs the student, or parent in the case of a PLUS loan, of this decision in writing.

The University does not request federal financial aid funds for a PWD unless and until it has determined the following:
• A PWD is due and accepted by the student, or parent in the case of a PLUS loan,
• The amount of the PWD, and
• The PWD can be disbursed within three business days of receipt.

Enrollment Reporting Policy

Overview
The Enrollment Reporting policy details how the University confirms and reports the enrollment status of all Title IV students and previous Title IV students who transfer to the University.

Policy
The University reports enrollment both in the Campus-Level Record, representing the student’s overall enrollment at the University and in the Program-Level Record, for each of the academic programs the student attended using the eight-digit Office of Post-secondary Education Identifier (OPEID) for the location of the course. To complete these reporting requirements, the University contracts with the National Student Clearinghouse (NSC). NSC then provides this information to the participating guaranty agencies, lenders, and servicers.

Even though the University uses NSC for enrollment reporting, the University remains responsible for submitting timely, accurate, and complete responses to Enrollment Reporting roster files and for maintaining appropriate documentation. NSLDS sends the roster to NSC; however, if the response is not received in a timely matter, NSLDS notifies the University rather than NSC.

Reporting Schedule
The University is required to confirm enrollment information for all students on its roster file scheduled at least every two months, and must do so within 15 days of the date NSLDS sends the roster to NSC. In addition, any changes in enrollment status to less than half-time, graduated, or withdrawn must be reported within 30
Federal Financial Aid Credit Balance Policy

Overview
The Federal Financial Aid Credit Balance Policy addresses federal financial aid credit balances and how the University handles those credit balances when they occur on a student’s account. Whenever the University credits federal financial aid funds to a student’s account and those funds exceed the student’s allowable charges, a federal financial aid credit balance occurs. The University will pay the excess federal financial aid funds directly to the student or parent as soon as possible, but no later than 14 days after the balance occurred on the student’s account.

Policy
Whenever the University credits federal financial aid funds to a student’s account and those funds exceed the student’s allowable charges (Refer to the Allowable Charges Policy for definition of allowable charges), a federal financial aid credit balance occurs. The order in which funds are credited does not matter, and the University does not require a student or parent to take any actions to obtain the credit balance.

Attribution of Funds
The University will consider to have disbursed federal financial aid grants before direct loans to the student’s account in the following order regardless of when the funds are credited:

- Pell Grant
- Iraq and Afghanistan Service Grant (IASG)
- FSEOG
- Direct Subsidized Loan
- Direct Unsubsidized Loan
- Graduate/Professional PLUS Loan
- Parent PLUS Loan

Application of Funds
The University applies funds received from a federal financial aid disbursement in the following order:

- Invoiced and unpaid allowable charges (Refer to the Allowable Charges Policy for definition of allowable charges) for the current payment period or prior payment period of the loan period;
- Direct Loan funds to any unpaid allowable charges for a prior loan period, not to exceed $200

Timeline to Issue a Federal Financial Aid Credit Balance
If there is a federal financial aid credit balance, the University will issue those funds to the student, or parent as applicable, within 14 days of the date funds are disbursed (applied to the student’s account, or in the case of a check, the date the check is signed by the student or parent).

Timeline to Issue Federal Financial Aid Credit Balance for Book Voucher
All Title IV eligible students with a federal financial aid credit balance who meet the criteria for funds that could have been disbursed 10 days prior to the beginning of the payment period will be notified of the University’s book voucher request process. If the student requests a book voucher, the student will be provided the lesser of the amount of the credit balance or the amount needed by the student as determined by the University to purchase books and supplies. These funds will be issued to the student no later than the seventh day of the payment period. Students may opt out of this offer by not requesting the book voucher.

Overall Enrollment Status categories

<table>
<thead>
<tr>
<th>Code</th>
<th>Status</th>
<th>How the University Reports the Status Start Date for Enrollment Statuses</th>
</tr>
</thead>
<tbody>
<tr>
<td>F</td>
<td>Full-time</td>
<td>The status start date is not reported on the weekly SSCR report. It is determined by NSC based on the first day of the term (which is the course start date associated with the first academic related activity (ARA) that triggered the full time status)</td>
</tr>
<tr>
<td>L</td>
<td>Less than half-time</td>
<td>The start date of the term date is reported</td>
</tr>
<tr>
<td>A</td>
<td>Leave of Absence</td>
<td>The start date of the approved leave of absence</td>
</tr>
<tr>
<td>G</td>
<td>Graduated</td>
<td>The academic complete date for the program (which is the end date of the last course)</td>
</tr>
<tr>
<td>W</td>
<td>Withdrawn</td>
<td>The student’s official last date of attendance (OLDA) at the time the system updates the status to withdrawn</td>
</tr>
<tr>
<td>D</td>
<td>Deceased</td>
<td>The date of death (when provided) or the date the University received the request in any event the date of death is not provided</td>
</tr>
</tbody>
</table>

Status Start Date
The University reports the status start date (status effective date) if the student has a Graduated (G), Deceased (D), Withdrawn (W), Less Than Half Time (L), or on an approved LOA (A) status.

Anticipated Graduation Dates
The anticipated graduation date is the date the student is projected to graduate and is required only for enrollment data and students with F, Q, H, L, or A statuses.
Return of Title IV
The University will hold a federal financial aid credit balance until completion of the Return of Title IV (R2T4) process. (Refer to the Return of Title IV Policy for additional information.) Once the R2T4 calculation is completed, if there is any federal financial aid credit balance remaining, the University allocates the credit balance as follows:

- First, to repay any grant overpayment owed by the student as a result of his/her withdrawal
- Within 14 days of the date the R2T4 calculation is performed, the University pays any remaining federal financial aid credit balance in one or more of the following ways:
  - Pay authorized charges at the University; or
  - Pay the student directly (or parent for a Direct PLUS loan)
Refer to the Return of Title IV Policy for additional information.

Returning Unclaimed Federal Financial Aid Credit Balances
Federal financial aid funds may not escheat to a state or any other third party. The University will attempt to disburse credit balances to the student or parent. However, if the credit balance funds are returned to the University or not cashed by the borrower, the University will cease all attempts to disburse the funds and return them to the applicable lender no later than 240 days after the date the first check is issued. If the funds were issued via electronic funds transfer (EFT) and subsequently returned or rejected, the University returns the funds to the applicable federal financial aid programs no later than 45 days after the funds were returned or rejected.

All unclaimed credit balances will be returned in the following order:
- Unsubsidized Direct Loans (other than Direct PLUS)
- Subsidized Direct Loans
- Direct PLUS Loans
- Federal Pell Grants
- FSEOG Grants
- TEACH Grants
- Iraq and Afghanistan Service Grants

Federal Pell Grant/IASG Policy

Overview
The Federal Pell Grant/IRAQ and Afghanistan Service Grant (IASG) Policy illustrates how the University calculates and awards Pell Grants (including those funds awarded under the Children of Fallen Heroes or Children of Fallen Soldiers) and IASG to eligible students

Policy
The University calculates the annual award for Pell eligible students in nonterm credit-hour programs using Federal Pell Grant Formula 4 in conjunction with the Federal Pell Grant full-time payment schedule. The maximum duration of Pell and IASG eligibility is limited to six full-time scheduled awards, as measured by the percentage of lifetime eligibility used (LEU). A student is ineligible to receive further Pell and or IASG funds if they have 600% or greater.

Pell Grant Eligibility
Students who meet general eligibility requirements (Refer to the Student/Parent Eligibility Policy for further information) and have a calculated expected family contribution (EFC) number that meets Pell eligibility criteria will be awarded Pell grant funding.

In addition, students who meet one of the following criteria will be awarded Pell or IASG funding:

**Children of Fallen Heroes:**
A student whose parent or guardian died in the line of duty while performing as a public safety officer may receive increased amount of federal financial aid under the Children of Fallen Heroes Scholarship if the student is Pell grant eligible and
- The student was less than 24 years of age when the parent or guardian died; or
- The student was enrolled at an institution of higher education at the time of the parent or guardian’s death.

In these scenarios, all federal financial aid will be based on a zero EFC. The zero EFC is only used for awarding purposes. The U.S. Department of Education does not provide any notification of eligibility to the University. Consequently, students who believe they qualify for this scholarship must notify the University’s Student Financial Services at StudentFinancialServices@phoenix.edu or 1-888-346-8679 and provide any required documentation requested. The University will determine based on the documentation submitted whether or not the student meets the eligibility criteria.

**Children of Soldiers:**
A student whose parent or guardian died as a result of U.S. military service in Iraq or Afghanistan after September 11, 2001, may receive increased federal financial aid funds if at the time of the parent or guardian’s death the student was either less than 24 years old or was enrolled in college. Eligibility is based upon the following:
- If the student is Pell grant eligible, the student may receive a Pell grant; OR
- If the student is not Pell grant eligible because his/her EFC is too high, the student may receive an Iraq and Afghanistan Service Grant.

In these scenarios, all federal financial aid will be based on a zero EFC. The zero EFC is only used for awarding purposes. The U.S. Department of Education (ED) notifies the University when a student appears to meet the criteria for Zero EFC treatment because a parent or guardian died as a result of U.S. military service in Iraq or Afghanistan. This is based on a match with the U.S. Department of Defense file of eligible dependents.

Calculating Payment Amounts
The award for each payment period will be based upon ED’s full-time Pell payment schedule and may be subject to proration. The scheduled Pell/IASG award is prorated based on the percentage of the following:
- Credit hours scheduled to be completed in the payment period over 24 credit hours in the academic year; or
- Weeks of instructional time scheduled to be completed in the payment period over the defined instructional weeks in the academic year (Refer to the Academic Year Definition Policy)

The Pell/IASG award is calculated using the lesser percentage multiplied by the full-time Pell scheduled award

**Year Round Pell/IASG**
Students may be eligible to receive up to one and one-half Pell/IASG Grant awards during a single award year, not to exceed 150% of the student’s scheduled award for the award year (Referred to as Year Round Pell) Students must meet the following criteria to be considered for a second scheduled award:
- Must be enrolled at least half-time;

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• Must have received 100% of the first scheduled award in a single award year in a certificate, associate degree, or baccalaureate degree program;
• Must be enrolled in an eligible program for one or more additional payment periods during the same award year that are not otherwise fully covered by the student’s Pell Grant; and
• Must have successfully completed the credit hours of previous payment period

**Crossover Payment Periods**

When a payment period falls into two award years (it begins before July 1 and ends on or after July 1), it is referred to as a “crossover payment period.” If a student is enrolled in a crossover payment period, the entire payment period must be considered to occur within one FAFSA award year. The University determines for each Pell/IASG grant recipient the award year in which the payment period is placed. Students are awarded from the oldest and active aid year first.

For payment periods that meet the above definition, the University will award the largest Pell/IASG grant possible based on all FAFSA award year ISIRs (e.g. 2019/2020) on file with the University at the time of awarding the student. If an additional FAFSA award year ISIR (e.g. 2020/2021) is subsequently received, which provides a higher total federal grant (Pell/IASG/SEOG combined) award for the student during the crossover payment period, the University will evaluate and re-award the Pell/IASG grant as long as the Federal Award Year the funds are coming from has not been closed by ED.

**Pell Payment Calculations and LEU Limitations**

If a student has less than 100% remaining of the maximum 600% Pell LEU, the University will disburse 50% of the Pell award in the first Pell payment period. The remaining percentage of the Pell award is disbursed in the second Pell payment period. Rounding rules do not apply to these disbursements.

**Pell Payment Calculations and LEU Limitations for End of Program (EOP)**

For any remaining portion of a program that is more than half of an academic year (AY) but less than a full AY, the remaining portion is divided into two payment periods. The first payment period is the period in which the student successfully completes half of the credits AND half of the weeks of instructional time in the remaining portion. A student may receive less than a Scheduled Award in an award year, if the program crosses award years and the student’s Pell Grant award in one of the award years is for a portion of the program that is less than a full AY.

• The annual award for a student in a nonterm credit-hour program is taken from the full-time payment schedule even if the student is attending less than full-time.
• Comparable prorations will be performed based on the number of credits in the payment period as they compare to the credits in the defined AY OR the number of weeks in the payment period as they compare to the weeks of instructional time in the AY.
• The scheduled Pell award will be multiplied by the lesser of the 2 calculations to determine the Pell payment.
• If a student has more than 500% Pell LEU, the Pell payment will be the lesser amount between the proration calculation and the remaining eligibility award using the Pell LEU calculator.

**Students Declining Pell Grant Funds**

Students who decide to decline all or a part of a Pell Grant disbursement must deliver to the University a signed, written statement clearly indicating the following:
• The student is declining Pell grant awards for which h/she is eligible; and
• The student understands the Pell grant funds may not be available once the FAFSA award year is closed by ED.

If the University receives a statement indicating such from the student, it will submit any adjustment records for the student to the Common Origin and Disbursement (COD) System. Any University account balance(s) resulting from the return of Pell Grant funding is the responsibility of the student.

**Disputing the Accuracy of Pell Grant LEU Information**

If a student attending the University chooses to dispute the accuracy of the Pell LEU information found in the Common Origination and Disbursement (COD) System, the University will assist the student in resolving this dispute. The University will not escalate the matter should it discover the amount of the Pell Grant LEU percentage being disputed would not, if corrected, make the student eligible for additional Pell Grant funding. However, if there is a valid dispute, acceptable documentation to resolve the dispute must be collected. This documentation could include, for example, a written statement from the previous institution confirming the student never attended, or at least never received Pell Grant funds from that institution for the award year in question. The University will submit the documentation through the COD web site. The Department of Education (ED), after its review of the student’s assertion and any supporting information submitted, will provide the University with a response and instructions on how to proceed. For further information, contact Student Financial Services at StudentFinancialServices@phoenix.edu or 1-888-346-8679.

**Voucher for Books - Effective for Pell Eligible Students after July 1, 2011**

Pell eligible students may use Pell funds to purchase books if those funds could have been disbursed 10 days prior to the beginning of the payment period and disbursed funds would create a federal financial aid credit balance. Student Financial Services will notify these students of the University’s book voucher request process. If the student requests a book voucher, the student will be provided with the lesser of the amount of the credit balance or the amount needed for the books and supplies, as determined by the University. These funds will be issued to the student no later than the seventh day of the payment period.

Students may opt out of this offer by not requesting the book voucher. (Refer to the Federal Financial Aid Credit Balance Policy for further information)

**Rounding**

The University uses standard rounding rules, applied consistently to all students, and will round Pell and IASG Grant disbursements to the nearest dollar (not to exceed the scheduled Pell/IASG award). See exception under “Pell Payment Calculations and LEU Limitations” section below.

**Recalculation**

If an expected family contribution (EFC) changes due to corrections, updating, or an adjustment and the EFC change would change the Pell/IASG grant award, the University will recalculate the Pell/IASG award for the entire award year. If, as a result of the re-calculation, the student received more Pell/IASG award that the student was eligible for, an overpayment exists. Refer to the Over-awards and Overpayments Policy for further information on how
to resolve the overpayment.

**Retroactive Payments**

For all prior payment periods for which a student was an eligible student within the FAFSA award year, the University may pay the total lump sum of retroactive payments in two separate installments one day apart from each other.

**Regaining Eligibility**

If a student resolves ineligibility criteria while attending the University (e.g. re-solves a default or over borrowing), the effective date of regaining eligibility for the Federal Pell Grant and IASG programs begins with the payment period in which the issue is resolved.

**Financial Aid Counseling Policy**

**Overview**

The Financial Aid Counseling Policy addresses the requirements of the University ensuring initial entrance counseling is completed and students are notified of the requirement to complete exit counseling for each Direct, Graduate/Professional PLUS and Perkins loan borrower.

**Policy**

**Entrance Loan Counseling**

Entrance loan counseling, for Direct and Graduate/Professional PLUS loan borrowers, provides comprehensive information on the terms and conditions of the loan and the responsibilities of the borrower with respect to the loan.

The University ensures entrance loan counseling is completed for each first-time borrower. Students can submit proof of prior completion or complete it on iGrad or StudentLoans.gov. The disbursement process prevents a student from receiving funding without completing entrance counseling. The counseling session includes completion of an interactive program that tests the borrower’s understanding of the terms and conditions of the loans.

The University ensures an individual with expertise in federal financial aid is reasonably available to answer the borrower’s questions regarding those programs.

Online counseling for Direct and Graduate/Professional PLUS borrowers generally provides the following:

- An explanation of the use of a Master Promissory Note (MPN)
- Importance of repayment obligation
- Description of consequences of default
- Sample repayment schedules
- Information in reference to a borrower’s rights and responsibilities
- Information on the National Student Loan Data System (NSLDS)
- Other terms and conditions
- Information on possible loss of eligibility for additional Direct Subsidized Loans
- Information on how a borrower’s maximum eligibility period, remaining eligibility period, and subsidized usage period are determined
- The potential for a borrower becoming responsible for all accruing interest on Direct Subsidized Loans during in-school periods, grace periods (if first disbursement was between 7/1/2012 and 6/30/2014), and periods of authorized deferment
- Impact of borrower responsibility for accruing interest on the borrower’s total debt

**Exit Loan Counseling**

Federal financial aid recipient students within 2 to 7 credits of completing their pro-gra at the University will receive an electronic notification about the requirement to complete exit loan counseling. In addition, within 30 days of a student’s last date of attendance, the University sends a letter with a link to complete NSLDS counseling and the required exit counseling materials. An eLetter is also sent to direct students to NSLDS.

If the student is a Direct Loan borrower at the University and withdraws prior to completing his/her program of study, the University mails exit loan counseling material to the borrower at the last known address and send an email directing the student to the NSLDS website where exit counseling may be completed. The material is sent within 30 days of the University learning the borrower has withdrawn. The University documents the student’s file with the date the materials were sent.

**TEACH Grant Exit Counseling**

*Note: Effective September 22, 2016, the University no longer participates in the TEACH Grant Program.*

Exit counseling is required by each TEACH Grant recipient before withdrawing from the University, by interactive electronic means. The University ensures that an individual with expertise in federal financial aid/HEA programs is reasonably available shortly after the counseling to answer the grant recipient’s questions.

Within 30 days of learning that a TEACH Grant recipient has withdrawn from the University without the institution’s knowledge, or from a TEACH eligible program, or failed to complete exit counseling as required, exit counseling information is mailed to the student and provided through interactive electronic means. The exit counseling informs TEACH Grant recipients of the four-year service obligation that must be completed within the first eight calendar years after completing a TEACH eligible program.

The TEACH Grant recipient is provided with information about the following:

- The opportunity to request a suspension of the eight-year period for completion of the service obligation and the conditions under which a suspension may be granted
- How to identify low-income schools and documented high-need fields
- For the teaching to count towards the recipient’s service obligation, the high-need field in which the student has prepared to teach must be one of the following:
  - Bilingual education and English language acquisition.
  - Foreign language.
  - Mathematics.
  - Reading specialist.
  - Science.
  - Special education or
• Another field documented as high-need by the Federal Government, a State government or a local educational agency, and approved by the Secretary and listed in the Department's annual Teacher Shortage Area Nationwide Listing (Nationwide List)

• Requirement to submit to the Secretary, each year, written documentation of the student status as a highly-qualified teacher in a high-need field at a low-income school or of the student's intent to complete the four-year service obligation until the date that the service obligation has been met or the date the grant becomes a Federal Direct Unsubsidized Loan, whichever occurs first

• The circumstances under which a TEACH grant will be converted to a Federal Direct Unsubsidized Loan

• When a TEACH Grant is converted to a Federal Direct Unsubsidized Loan it cannot be reconverted to a grant

• The average anticipated monthly repayment amount based on a range of student loan indebtedness if the TEACH Grant converts to a Federal Direct Unsubsidized Loan

• Debt-management strategies that would facilitate repayment if the TEACH Grant converts to a Federal Direct Unsubsidized Loan

• How to contact the Secretary

• Likely consequences of loan default, including adverse credit reports, garnishment of wages, federal offset, and litigation

• The conditions under which the student may defer or forbear repayment, obtain a full or partial discharge, or receive teacher loan forgiveness if the TEACH Grant converts to a Federal Direct Unsubsidized Loan

• The availability of the U.S. Department of Education Student Loan Ombudsman’s office

• The availability of federal financial aid loan information in the National Student Loan Data System (NSLDS)

The University takes reasonable steps to ensure that each grant recipient receives the counseling materials and completes the exit counseling and maintain documentation substantiating the institution's compliance with this section for each TEACH recipient.

HEROES Policy

The HEROES Act Policy ensures service members who are receiving federal financial aid at the University are not adversely affected because of their military status and minimizes the administrative burden placed on such individuals.

Policy

If an affected individual in one of the categories within this policy notifies the University of his/her affected status, the University will ensure he/she is not disadvantaged because of that status. Contact Student Financial Services at StudentFinancialServices@phoenix.edu or 1-888-346-8679 for further information.

Category 1 Individuals

Individuals affected by the waivers and modifications under this category include persons who

• are serving on active duty during a war or other military operation, or national emergency;

• are performing qualifying National Guard duty during a war or other military operation, or national emergency;

• reside or are employed in an area that is declared a disaster area by any federal, state, or local official in connection with a national emergency; or

• suffered direct economic hardship as a direct result of a war or other military operation, or national emergency.

The University substitutes adjusted gross income plus untaxed income and benefits received in the first calendar year of the award year, or another annual income that more accurately reflects the family's current financial circumstances for which such determination is made for any affected individual, spouse and dependents, if applicable, to reflect more accurately the financial condition of an affected individual and family. The University has the option of using the applicant's original EFC or the EFC based on the data from the first calendar year of the award year, or the EFC based on another annual income that more accurately reflects the family's current financial circumstances. If the University chooses to use the alternate EFC, it uses the administrative professional judgment procedures established by the Secretary as discussed in the following section.

The HEROES waivers and modifications are separate from those impacted by a federally declared major disaster as defined in The Robert T. Stafford Disaster Relief and Emergency Assistance Act (Refer to the Student/Parent Eligibility Policy for information on natural disasters)

Professional Judgment

To more accurately reflect financial need, the University uses professional judgment on a case-by-case basis for affected individuals. The University determines the need for an affected individual by determining the most beneficial of the following:

• The individual's need as determined using the adjusted gross income plus untaxed income and benefits received in the first or second calendar year of the award year;

• The individual's need as determined using another annual income that more accurately reflects the family's current financial circumstances; or

• The individual's need as determined making no modifications (e.g., an individual's income increased as a result of serving on active duty)

The University clearly documents the reasons for any adjustment and the facts supporting the decision. In almost all cases, the University will have documentation from a third party with knowledge of the student's unusual circumstances. As usual, any professional judgment decisions made that affect a student's eligibility for a subsidized student financial assistance program will be reported to the Central Processing System.

Title IV Grant Overpayments

A student who withdraws from the University because of an affected individual status is not required to return or repay any overpayment of grant funds based on the Return of Title IV (R2T4) calculations. The University does not deny federal financial aid eligibility to an affected individual who owes an overpayment. In addition, the University does not contact the student, notify NSLDS, or refer the overpayment to Debt Collection Services. However, the affected individual's file will be documented to include the amount of the overpayment.

The University does not apply any federal financial aid credit balance toward an overpayment before using the credit balance to pay
authorized charges; pay the credit balance to the student (or parent, in the case of a PLUS loan); or use the credit balance to reduce the student’s federal financial aid loan debt (with the student’s authorization).

**Verification of AGI and U.S. Income Tax Paid**

For an affected individual who is required to file a U.S. income tax return and has been granted a filing extension by the IRS, the University accepts the following:
- A copy of IRS Form 4868 “Application for Automatic Extension of Time to File U.S. Individual Income Tax Return” or a copy of the IRS’s approval of an extension beyond the automatic six-month extension (if additional extension was requested); AND
- A copy of each W-2 received for the specified year or, for a self-employed individual, a statement signed by the individual certifying the amount of the AGI and U.S. income tax paid for the specified year.

If an affected individual has not filed an income tax return by the filing deadline, in lieu of an income tax return, the University will accept the following to verify AGI and U.S. income tax paid:
- A statement from the individual certifying that he/she has not filed an income tax return or a request for a filing extension because he/she was called up for active duty or for qualifying National Guard duty during a war or other military operation or national emergency; AND
- A copy of each W-2 received for the specified year, or for a self-employed individual, a statement signed by the individual certifying the amount of AGI and U.S. income tax paid for the specified year.

The University may request that an individual granted a filing extension submit tax information using the IRS Data Retrieval Tool, or by obtaining a tax return transcript from the IRS that lists tax account information for the specified year after the income tax return is filed if the University receives the tax information, it will verify the income information of the tax filer(s).

**Category 2 Individuals**

Individuals affected by the waivers and modifications under this category include persons who
- are serving on active duty;
- are performing qualifying National Guard duty during a war or other military operation, or national emergency; or
- reside or are employed in an area that is declared a disaster area by any federal, state, or local official in connection with a national emergency.

The following waivers and modifications affect Category 2 individuals:

**Post-withdrawal Disbursement (PWD)**

A student who withdraws because of status as an affected individual and who is eligible for a post-withdrawal disbursement has up to 45 days to respond to a PWD offer. However, at the University’s discretion, it may honor the PWD if the student (or parent in case of a parent PLUS loan) responds to the offer after 45 days.

**Leaves of Absence (LOA)**

The University documents the decision for granting an approved LOA to an affected individual if that individual has difficulty providing a written LOA request because of affected status. The documentation includes both the reason for the LOA and the reason for waiving the requirement that the LOA be requested in writing.

**Student With-draws**

The University pays any federal financial aid credit balance to the student, or parent in the case of a parent PLUS loan, within 14 days after the balance occurred.

**Loan Cancellation**

The University allows an affected individual to request a cancellation up to 60 days after the date the University notifies the borrower of the right to cancel. The cancellation may be for all or a portion of a loan for which proceeds have been credited to the account at the University. If the University receives a loan cancellation after the 60-day period, the University may, but is not required to, comply with the request.

**Satisfactory Academic Progress**

If a student fails to meet the University’s satisfactory academic progress (SAP) standards (Refer to the SAP Policy for further information) as a direct result of being an affected individual in this category, the student may request a SAP appeal. The University will approve the appeal based on documentation of military orders.

**Category 3 Individuals**

Individuals affected by the waivers and modifications under this category include persons who
- are serving on active duty, or
- are performing qualifying National Guard duty during a war or other military operation or national emergency.

The following waivers and modifications affect Category 3 individuals.

**Institutional Charges and Refunds**

If a student is called up for active duty or for qualifying National Guard duty during a war or other military operation or national emergency, the student is eligible for a deferral of any balance owed the University. Additionally, the student is eligible for a drop credit request (DCR) for a course if the student begins the course within 60 days of return from deployment. The amount of the credit is dependent upon the number of weeks attended prior to the student withdrawing for military reasons. (Refer to the Finance Policy - Military Deployment/Military Leave)

**Category 4 Individuals**

Individuals affected by the waivers and modifications under this category include dependents of persons who
- are serving on active duty; or
- performing qualifying National Guard duty during a war or other military operation, or national emergency.

The following waivers and modifications affect Category 4 individuals.

**Verification Signature Requirements**

A dependent student is not required to submit a statement signed by one of the applicant’s parents when no responsible parent can provide the required signature because of the parent’s status as an affected individual in this category.

**Signatures on the Free Application for Federal Student Aid (FAFSA), Student Aid Report (SAR), and Institutional Student Information Record (ISIR)**

A dependent student is not required to provide a parent’s signature on the Federal Student Aid (FAFSA), Student Aid Report (SAR) or submitting corrections electronically when there is no relevant parent to provide a signature because of the parent’s status as an affected individual in this category. The high school counselor or
financial aid administrator may sign on behalf of the parent as long as the applicant provides adequate documentation concerning the parent’s inability to provide a signature due to the parent’s status as an affected individual in this category.

Leave of Absence Policy

Overview
The Leave of Absence (LOA) Policy addresses the impact to Title IV recipients when there is an approved temporary interruption in a student’s program of study, referred to as an LOA. Any student wishing to request an LOA should contact his/her academic counselor to discuss options available. The Leave of Absence request form can be completed by accessing his/her student website. Refer to the University’s Academic Leave of Absence Policy found within the University’s Academic Catalog for further information.

Policy
Disbursements
The University will not disburse any Direct loans to a student on an approved LOA. The University may disburse Pell, IASG, and FSEOG funds to a student on an approved LOA during certain times of the year. Finally, the University will pay any federal financial aid funds that are part of a Title IV credit balance to a student, since those funds were disbursed before the student went on the LOA.

Tuition and Fees
The University cannot assess the student any additional institutional charges as a result of the approved LOA. Therefore, if a student takes an approved LOA in the middle of a course, the University will issue the student an LOA Credit (LOAC). This LOAC will be applied to the course scheduled after the LOA end date. The credit will be given to the student as long as the student returns to his/her program of study within 180 days of the official last date of attendance (OLDA) prior to the LOA start date.

Failure to Return
The University will advise the student, prior to granting the LOA, the affect that failure to return from an LOA may have on Direct loan repayment terms, including the expiration of the student’s grace period. If a student does not return from an approved LOA, the withdrawal date and beginning of the grace period will be the student’s last date of attendance. If the student reenters, after withdrawing from the University, the previously approved LOA days will count towards the student’s LOA maximum of 180 days in a 12-month period.

Program Change During Approved LOA
If a student returns from an approved LOA and begins a new program, the student is not meeting the LOA requirement of returning to the program the student was enrolled in prior to taking the LOA. Therefore, in these scenarios, the University will perform a return of Title IV (R2T4) calculation to withdraw the student from his/her initial program of study. The student’s last date of attendance in these scenarios will be the last academic related activity (ARA) prior to taking the approved LOA. The University’s date of determination will be the Program Change Effective Date/Program Begin Date. Once the University has withdrawn the student from the initial program, the student will be enrolled and awarded federal aid in the new program. (Refer to the Program Changes Policy and Re-Entry Policy for further information)

Overawards and Overpayments Policy

Overview
The Overawards and Overpayments Policy addresses how and when the University is required to resolve overawards and overpayments that occur in a student’s financial aid package.

Policy
An overaward occurs when a student’s financial aid package exceeds financial need or when the total of all awards exceeds the cost of attendance (COA). Over-awards are usually the result of the student receiving financial assistance the University was not aware of when the student was packaged and/or awarded. The overaward becomes an overpayment if the University cannot correct the issue before funds are disbursed to the student.

Pell Grants
The Federal Pell Grant is never adjusted to account for other forms of financial assistance Therefore, if a student’s financial aid package exceeds need, the University will first attempt to eliminate the overaward by reducing other financial aid awarded. If the University awards a Pell Grant to an ineligible student, that award becomes an overaward and must be resolved. If the University makes a Pell Grant overpayment for which it is not liable and the student is still enrolled, the University will return the student’s financial aid funds to a student in a Pell Grant, the University must reduce other financial aid to eliminate the overpayment amount. The notice, sent within 30 days of the date of determination to any student who owes a grant overpayment as a result of the student’s withdrawal from the University, includes a statement that failure to make the repayment or make satisfactory repayment arrangements with the holder of the overpayment will make the student ineligible for further federal financial aid. If the overpayment is resolved, Students are not liable, and the University is not required to attempt recovery of or refer to the Secretary, a Pell Grant overpayment that is less than $50 and is not a remaining balance.

Iraq and Afghanistan Service Grants (IASG)
The IASG, like the Federal Pell Grant, is never adjusted to account for other forms of financial assistance. If a student’s financial aid package includes an IASG and the package exceeds need or COA, the University must reduce other financial aid to eliminate the overaward. However, if the IASG payment by itself does not exceed the student’s need, the University must reduce other financial aid to eliminate the overaward. If the student fails to repay the IASG payment or make satisfactory repayment arrangements, after the University has contacted the student, the University may refer the payment to the U.S. Secretary of Education for collection purposes.

Campus-Based Funds
The University only disburses the Federal Supplemental Education
Opportunity Grant (FSEOG) to students who’s FSEOG, combined with other estimated financial assistance (EFA) does not exceed the student’s financial need.

**Estimated Financial Aid Assistance Exceeds Need**

Campus-based funding allows for a $300 overaward tolerance if a student has received additional EFA not included in the calculation of the FSEOG. The $300 threshold is allowed only if an overaward occurs after Campus-Based aid has been awarded and/or disbursed and the University was unaware the student would receive additional financial assistance.

**NOTE:** Direct loans do not provide for any type of tolerance in need.

Therefore, if a student received additional amounts of EFA not included in the calculation of the FSEOG and Pell Grant and the amount results in the total EFA exceeding financial need by more than $300, the University may take, at its discretion, the following steps:

- If the student demonstrates increased financial need and the total amount of EFA does not exceed this increased need by more than $300, no further action will be necessary.
- If the total amount of EFA still exceeds need by more than $300, cancel any undisbursed loan or grant funds except for Pell Grant funds.
- If the total amount of EFA still exceeds need by more than $300, treat it as an overpayment that must be eliminated.

**Direct Loans**

If the University discovers, before disbursing Direct Subsidized Loan, Direct Unsubsidized Loan, or Direct PLUS Loan funds, that a student will receive (or has received) estimated financial assistance (EFA) for the period the loan was intended and the combined amount of EFA and loans will exceed the amount of financial aid the student is eligible for, the University will reduce or eliminate the overaward by either -

- Using the student’s Direct Unsubsidized Loan, Direct PLUS Loan, state-sponsored or another non-federal loan to cover the EFC, if not already done; or
- Reducing or returning one or more disbursements to eliminate the over-award.

**State Grants and Pell Grant funds only**

In the event there is an overaward, if a student is awarded state grant funds and Pell Grant funds only, state grant funds will be reduced to eliminate this over-award.

**Financial Aid Assistance Exceeds Cost of Attendance**

The University first attempts to eliminate an overaward by replacing the EFC with non-need-based loans, provided the student has not been awarded up to the COA. If the overaward is not resolved by replacing the EFC, the University reduces or cancels any future federal financial aid loans or private loans first. The University may also attempt to eliminate an overaward by using actual COA charges for the academic year. If a return of funds is necessary to eliminate the overaward, funds are returned in the following order:

- Private Loan
- Direct Graduate/Professional PLUS Loan
- Direct Parent PLUS Loan
- Direct Unsubsidized Loan
- Direct Subsidized Loan

If the student becomes ineligible for only part of a Direct Loan or PLUS loan, the University will reduce the loan to eliminate the amount the student is ineligible for. If the student has no loans or if the student’s financial assistance still exceeds the student’s financial need or COA, the University will proceed to reduce institutional grant and/or scholarship aid.

**Conflicting Information and Other Assistance**

Reminder - The University will adjust the financial aid package to prevent an overaward of campus-based funds.

The University is responsible for resolving conflicting information in a student's file. At times, the University may receive financial assistance it was unaware of for a student. If the financial assistance was received after the end of the period of enrollment for a student who is still enrolled or who is intending to re-enroll, the University treats the financial assistance as EFA for the period of enrollment just completed.

**Packaging Policy**

The Packaging Policy addresses the University’s calculation of student awards based on costs, academic years/loan periods and statutory award maximums.

**Policy**

Prior to determining a student’s eligibility for federal financial aid, the University con-firms a valid output document - Institution Student Information Record (ISIR) - is on file. The University uses the “Ladder” packaging methodology allowing all applicants to be treated in the same manner when awarding funds. The University packages up to the cost of attendance (COA) by replacing the expected family contribution (EFC) with non-need based aid, unless otherwise specified by the student (or parent in case of a PLUS loan).

**Determining Need**

The University subtracts the EFC, the Federal Pell Grant and other non-federal financial aid re-sources from the COA to determine remaining need.

**Example:**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>COA</td>
<td>$12,500</td>
</tr>
<tr>
<td>EFC</td>
<td>- 2,500</td>
</tr>
<tr>
<td>Pell Grant</td>
<td>- 1,600</td>
</tr>
<tr>
<td>Scholarship</td>
<td>- 1,400</td>
</tr>
</tbody>
</table>

- **Remaining Need** $7,000

The order in which financial aid is considered and awarded is as follows:

**Federal Pell Grant/Iraq and Afghanistan Service Grant**

The Federal Pell Grant (including those funds awarded under Children of Fallen Heroes or Children of Fallen Soldiers) or, alterna-tively, Iraq and Afghanistan Service Grant (IASSG) is considered to be the first source of financial assistance to the student.

**Other Resources**

Other resources include, but are not limited to, the following:

- External grants and scholarships
- University grants and scholarships
- Tuition assistance
Determining Remaining Need

- Need-Based Institutional Grants
- State Grants
- Scholarships
- Federal Supplemental Educational Opportunity Grant (FSEOG)

Grants and Scholarships

- Other financial assistance paid directly to the University
- Tribal aid
- Income from insurance programs that pay for the student's University administration tuition and/or student account adjustments
- University tuition discounts and waivers
- Military tuition benefits
- Private loans
- Private and State grants
- University does include AmeriCorps benefits when determining eligibility for a direct unsubsidized loan.

If an affected individual (student and/or parent, if applicable) impacted by a federally declared major disaster as defined in The Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. 5122(2)) notifies the University that he/she has been impacted, any federal or state aid, whether in the form of grants or low-interest loans, received by the affected individual for the purpose of providing financial relief is not counted as EFA for packaging purposes. Students should contact Student Financial Services at StudentFinancialServices@phoenix.edu or 1-888-346-8679 for further information.

Overlapping Academic Years

If a student begins a program at the University prior to the expiration of his/her previous program's academic year (AY), the University will award all federal financial aid based on the student's remaining eligibility. The federal funds received for the prior AY do not count as EFA when awarding funds for the new program. However, the overlapping AY's funding is based on the remaining loan and grant eligibility, accounting for what the student received in the pro-gram. (Refer to the Transfer Policy and Program Changes Policy for additional information)

Awarding State Grants

If a student is awarded state grant funds and an ISIR has a C-code(s) or is selected for verification, the University does not award the funds until the C-code(s) are resolved and/or verification requirements are met.

Conflcting Information and Other Resources

The University is responsible for resolving conflicting information in a student's file. At times, the University may receive aid it was unaware of for a student. If the aid was received after the academic year/loan period ended for a student who is still enrolled or is intending to re-enroll, the University will treat the aid as EFA for the academic year/loan period just completed.

Private Loans Policy

Overview

The Private Loans Policy addresses the University's participation in the private loan program. Private loans are available to help students supplement, not supplant, federal financial aid eligibility.

Policy

Private loans may be available for both students and parents who are not eligible for need-based financial aid or who want to supplement their federal and state financial aid. These loans are made privately through lenders and other financial institutions and are subject to a credit review and individual lender terms and conditions. For debt management purposes, we encourage applicants to first complete the federal financial aid application to determine eligibility for grants and direct loans and to borrow wisely, utilizing funding solely for direct educational expenses related to attendance at the University.

Eligibility

Private lenders determine student and/or parent eligibility for private loans.

Application and Awarding Process

Most private loans are certified by the University to avoid exceeding the student's cost of attendance. Students who apply and receive a private loan on their own must report it to the University as estimated financial aid assistance. The total amount of assistance received from all sources of funding, including scholarships, fed-
eral financial aid, tuition discounts and private loan programs, cannot exceed the student’s COA. Certain private loan products have limitations. Therefore, it is recommended that students with any questions contact Student Financial Services at StudentFinancialServices@phoenix.edu or 888-346-8679.

Self-Certification Form

Students applying for a private loan are required to complete a self-certification form before the lender can disburse funds to the University. Students complete the form directly with the lender. However, the University may assist in completion of applicable sections of the form. If an enrolled or admitted student requests a self-certification form, the University will provide the written or electronic format of the self-certification form developed by the Secretary. The University will continue processing federal financial aid funds and certifying loans in accordance with federal regulations.

Fund Management

Private loans disbursed from the lender are applied directly to the student’s account. A student can request any excess funds be returned to him/her as long as the student is not in a withdrawn status.

Overawards

If the total amount of assistance received from all sources of funding, as indicated above, exceeds the total COA, the University will return funds to the lender based on funds available on the student’s tuition account. This is determined by the Overawards Policy as follows: 1) Private Loan, 2) Parent and Graduate/Professional PLUS Loan 3) Direct Unsubsidized Loan 4) Direct Subsidized Loan.

Refunds

If the student is out of attendance greater than 14 consecutive days and no LOA is approved, any excess funds remaining after the Return of Title IV (R2T4) Calculation and/or institutional refund policies are calculated will be returned to the private loan lender.

Professional Judgment Policy

Overview

The Professional Judgment Policy addresses the University’s treatment of a student, on a case-by-case basis, when the student has special circumstances that are not sufficiently addressed by a standard approach. Special circumstances include conditions that differentiate an individual student from a whole population of students and those impacted by a federally declared major disaster as defined in The Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. 5122(2)).

Policy

If a student wishes to request a professional judgment, the student should email Student Financial Services at StudentFinancialServices@phoenix.edu or speak over the phone at 1-888-346-8679. The University uses professional judgment on a case-by-case basis and will use fairness during the decision making process. Its decision regarding professional judgment adjustments is final and cannot be appealed to the U.S. Department of Education. (For additional information, refer to the Student Parent Eligibility Policy. Refer to the HEROES Policy for information on individuals affected by war, military operations or national emergencies). The reason for the professional judgment is documented in the student's file as it relates to the student's special circumstances. The University does not accept adjustments made for a student by another school, but reviews the student's circumstances and, if appropriate, documents the professional judgment decision made on the student's behalf. If the student is selected for verification, the University will complete verification before exercising professional judgment.

Special Circumstances

The purpose of professional judgment adjustments is to allow schools the ability to accommodate special circumstances; the U.S. Department of Education does not provide detailed information on when the University may make adjustments. Examples include the following:
- Elementary or secondary school tuition
- Medical or dental expenses not covered by insurance
- Nursing home expenses not covered by insurance
- Dependent care
- Child care costs
- A student who is a displaced worker
- The loss of employment of an independent student
- Cases where a family member is a displaced worker,
- Cases where a change in the student's housing status results in homelessness
- Recent unemployment of a family member whose income is included,
- Other changes in the family's income, assets or a student's status,
- Number of parents enrolled at least half-time in a degree, certificate or other program leading to a recognized educational credential at an institution with a program participation agreement.

The University may use professional judgment to increase or decrease one or more of the data elements used to calculate the expected family contribution (EFC). The University may also use professional judgment to adjust the student's cost of attendance (COA). Inconsistent or conflicting information shown on the Institutional Student Information Record (ISIR) will be resolved before making any adjustments. Use of professional judgment is neither limited to nor required in the situations mentioned above.

The University will not:
- Modify either the formula or the tables used in the EFC calculation, but may only change values of specific data elements used in the EFC calculation.
- Use professional judgment to waive general student eligibility requirements or to bypass the intent of the law or regulations.
- For instance, the University will not use professional judgment to change Federal Supplemental Education Opportunity Grant (FSEOG) selection criteria.
- Include post-enrollment activity expenses in the student’s cost of attendance. For example, fees for a professional licensing exam that is paid for and taken after the student has ceased/completed enrollment at the University are not allowable costs.

Program Changes Policy

Overview

The Program Changes policy details the University’s treatment and determination of federal financial aid eligibility for students who change programs during an open payment period at the University.

Program Changes

If a student wishes to change programs at the University, the stu-
dent should contact his/her academic counselor for further information. Federal regulations require the University to re-evaluate the academic year, loan period and payment periods for a student who has changed programs while attending the University. A student who changes programs will be required to begin a new academic year (AY), loan period (LP) and payment periods. Academic years for students who change programs at the University will be established based on the credit hours remaining in the student’s new program. Federal aid funds awarded will be based on the student’s remaining eligibility.

When a student has changed his/her program, the University will perform a Return of Title IV (R2T4) calculation for the applicable payment period of the program the student is transferring out of and update the program’s AY/LP/payment periods accordingly. (Please refer to the Return to Title IV Policy for additional information)

Once the Return to Title IV (R2T4) calculation has been completed and all required federal aid funds returned as required, the University will award the student for the new program based on a new AY/LP/payment periods as follows:

**Federal Pell Grant Award**

If the student is eligible for the Federal Pell Grant, the University must identify the amounts of Federal Pell Grant already received for the federal award year in the program the student transferred out of and determine the percentage of the student’s annual scheduled Federal Pell Grant award already used.

To calculate the student’s remaining eligibility, the University uses the following formula:

\[
\frac{\text{Pell disbursed in prior program}}{\text{Scheduled award in prior program}} = \% \text{ of Scheduled Award used}
\]

The University then determines the maximum percentage of the scheduled Federal Pell Grant Award the student may receive in the new program by using the following formula:

\[
100 \text{ Percent of Scheduled Award} - \% \text{ of Scheduled Award used}
\]

= Maximum Percentage of Scheduled Award student may receive

When calculating the student’s Federal Pell Grant award, the University will also ensure the student does not exceed the Pell Lifetime Eligibility Used (Pell LEU).

The remaining Federal Pell Grant award amount is not divided equally across the payment periods in the new program. Instead, the Federal Pell Grant funds may be disbursed in an amount up to the student’s remaining eligibility for each payment period, except that no payment period disbursement can exceed 50% of the scheduled annual award.

**Federal Pell Grant Example:** A student transfers from the AAB program to the BSBA program at the University.

<table>
<thead>
<tr>
<th>Scheduled Pell award</th>
<th>$4,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pell award kept as a result of the R2T4 calculation</td>
<td>$1,500</td>
</tr>
</tbody>
</table>

The University must now determine the student’s remaining Pell eligibility for the federal award year to determine the amount it may actually award to the student.

<table>
<thead>
<tr>
<th>Pell Calculations by the University</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Scheduled Pell award</td>
<td>$4,000</td>
</tr>
<tr>
<td>Percentage of Pell award already used in the prior program</td>
<td>( \frac{1,500}{4,000} = 37.5% )</td>
</tr>
<tr>
<td>Percentage of remaining Pell eligibility</td>
<td>( 100% - 37.5% = 62.5% )</td>
</tr>
<tr>
<td>Student’s remaining Federal Pell Award</td>
<td>$4,000 \times 62.5% = $2,500</td>
</tr>
</tbody>
</table>

The student’s remaining Federal Pell Grant eligibility is $2,500. Since this amount is more than half of the scheduled Federal Pell Grant award, the award must be disbursed in two payment periods. The student may receive half of the scheduled Federal Pell Grant award in the first payment period, and the remainder of the amount in the second payment period as long as the second payment period falls in the same award year.

<table>
<thead>
<tr>
<th>Pell Disbursement in the new program at the University</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>First payment period</td>
<td>$2,000</td>
</tr>
<tr>
<td>Second payment period</td>
<td>$500</td>
</tr>
</tbody>
</table>

*This Pell example does not account for a student who is eligible for 150% of his/her scheduled Pell award for an award year. The assumption is being made that the payment periods in the new program fall into the same award year as the previous program.*

**Federal Direct Loan Award**

If the student is eligible for the Federal Subsidized and/or Unsubsidized Direct Loan program, the new AY/LP will be a full AY/LP and will be limited to the student’s remaining annual loan eligibility if the new program is at least an academic year in length or the remaining coursework represents at least one academic year or
more than an academic year in length. If the new program is less than an academic year in length or the remaining coursework represents less than an academic year in length, the student's annual loan limit eligibility is the lesser of the remaining annual loan eligibility or the prorated loan eligibility based on credit hours to be completed in the new program.

**Federal Direct Loan Example:** A student transfers from the AAB program to the BSBA program at the University. In the BSBA program, the student is a third-year independent undergraduate student with a maximum annual Subsidized Loan eligibility of $5,500 and Unsubsidized Loan eligibility of $7,000. The program change effective date is the program begin date is the start date of the first course the student attends in that program. In the case of a student who changes programs, the program begin date is the start date of the first course the student attends after the program change effective date. Only a course scheduled under the new program is used to determine the program begin date.

The following are two of the dates commonly referenced in relation to program changes at the University:

- **Program Begin Date:** The program begin date is the start date of the first course the student attends in that program. In the case of a student who changes programs, the program begin date is the start date of the first course the student attends after the program change effective date. Only a course scheduled under the new program is used to determine the program begin date.
- **Program Change Effective Date:** The program change effective date is a processing date. Specifically, it is the date the Office of Admissions and Evaluation processes the student’s enrollment agreement for the new program.

**Program Version Changes**

A student enrolled at the University who changes versions of a program is not a student who is changing programs for federal financial aid purposes. Therefore, the University will not reevaluate payment periods for students changing versions of the same program at the University.

**Re-Entry Policy**

**Overview**

The Re-entry Policy addresses how the University will treat students when they withdraw from the University and re-enter the same program within 180 days, or withdraw from the University and re-enter after 180 days or into a different program of study. The 180 day break is determined by counting the days between the student’s official last date of attendance (OLDA) and the course start date when the student returns. This federal financial aid Re-entry policy is separate from the institution’s Academic Program Re-entry policy.

**Re-entry within 180 days**

When a student withdraws from the University and re-enters within 180 days to the same program at the University, the student remains in the same payment period the student was in when originally withdrawn.

The cost of attendance (COA) for a student who re-enters within 180 days will reflect the original educational costs associated with the payment period from which the student withdrew. The student is immediately eligible to receive all federal financial aid funds returned when the student withdrew. The University will take the following actions, if applicable, for a student who re-enters the same program within 180 days:

- Re-disburse federal financial aid that was disbursed and returned under the Return of Title IV (R2T4) provisions
- Disburse federal financial aid the student was otherwise eligible for that had not yet been disbursed at the time the student withdrew
- Cancel any overpayments assessed to the student as a result of the prior withdrawal that were disbursed on re-entry

The student becomes eligible for subsequent federal financial aid payments when the payment period for which he/she was paid is completed. If the date of a student’s return is outside the period for which the loan was originated, the University will extend the original loan period (LP) and originate a new loan. Additionally, if the scheduled date for a second disbursement is outside the period the loan was originated, the University will extend the LP and the date(s) for the second and any subsequent disbursement. If a student returns to the University within 180 days and before federal financial aid funds are returned due to an R2T4 calculation, the University will not return the funds.

If a student withdrew, had a previous overpayment referred to Debt Resolution Services, and re-enters within 180 days, the University will send Debt Resolution Services a fax identifying the student overpayment. The fax will state the overpayment should be made void as the student has returned to the University.

**Re-entry Within 180 days and in a New Federal Award Year**

If a student re-enters the University within 180 days and was originally enrolled in a payment period that began and was scheduled to end in one federal award year, but returns after the end of that federal award year, the University will disburse any remaining Pell funds using the original federal award year. The University will...
The Return of Title IV Policy addresses federal financial aid recipients who withdraw from the University and are subject to a Return of Title IV (R2T4) calculation. For the purpose of R2T4 calculation requirements, a recipient is a student who has actually received funds disbursed for the payment period, to determine what percentage of federal financial aid the student earned prior to withdrawal. The percentage of federal financial aid determined to be unearned for the payment period must be returned to the appropriate federal financial aid program(s).

Policy
When a federal financial aid recipient withdraws from the University prior to the end of a payment period, an R2T4 calculation must be performed to determine the amount of federal financial aid funds earned as of the date of withdrawal. If the total amount of federal financial aid funds earned is less than the amount of federal financial aid funds disbursed to the student or on behalf of the student in the case of a parent PLUS Loan, the difference between these amounts is returned to the applicable federal financial aid programs. If federal financial aid funds earned is greater than federal financial aid funds disbursed, the difference between these amounts is treated as a post-withdrawal disbursement. A R2T4 calculation is not performed if the federal financial aid recipient withdraws after successfully completing the payment period AND all funds awarded for that period have been disbursed.

Withdrawal Date
The University's Withdrawal Policy states for official, unofficial and administrative withdrawals, the University will use the student's last academically related activity (ARA) to establish the student's withdrawal date.

Exceptions
However, if this date occurs during an institutionally scheduled break or during a course extension period, it will not be used to establish a student's withdrawal date at the University for the R2T4 calculation purposes. In these instances, the student's withdrawal date and date of determination for the R2T4 calculation purposes will be established as follows:

Withdrawal Date
If a student posts an ARA during an institutionally scheduled break or during a course extension period, the University will look for the most recent ARA that occurred prior to the start of the institutionally scheduled break or course extension period. This ARA will be used as the last date of attendance or withdrawal date for Title IV purposes.

Date of Determination
The Date of Determination (DOD) for students who post academic-related activities during an institutionally scheduled break will be no greater than 15 days after the end date of the institutionally scheduled break. The DOD for students who post academic-related activities during a course extension period will be the day after a grade of anything other than IX posts.

Examples
For example: The University has a scheduled holiday break from Dec 20th through Jan 4th. The student posts an ARA on Dec 19th and 27th. The student withdraws their last ARA was on Dec 27th, which was during the scheduled break. The student requires an R2T4 calculation; the student's withdrawal date for the R2T4 calculation would be Dec 19th (the most recent ARA prior to the scheduled break). In addition, the DOD is Jan 19th (the 15th day after the end date of the institutionally scheduled break).

Return Calculation
The amount of federal financial aid earned is calculated by determining the percentage of the payment period completed and applying this percentage to the total amount of aid disbursed and that could have been disbursed for the payment period. The payment period is defined as the period of time it takes the student to complete at least one-half of the weeks and credits in the student's academic year. As long as conditions for a late disbursement (described below) are met prior to the date the student became ineligible (the student's last date of attendance), any undisbursed federal financial aid will be counted as aid that could have been disbursed.

Conditions for a Late Disbursement (Including Post Withdrawal Disbursements)
- The Department of Education (ED) processed a Student Aid Report (SAR) or Institutional Student Information Record (ISIR) with an official Expected Family Contribution (EFC) for the student (except in the case of a parent PLUS loan).
- The University originated a Direct Loan (DL).
- The University made the award to the student for a Federal Perkins loan or Federal Supplemental Educational Opportunity Grant (FSEOG).
• The University originated the award to the student for the TEACH Grant program.

The University does not include as a post withdrawal disbursement any funds the University was prohibited from disbursing on or before the date the student withdrew, which would apply to the following: (Additional information is available in the Disbursements Policy)

• Second or subsequent disbursements of DL funds unless the student has graduated or successfully completed the loan period.

• Second disbursements of DL for the period that the University is prohibited from making until the student successfully completes one-half of the weeks of instructional time and one-half the credit hours in the academic year.

• Disbursements of DL or Perkins loan funds for which the borrower has not signed a promissory note.

• Disbursements of Federal Pell Grant, Iraq Afghanistan Service Grant, and TEACH Grant funds to a student for whom the University did not receive a valid SAR or a valid ISIR by the deadline date established by the Secretary in the Federal Register.

• Federal Pell Grant, Iraq Afghanistan Service Grant, and TEACH Grant funds for a subsequent payment period when the student has not successfully completed the earlier payment period for which the student has already been paid.

• Disbursements of DL funds to a first-year, first-time borrower who withdraws before the 30th day of the student’s program of study

Inadvertent Overpayments
An inadvertent overpayment occurs when the University disburses funds to a student no longer in attendance but prior to the date the University determines the student withdrew from the program. This would include any federal financial aid fund disbursements made after the student’s last date of attendance but prior to the University’s determination that the student was withdrawn. These inadvertent overpayments are included in the R2T4 calculation as aid that could have been disbursed.

Only students who meet late disbursement criteria are entitled to keep federal financial aid funds disbursed as an inadvertent overpayment. If an inadvertent overpayment cannot be made as a late disbursement, the University returns the entire amount of the federal financial aid funds disbursed. If the inadvertent overpayment can be made as a late disbursement, the University returns only the unearned portion of the inadvertent overpayment within 45 days of the University’s date of determination that the student withdrew (Refer to the Disbursements Policy for further information).

Unearned inadvertent overpayments are returned according to the requirements for the return of unearned funds.

Verification and the Return Calculation
If a student provides required verification documents after withdrawing from the University, but within 30 days of the date of the notification informing the student of the requirements, and in time for the University to meet the 30-day Return deadline, the University performs the R2T4 calculation based on all federal financial aid the student had established eligibility for prior to the withdrawal. For the Federal Pell Grant Program, if the student provides the verification documents after the 30-day deadline but before the earlier of 120 days after the student’s last date of attendance or the deadline established by ED each award year, the University reviews and addresses eligibility as required.

If a student does not provide all verification documents in time for the University to complete verification and meet the R2T4 deadlines, the University includes in the R2T4 calculation only the federal financial aid that was not subject to verification (unsubsidized and PLUS loan funds) and for which the conditions of a late disbursement were met prior to the withdrawal. (Refer to the Verification Policy for additional information.)

Institutionally Scheduled Breaks
Institutionally scheduled breaks of five or more consecutive days are excluded from the R2T4 calculation. This includes all holiday and administrative breaks of five or more consecutive days.

Percentage of Federal Financial Aid Earned
The calculation of Percentage of Federal Financial Aid Earned includes all financial aid disbursed or that could have been disbursed to a student. This percentage is equal to the percentage of the payment period completed by the student as of the student’s last date of attendance in the payment period. This percentage is determined using the University’s rate of progression calculation. If the student withdraws after successfully completing the payment period, 100% of the federal financial aid funds are earned and no calculation is required. If the withdraw date occurs after the student completes more than 60% of the payment period, the student earns 100% of the federal financial aid funds.

Rate of Progression Calculation
The percentage of the period completed is calculated as follows:

\[
\text{Percentage of Federal Financial Aid Earned} = \frac{\text{Total number of calendar days completed in the payment period}}{\text{Total number of calendar days scheduled to complete in the payment period}} \times 100
\]

Total Calendar Days Completed in the Payment Period
The total number of calendar days completed in the payment period (numerator) is the count of calendar days from the payment period start date to the student’s last date of attendance.

Required Adjustments to Calendar Days Completed in the Payment Period
Calendar days are removed from calendar days completed in the payment period if any of the following occurred between the payment period start date and the student’s last date of attendance:

• Institutionally scheduled breaks of five (5) consecutive calendar days or more
• Holidays
• Administrative
• Student scheduled or selected breaks of five (5) consecutive calendar days or more between course end date and subsequent course start date
• All approved Leave of Absence calendar days
• Unapproved breaks of less than 180 days (Refer to the Re Entry Policy for additional information)
Total Calendar Days scheduled to complete in the Payment Period

The total number of calendar days in a payment period (denominator) is determined based upon the number and type (credential level and modality) of credits awarded in the payment period.

Required Adjustments to Total Calendar Days Scheduled to Complete in the Payment Period

Additional calendar days will be added to the payment period for unsuccessful course(s) completions with grades of I, IX, IP, QC, F, or W that occurred in a course prior to the course the student’s last date of attendance occurs within.

If the payment period needs to be extended, it is extended by a defined number of days based upon the following credential levels and modalities:

- Associates Program (9 week courses) - 63 days if one or two courses are needed, 126 days if three or four courses are needed
- Associates Program (5 week courses online) - 35 days if one course is needed, 70 days if two courses are needed, 105 days if three courses are needed, etc.
- Associates Program (5 week courses ground) - 29 days if one course is needed, 58 days if two courses are needed, 87 days if three courses are needed, etc.
- Bachelor Program Online - 35 days if one course is needed, 70 days if two courses are needed, 105 days if three courses are needed, etc.
- Bachelor Program Ground - 29 days if one course is needed, 58 days if two courses are needed, 87 days if three courses are needed, etc.
- Master’s/Doctoral Program Online - 42 days if one course is needed, 84 days if two courses are needed, 126 days if three courses are needed, etc.
- Master’s/Doctoral Program Ground - 36 days if one course is needed, 72 days if two courses are needed, etc.

Please note: Additional calendar days are NOT added for the course(s) in which the student’s official last date of attendance falls within. This includes any course(s) the student was enrolled in, but did not complete at the time of withdrawal.

Calendar days are removed from the calendar days in the payment period if any of the following occurred or is scheduled to occur from the payment period start date to the payment period end date:

- Institutionally scheduled holiday breaks of five (5) consecutive calendar days or more
- Student scheduled of selected breaks of five (5) consecutive calendar days or more between courses
- All approved Leave of Absence calendar days
- Periods of non-enrollment of five (5) consecutive calendar days or more due to administrative and inclement weather closures
- Unapproved breaks of less than 180 days (Refer to the Re Entry Policy for additional information)

Rate of Progression Examples

The following examples illustrate the rate of progression calculation outlined above. The figures provided are examples only; actual amounts may vary for each student.

- Bachelor Program Online
  - Last date of attendance is 07/15/20XX
  - Payment Period is 06/07/20XX to 10/24/20XX

Course Schedule:

<table>
<thead>
<tr>
<th>Course ID</th>
<th>Credit(s)</th>
<th># of Days in Course</th>
<th>Start Date</th>
<th>End Date</th>
<th>Instructor</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course #1</td>
<td>3.0</td>
<td>35</td>
<td>06/07/20XX</td>
<td>07/11/20XX</td>
<td>SMITH</td>
<td>W</td>
</tr>
<tr>
<td>Course #2</td>
<td>3.0</td>
<td>35</td>
<td>07/12/20XX</td>
<td>08/15/20XX</td>
<td>JONES</td>
<td></td>
</tr>
<tr>
<td>Course #3</td>
<td>3.0</td>
<td>35</td>
<td>08/16/20XX</td>
<td>09/19/20XX</td>
<td>JOHN-SON</td>
<td></td>
</tr>
<tr>
<td>Course #4</td>
<td>3.0</td>
<td>35</td>
<td>09/20/20XX</td>
<td>10/24/20XX</td>
<td>BROWN</td>
<td>N</td>
</tr>
</tbody>
</table>

The total number of days the student is scheduled to complete (prior to the withdraw-al) is 140. However, because the student received a “W” in course #1, 35 calendar days will be added to the payment period for this unsuccessful course completion which occurred in a course prior to the course the student’s last date of attendance occurs within. Therefore, the new total number of days in the payment period is 175.

Rate of Progression Calculation

<table>
<thead>
<tr>
<th>Days Completed</th>
<th>Total Days</th>
<th>Percentage of Payment Period Completed</th>
<th>Federal Financial Aid Disbursed For the Payment Period</th>
<th>Disbursed Financial Aid Earned*</th>
</tr>
</thead>
<tbody>
<tr>
<td>39</td>
<td>175</td>
<td>22.28%</td>
<td>$12,500</td>
<td>$2,785</td>
</tr>
</tbody>
</table>

*Estimate for illustrative purposes only.

Title IV Credit Balance and the return calculation

A Title IV credit balance created during the period is not released to the student nor returned to federal financial aid programs prior to performing the R2T4 calculation. The University holds these funds even if, under the 14-day credit balance payment requirements, funds are otherwise required to be released.

In the R2T4 calculation, the University includes any federal financial aid credit balance as disbursed aid. Although not included in
the R2T4 calculation, any federal financial aid credit balance from a prior payment period in the academic year that remains on a student’s account when the student withdraws is included as federal financial aid funds for purposes of determining the amount of any final federal financial aid credit balance when a student withdraws. Upon application of any applicable refund policies, a federal financial aid credit balance is allocated first to repay grant overpayments owed by the student as result of the current withdrawal.

Within 14 days of the date that the University performs the R2T4 calculation, the University pays any remaining federal financial aid credit balance in one or more of the following ways:

• Pay authorized charges at the University.
• To the student (or parent for a PLUS loan).

The University applies its own refund policy before allocating a federal financial aid credit balance. However, the University does not actually complete the refund process before completing the steps for allocating the federal financial aid credit balance. If the University is unable to locate the student (or parent) when attempting to pay a credit balance, it returns the funds to federal financial aid programs. (Refer to the Federal Financial Aid Credit Balance Policy for further information)

Return of Unearned Aid

In the R2T4 calculation, the total Amount Disbursed plus Amount that Could Have Been Disbursed to the student or on the student’s behalf, minus the Amount of Federal Financial Aid Earned by the Student determines the amount of federal financial aid funds unearned and required to be returned to the funding source. When a return of federal financial aid is required, the University and the student may both need to return funds. The University returns the lesser of the following amount to the appropriate federal financial aid program(s):

• The total amount of unearned aid; or
• The amount equal to the total University charges incurred by the student for the payment period multiplied by the percentage of unearned aid.

University (institutional) charges incurred by the student include tuition, fees, books and directed study (including state sales tax) initially assessed the student for the entire payment period. Initial charges are only adjusted for changes the University makes prior to the student’s withdrawal. The amounts of institutional charges included in the R2T4 calculation are those charged or anticipated to be charged to the student’s account. Although institutional charges may not have actually been charged due to the student’s withdrawal, the University uses the actual charges to date, to include full tuition, fees, books and directed study (including sales tax) for each course in the payment period, and estimate remaining charges based on the students’ primary campus, or as applicable. Institutional charges include all invoiced and scheduled charges, as well as any adjustments made to correct these charges, that occur prior to the beginning of the course from which the student withdrew.

Tuition waivers for military students and Campus Footprint initiative are not counted as Estimated Financial Aid (EFA) and will be subtracted from institutional charges in the R2T4 calculation. If after the student withdraws, the University changes the amount of institutional charges it assessed, or decides to eliminate all institutional charges, those changes do not impact the charges or aid earned in the calculation.

The University returns federal financial aid funds to programs in the following order, up to the net amount disbursed from each:

• Unsubsidized FFEL/Direct Stafford Loan
• Subsidized FFEL/Direct Stafford Loan
• Federal Perkins loans
• Federal Direct PLUS (Graduate Student)
• Federal Direct PLUS (Parent of Dependent Student)
• Federal Pell Grants
• FSEOG
• TEACH Grants
• Iraq & Afghanistan Service Grant (IASG)

After the University allocates its portion of unearned funds, the student must return federal financial aid owed in the same order specified above for the University. The amount of federal financial aid the student is responsible for returning is calculated by subtracting the amount returned by the University from the total amount of unearned federal financial aid funds to be returned. The student (or parent in the case of funds due to a parent PLUS Loan) must return or repay, as appropriate, the calculated amount to any federal financial aid loan program in accordance with the terms of the loan; and any federal financial aid grant program as an overpayment of the grant. The amount of a grant overpayment due from a student is limited to the amount by which the original grant overpayment exceeds one-half of the total federal financial aid grant funds received by the student. (Additional information is available in the Overawards and Overpayments Policy)

The University may round final repayment amounts, for which the University and student are responsible, to the nearest dollar.

Timelines for Return of Funds

The University completes a student’s R2T4 calculation within 30 days of the University’s date of determination. The University returns the amount of federal financial aid funds for which it is responsible as soon as possible but no later than 45 days after the date the University determines the student has withdrawn. If a student is eligible for a post-withdrawal disbursement, refer to the Disbursements Policy for information on specific timelines.

Deceased Student

If the University receives reliable information indicating an individual borrower or student for whom a parent received a PLUS loan dies, the University suspends further awarding and disbursements. An original or certified copy of the death certificate or accurate and complete photocopy of the original or certified copy of the death certificate is requested and forwarded to the Secretary of Education (Secretary). Under exceptional circumstances and on a case-by-case basis, the Secretary may approve a dis-charge based upon other reliable documentation supporting the discharge request.

Determination of Withdrawal of a Deceased Student

The withdrawal date for a deceased student is the last date of academic attendance or attendance at an academically related activity determined from University attendance records. The date of determination is the date the University becomes aware of the student’s death.

Return of Title IV Funds for a Deceased Student

The amount of federal financial aid funds earned by the student is calculated according to the Return of Title IV Funds (R2T4) calculation. If the calculation indicates the amount of funds earned is less than the amount disbursed to the student, or on behalf of the student in the case of a PLUS loan, the difference between these
amounts is returned to the appropriate federal financial aid programs. The University does not report grant overpayments for deceased students to NSLDS or refer a grant overpayment to Debt Resolution Services, as the student’s estate is not required to return any federal financial aid funds. The following represents procedures the University follows if a credit balance of federal financial aid funds, created from funds disbursed before the death of the student, exists after the completion of the R2T4 and the University’s refund calculations:

- Pay authorized charges owed to the University.
- Return any federal financial aid grant overpayments owed by the student for previous withdrawals from the University.
- Return any remaining credit balance to the federal financial aid programs.

If the University previously referred a grant overpayment to Debt Resolution Services, documentation will be forwarded by the University indicating the student is deceased. Based on this information and documentation, Debt Resolution Services will remove the overpayment from the student’s records. Although the student may be eligible to receive a post-withdrawal or late disbursement, the University is prohibited by federal financial aid Title IV regulations from further disbursements and will, therefore, not request additional funds from federal financial aid programs nor send out a post withdrawal letter.

**Federal Financial Aid Satisfactory Academic Progress (SAP) Policy**

**Overview**

The University’s Federal Financial Aid Satisfactory Academic Progress (FASAP) policy determines whether an otherwise eligible student is meeting FASAP in an educational program and may receive financial aid under the Title IV, HEA programs. This FASAP policy does not supersede the institution’s academic SAP policy.

**Policy**

The University will calculate a student’s SAP based on the student’s primary program. Students must maintain FASAP throughout the duration of their primary program to remain eligible for federal financial aid. FASAP is assessed by qualitative and quantitative measures and is evaluated at the end of each completed payment period in the student’s primary program. For any questions regarding FASAP, contact Student Financial Services at StudentFinancialServices@phoenix.edu or 1-888-346-8679.

**Qualitative Measure**

**Grade Point Average**

Undergraduate students must have a cumulative program grade point average (GPA) of 2.0 at the end of each completed payment period, unless otherwise defined by academic policy. Graduate students must have a program GPA of 3.0 at the end of each completed payment period.

A student’s cumulative program GPA is calculated using only those grades earned at the University for the primary program. The program GPA is computed by adding the program applicable cumulative grade quality points earned (calculated by multiplying the credit hours and the weight of the grade earned in the course) and dividing it by the program applicable cumulative total number of credit hours completed.

Courses from which the student withdraws are not included in the program GPA calculation for the qualitative measurement.

**Qualitative Exclusions**

The following are excluded from the qualitative computation:

- Waivers
- National Testing Programs
- Courses with the following grades:
  - IN PROGRESS EXTENSION (IX)(provided there is no formal grade
  - AUDIT (AU)
  - Incomplete (I)
  - In Progress (IP)
  - No grade awarded (QC)
  - Passing (P)
  - Withdrawal (W)
  - Withdrawal/Failing (WF)
  - Waived with Credit (WC)
  - No Credit (NC)
- Orientations with the following completion statuses:
  - Orientation Complete (OC)
  - Orientation Not Complete (ON)
  - Orientation Extension (OX)
- Assessed Credits

**Quantitative Measure**

Each academic program has a published standard credit load for completion. Pace of completion is automatically evaluated for all periods of attendance at the University, including periods the student did not receive federal financial aid.

**Maximum Timeframe**

The maximum timeframe to complete the program cannot exceed 150% of the published length of the program measured in credit hours attempted for undergraduate and graduate students. Progress is evaluated cumulatively at the completion of each payment period for a student’s primary program to ensure completion of the program within the 150% maximum timeframe.

If a student cannot complete the program of study within the maximum timeframe (as determined at the end of the payment period) the student will be placed on financial aid disqualification (FD) status.

**Pace of Completion**

The quantitative measure for the pace of completion is calculated using the following formula:

\[
\text{Cumulative number of credit hours the student successfully completed} \div \text{Cumulative number of credit hours the student attempted}
\]

At the end of each payment period, the student’s pace of completion is evaluated. Students must earn at least 67% of the credit hours attempted toward completion of the primary program. Credit hours taken at other institutions and accepted toward a student’s primary program at the University are included in both attempted and completed credit hours when measuring pace of completion.

Courses from which the student posts an academic related activity and subsequently withdraws from are counted as attempted credit hours when calculating the quantitative measurement or program
 Included in Pace of Completion
The following are included as attempted in the pace of completion calculation:
- Courses that are waived with credit (WC)
- Assessed Credits
- Pass (P)
- Withdrawal (W)
- Withdrawal/Failing (WF)
- Courses completed with the following grades:
  - A, B, C, D, and F (+/-)
  - In Progress (IP)
  - Incompletes (I, IX and IF)
  - No grade awarded (QC)

 Evaluation
The University evaluates FASAP for the student's primary program, based on a completed payment period (generally, at least 12 credit hours). As a result of the evaluation, a student is assigned an FASAP status.

 Financial Aid Warning
Undergraduate students with less than a cumulative 2.0 GPA, or the minimum as stated in policy, and graduate students with less than a 3.0 GPA who do not earn 67% of their attempted credits (cumulatively) at the end of a completed payment period, are automatically placed on financial aid warning (FW) status. The University can disburse federal financial aid funds to students on FW status for one payment period.

 Financial Aid Disqualification
If a student on FW status does not meet FASAP at the end of the subsequent completed payment period, the student is not eligible for additional federal financial aid and will be placed on an FD status. Students who are placed on an FD status are ineligible for federal financial aid.

 Financial Aid Probation
Students who are granted an appeal will be placed on financial aid probation (FP) status and will have their financial aid eligibility reinstated based on the appeal. The University can disburse federal financial aid funds to students on FP status for one probationary payment period, provided all other eligibility requirements are met. The student must meet the University's SAP standards to maintain federal financial aid eligibility.

 Student Notification
The University will notify students at any point during their enrollment if they are placed on or taken off the FW, FP, FD or Regular Student (RG) statuses, as these affect student eligibility to receive federal financial aid.

 Student Financial Aid Appeals
Students placed on FD status due to a violation of the qualitative and/or quantitative standards during the financial aid warning period may appeal the disqualification to regain eligibility for federal financial aid. Students may do so by submitting an FA SAP Professional Judgment (PJ) Form to Student Financial Services. The FA SAP PJ form is located on the student website.

Student Financial Aid Appeals
The University will notify students at any point during their enrollment if they are placed on or taken off the FW, FP, FD or Regular Student (RG) statuses, as these affect student eligibility to receive federal financial aid.

Approval and/or reinstatement of federal financial aid eligibility may be possible during a financial aid probation period.

Approval and/or reinstatement of federal financial aid eligibility are not guaranteed. The FA SAP PJ team reviews all appeals on a case-by-case basis. Approval is only granted when there are significant extenuating circumstances. All decisions made by the FA SAP PJ team are final.

The University allows a student to have a maximum of two approved appeals during their time at the University. These appeals cannot be consecutive and are only considered if significant extenuating circumstances exist. Examples of significant extenuating circumstances may include, but are not limited to, the following:
- Death of a relative
- An injury or illness of the student
- Other unusual or special circumstances

Students must explain on the FA SAP PJ Form why the nature and timing of their significant extenuating circumstance(s) directly prohibited them from meeting and maintaining FA SAP, and what has changed in their circumstances that would allow them to demonstrate FA SAP at the next evaluation. If students have more than 12 credits remaining in their primary program, they must demonstrate the ability to graduate within the maximum time frame allowed and meet the GPA requirements if students have 12 or less credits remaining, they must demonstrate the ability to complete the remaining credits successfully.

Regaining Eligibility after Payment Period of Ineligibility
A student who is not making FA SAP regains eligibility only when the student is in compliance with the University's FA SAP requirements. Therefore, if a student loses eligibility for federal financial aid as a result of not meeting FA SAP requirements, the student must pay for the ineligible payment period using nonfederal financial aid funds. If the student meets all FA SAP criteria after the ineligible payment period, the student's borrower-based academic year (BBAY) will start at the beginning of the eligible payment period following the period of ineligibility. The BBAY is packaged for a full 24 credits and 40 weeks of instructional time.

If the ineligible payment period is the second payment period of an academic year/loan period already established, any federal financial aid awarded for the second payment period will be canceled and, if necessary, returned to the funding source.

Transfer Credits - Qualitative
A student's program GPA is calculated using only grades earned at the University in courses that are applicable to the program. Therefore, transfer credits do not apply when calculating the student's GPA at the University. Transfer credits include credits for all courses not completed at the University that are applied toward the completion of the student's primary program.

Transfer Credits - Quantitative
Credits taken at other institutions and applied toward the student's primary program/version at the University are included in both attempted and completed hours when measuring the student's pace of completion.
Program Changes
Students who change primary programs at the University are re-evaluated to determine which credits apply to the new primary program. The student’s FA SAP status will be evaluated at the end of each completed payment period in the new academic year. If the student changes back to a program he or she was previously in, the student’s FA SAP status will reflect the last status of the original program. Refer to the Program Changes Policy for further information.

The University will calculate the qualitative and quantitative FA SAP measures based on all successfully completed courses applicable to the new primary program. This includes those courses taken in a previous primary program that the student successfully completed and that apply to the new primary program.

Re Enters
If a student withdraws from the University and subsequently re-enters into the same primary program, whether within 180 days or after 180 days, the FA SAP status at the time of re-entry and for the first payment period upon re-entry will be the FA SAP status the student had prior to his or her withdrawal.

If the student re-enters, at any point, into a different primary program, the FA SAP status will reset to Regular Student (RG) status.

Repeat Courses
Grades for prior attempts, whether successfully completed or not, are excluded when calculating the qualitative (GPA) component. However, credits from all attempts are included when assessing if the student meets the quantitative (pace and maximum timeframe) component.

Note: Repeat courses taken in a primary program are counted in the FA SAP status for that primary program.

Student Parent Eligibility Policy

Overview
The Student Parent Eligibility Policy addresses student and parent eligibility requirements that must be met prior to awarding federal financial aid.

Policy
The University ensures all students meet all eligibility requirements prior to awarding federal financial aid.

Admission
Prior to a student receiving federal financial aid, the University confirms the student is enrolled, or accepted for enrollment, as a regular student at the University.

High School Diploma or Equivalent
Students must be qualified to study at the postsecondary level. For students attending the University, one of the following criteria must be met:

- High school diploma
- A copy of the student’s high school diploma
- A copy of the student’s final high school transcript that shows the date a high school diploma was awarded; or
- Recognized equivalent of a high school diploma
- General Education Development (GED) certificate
- California High School Proficiency Examination (CHSPE);
- HiSET Completion Certificate
- Documentation provided by the State or appropriate Department of Education in the student’s state or jurisdiction indicating that the student has earned a secondary completion credential that has the same rights, privileges, and rigor of a normal High School Diploma
- A copy of the “secondary school leaving certificate” or similar document, obtained from the appropriate government agency, for students who completed secondary school in a foreign country
- An academic transcript indicating the student successfully completed at least a two year program that is acceptable for full credit toward a bachelor’s degree; or
- Homeschool
- If the state requires by law that students obtain a secondary school completion credential for homeschool, a copy of that credential is needed
- If the state does not require the above credential, a transcript or the equivalent signed by the student’s parent or guardian that lists the secondary school courses the student completed and documents the successful completion of a secondary school education in a homeschool setting

Note: If selected for verification tracking groups V4 or V5 (see Verification Policy for further information), in cases where it is impossible for a refugee, an asylee or a victim of human trafficking to obtain documentation of his or her completion of a secondary school education in a foreign country, the University may accept self-certification. It must consist of the following:
- Proof of their attempt to obtain documentation of their completion of a secondary school education in a foreign country, i.e., a copy of an e-mail or letter, including proof of mailing;
Grant Overpayments
A student is ineligible for federal financial aid if he/she owes an overpayment on a federal student aid grant. If the student owes a grant overpayment, the student may regain eligibility for federal student aid by repaying the grant overpayment or making satisfactory arrangements to repay the grant overpayment.

Loan Limits
A student is ineligible for federal financial aid if annual or aggregate loan limits have been exceeded for a student or his property subject to a judgment lien for a debt owed to the United States. If annual or aggregate loan limits have been exceeded, the student may regain eligibility by repaying the extra amount borrowed or making satisfactory repayment arrangements with the loan holder.

Drug Convictions
Students become ineligible for federal financial aid if convicted of possession or sale of drugs for any offense that occurred during any academic year/loan period for which the student was receiving federal financial aid funds. Any conviction that was reversed, set aside, or removed from the student's record does not count; nor does a conviction received when the student was a juvenile, unless the student was tried as an adult. If the student was convicted of both selling and possessing illegal drugs and the periods of ineligibility are different, the student will be ineligible for the longer period.

The University will make available to all students, through consumer information, details regarding the penalties for these types of drug violations.

If University personnel become aware of a student being convicted of any offense involving the possession or sale of illegal drugs, they will report it to Student Financial Services - Operations (SFS-O) to ensure future federal financial aid disbursements are cancelled. SFS-O will notify the student of lost eligibility due to a drug violation and provide information regarding the specific penalties, along with information on how to regain eligibility for federal financial aid.

Incarcerated Students
The University of Phoenix must ensure that no more than 25% of its regular students are incarcerated. This percentage will be monitored for the latest completed award year.

An incarcerated student is someone serving a criminal sentence in a federal, state, or local penitentiary, prison, jail, reformatory, work farm, or other similar correctional institution. A student in a less formal arrangement, such as a halfway house, home detention, or sentenced to serve only weekends, is not considered to be incarcerated.

Title IV Eligibility for Incarcerated Students
All incarcerated students are
• not eligible for Title IV federal financial aid loans
• eligible for FSEOG
Students incarcerated in federal or state penal institutions are
• not eligible for Pell grants
Students incarcerated by jurisdictions defined as a state in the law, such as the District of Columbia, are considered to be in a state penal institution and are
• not eligible for Pell Grants
Students incarcerated in local penal institutions (local or county jails, penitentiaries, correctional facilities, and juvenile justice facilities) are
• eligible for Pell grants
Students who are subject to an involuntary civil commitment following incarceration for a sexual offense are
• not eligible to receive Pell grants

Cost of Attendance for Incarcerated Students
Cost of Attendance includes an allowance for tuition, course materials fees, books and supplies, if required in the program of study. No other expenses are included. Allowable costs are assessed at the rate designated in the University’s Student Financial Aid budgets.

Regaining Title IV Eligibility for Incarcerated Students
The University may accept a written self-certification indicating the student is no longer incarcerated. The student becomes eligible for federal financial aid funds as of the date his or her incarceration has ended.

Citizenship
All students must be a U.S. citizen or national or U.S. permanent resident or other eligible noncitizen to receive federal financial aid. A citizen of the Federated States of Micronesia, Republic of the Marshall Islands, or the Republic of Palau is eligible to receive federal financial aid under the Federal Pell Grant but is not eligible for Direct loans. Citizens of Palau are also eligible for FSEOG.

If a student needs to provide documentation to confirm his/her citizenship status and the student is unable to present this documentation in person, the University will allow the student to submit a hard copy or electronic image of the original document. Along with the citizenship documentation, the student must provide an affidavit. The affidavit requires two forms of identification and signature from the student.

Secondary Confirmation
If a student indicates an eligible noncitizen on the FAFSA and provides an A-Number, identifying information will be automatically sent to the Department of Homeland Security (DHS) for primary and, if necessary, secondary confirmation. If the University receives a SAR/ISIR with a secondary confirmation match flag of “P,” the DHS will continue to check its records in a process called automated secondary confirmation. The University will wait at least 10, but no more than 15, business days for the result of automated secondary confirmation. If the result is not received by that time, the University will begin the third step verification process. The University has 10 business days after receipt of the documents for immigration status to undergo the third step verification process. The University will notify the student of the final decision based on the third step verification results.

Default
Any student applying for federal financial aid must not be in default on a loan made under any federal financial aid program or HEA loan program.

Selective Service
The University requires men who are age 18 through 25 to register with the Selective Service System. Students, who are exempt or waived from this requirement, are asked to provide the University with the Selective Service System (SSS) number.

Selective Service System
The Selective Service System (SSS) is a government agency that enforces Selective Service laws. It is responsible for registering men for the military draft.

Selective Service System
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with supporting documentation for review. The review process is documented along with the supporting documentation provided. If, after the review, the student is not clearly exempt or waived from the requirement to register the University will ask the student to provide a Status Information Letter from the Selective Service.

Unusual Enrollment History (UEH)
The University resolves an Institutional Student Information Record (ISIR) that reports a UEH flag prior to awarding a student Title IV funds. The UEH flags are:

- "N" - No resolution is required by the university; the student’s enrollment pattern is not unusual
- "2" - the University reviews the student’s enrollment and financial aid records to determine if, during the four-award year review period (Award Years 2015/2016, 2016/2017, 2017/2018, and 2018/2019), the student received a Pell Grant or Direct Loan at the University.
- "3" - the University reviews the student’s academic records to determine if the student received academic credit at the University during the three award year period (Award Years 2015/2016, 2016/2017, 2017/2018, and 2018/2019). In addition, the University reviews the National Student Loan Data System (NSLDS) to identify all schools where the student received Pell Grant or Direct Loan funding over the past four award years.

The University will determine, for each of the previously attended schools, whether academic credit was earned during the award year the student received Pell Grant and/or Direct loan funds. This determination is based upon academic transcripts already obtained by the University or by asking the student to provide academic transcripts or grade reports.

Students who do not show earned credit for the Pell grant awards and/or Direct loans received in the past four years, and who may have special circumstances, may submit a request through the Professional Judgment (PJ) Team for approval.

Students who do not meet any of the above criteria are immediately not eligible for federal aid.

Approval of Continued Eligibility for UEH
If the students continued eligibility for federal financial aid funds is approved and in order for the student to remain eligible for federal financial aid funds, the student must successfully complete one payment period at the University.

Denial of Continued Eligibility for UEH
If the student did not earn academic credit at one or more of the relevant schools and does not provide acceptable documentation, the University will deny the student any additional federal financial aid funds.

Regaining Eligibility for UEH
The student is required to successfully complete one payment period, earning at least 12 credits, at the University to regain federal financial aid eligibility During this time, the student is required to use an alternate method of payment for tuition and fees. Upon regaining eligibility, loans may be awarded retroactively back to the beginning of the academic year, but Pell grants are only awarded going forward/starting with the next payment period.

Parental Non Support
Although students whose parents refuse support are not eligible for a dependency override, the University has the authority to offer a dependent student a Direct unsubsidized loan without requiring the parent(s) to file a FAFSA provided supporting documentation is obtained. Supporting documentation consists of a completed parental nonsupport confirmation form or a signed and dated verification statement from the parent(s) specifying the following:

- the parent(s) do not provide any financial support and the date the financial support ended,
- the parent(s) will not provide any financial support in the future; and
- the parent(s) refuse to complete the parental section of the FAFSA.

The University may accept documentation from a third party (i.e., teacher, counselor, clergy, court, etc.) describing the student’s relationship with the parent(s) if the parent(s) will not provide the required verification statement.

Students who are offered the Direct unsubsidized loan without parental data on the FAFSA are only eligible to receive the loan limit based on dependent undergraduate student annual maximizes. For example, a first year undergraduate student cannot receive more than $5,500 ($3,500 base plus $2,000). The parent(s) cannot later apply for a PLUS loan, unless, the parents are separated or divorced, in which case, the non-custodial parent can apply for a PLUS loan. If the non-custodial parent is subsequently denied for the PLUS loan, the student’s Direct unsubsidized loan eligibility is not increased. The student will not be eligible for any other Title IV financial aid programs.

Dependency Overrides
A student who does not meet the definition of independent may be designated as independent if the University makes a documented determination of independence due to special circumstances. The U.S. Department of Education interprets a special circumstance as one which makes it inappropriate to expect a parental contribution. Examples of special circumstances include inability to locate parents, an abusive family environment, or abandonment by parents. Generally the documentation of special circumstances will come from a third party that knows the student’s situation (such as a teacher or member of the clergy), but in cases where this is not available, the University will accept a signed statement from the student detailing the special circumstance.

Professional judgment is not used to change the status of a student from independent to dependent. However, the University may use professional judgment to account for parental support where special circumstances warrant.

Dependency overrides do not carry over from one year to the next. If the student is not independent for some other reason noted on the FAFSA, the University will reaffirm each year that the special circumstance persists and an override is still justified.

PLUS Exceptional Factor
Dependent students whose parents are unable to borrow PLUS loans due to adverse credit or other exceptional circumstances may receive additional Direct unsubsidized loans for the same amount as independent undergraduate students. The PLUS exceptional factor is not a dependency override as parent information is provided on the FAFSA. Examples include:

- The parent is incarcerated.
- The parent’s whereabouts are unknown.
- The parent has filed for bankruptcy and has provided a letter from the bankruptcy court stating that as a condition of the bankruptcy filing, the parent may not incur any additional debt.
- The parent’s income is limited to public assistance or disability benefits and you have documented that the parent would not be able to repay the PLUS loan.

University of Phoenix, 2019-2020
• The parent of a dependent student is not a U.S. citizen or permanent resident, or is unable to provide evidence from the U.S. Citizenship and Immigration Service (USCIS) that he or she is in the United States for other than a temporary purpose with the intention of becoming a citizen or permanent resident. Supporting documentation may include, but is not limited to, supporting documentation that corroborates the exceptional circumstances. The University will re-examine and document that exceptional circumstances continue to apply before certifying/originating additional unsubsidized loan amounts for the dependent in a subsequent award year.

Eligibility for Direct and PLUS Loans

A student is eligible to be awarded a Direct Subsidized Loan, a Direct Unsubsidized Loan, or a combination of these loans, if the student meets the following requirements:

• The student is enrolled, or accepted for enrollment, on at least a half-time basis in a school that participates in the Direct Loan Program.
• The student meets the requirements for an eligible student.
• In the case of an undergraduate student who seeks a Direct Subsidized Loan or a Direct Unsubsidized Loan at a school that participates in the Federal Pell Grant Program, the student has received a determination of Federal Pell Grant eligibility for the loan period the loan is sought.

The annual loan limit for graduate and professional students is $20,500. This amount is limited to Direct Unsubsidized loans only.

In the case of a borrower whose previous loan was cancelled due to total and permanent disability, or discharged after a final determination of total and permanent disability, the borrower

• must obtain certification from a physician that the borrower is able to engage in substantial gainful activity;
• must sign a statement acknowledging the Direct Loan the borrower receives cannot be discharged in the future on the basis of any impairment present when the new loan is made, unless that impairment substantially deteriorates; and
• if the borrower receives a new Direct Loan, other than a Direct Consolidation Loan, within three years of the date that any previous Title IV loan was discharged due to a total and permanent disability, the student must resume payment on the old loan before receipt of the new loan.

In the case of a borrower whose prior loan under Title IV federal financial aid was conditionally discharged after an initial determination that the borrower was totally and permanently disabled based on a discharge request received prior to July 1, 2010,

• The suspension of collection activity on the prior loan has been lifted;
• The borrower complies with all requirements;
• The borrower signs a statement acknowledging the loan that has been conditionally discharged prior to a final determination of total and permanent disability cannot be discharged in the future on the basis of any impairment present when the borrower applied for a total and permanent disability discharge or when the new loan is made, unless that impairment substantially deteriorates; and
• The borrower signs a statement acknowledging that the suspension of collection activity on the prior loan will be lifted.

A graduate/professional student or parent is eligible to receive a Direct PLUS Loan if the following requirements are met:

• Student completes a current award year Free Application for Federal Student Aid (FAFSA).

The parent borrower is the student’s biological or adoptive mother or father or the student’s stepparent if their income and assets are taken into account when calculating the student’s EFC

The parent borrower is borrowing to pay for educational costs of a dependent undergraduate student who meets the requirements for an eligible student.

The parent borrower provides a social security number for themselves and the student.

Student or parent borrower meets the requirements pertaining to citizenship and residency.

Student or parent borrower meets the requirements concerning defaults and overpayments.

Student or parent borrower is not incarcerated.

The federal government does not have a judgment lien on the parent’s property.

Complies with the requirements for submission of a Statement of Educational Purpose for the student, except for the completion of a Statement of Selective Service Registration Status.

Student or parent borrower does not have an adverse credit history.

Student or parent borrower has an adverse credit history but has obtained an endorser who does not have an adverse credit history; or has an adverse credit history but documents to the satisfaction of the Secretary that extenuating circumstances exist.

Victims of Natural Disaster

If an affected individual (student and/or parent, if applicable) impacted by a federally declared major disaster as defined in The Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. 5122(2)) notifies the University that he/she has been impacted, any federal or state aid, whether in the form of grants or low-interest loans, received by the affected individual for the purpose of providing financial relief is not counted as income for calculating the family’s EFC. Students should contact their Finance Advisor for further information.

Subsequent ISIRs Policy

Overview

The Subsequent ISIRs Policy addresses the University’s role in reviewing any Institutional Student Information Record (ISIR) the University receives after awarding a student federal financial aid funds

Policy

The University is required to resolve any discrepancies in federal financial aid related information. Therefore, the University reviews all subsequent Institutional Student Information Record (ISIR) transactions received for a student for the federal processing aid year to identify changes requiring supporting documentation from students. These ISIRs will be reviewed as long as the student is enrolled at the University.

Subsequent ISIRs

A subsequent ISIR is an ISIR received when a student or other institution changes information after the University has awarded the student federal financial aid funds. The University is required to review any data element change made by the student or other institution which may affect eligibility for federal financial aid or the amount and type of federal financial aid awarded. The University will not make further disbursements of federal financial aid funds until the changes made to a subsequent ISIR are confirmed.
and/or corrected.
If a subsequent ISIR is received after verification is completed, the University will collect documentation to support the change or correct the ISIR back to the verified information. The University does not accept changes based on marital status updates.
The University will not disburse federal financial aid until all conflicting information has been resolved, even if the conflict concerns a previous award year. The findings are documented in the student's file.
If a subsequent ISIR is received with changes to C Flags and comment codes or the EFC, the University will review and collect the required documents. If a subsequent ISIR is received because the National Student Loan Data System (NSLDS) has provided new or updated information to the University, the NSLDS history is reviewed to determine if changes are needed to existing awards. This information may include indications a student has gone into default or owes an overpayment. It may also indicate a student has resolved a default and is now eligible for federal financial aid funds.
Once the subsequent ISIR is reviewed and eligibility to receive federal financial aid is determined, if necessary, the student will be sent a revised award letter reflecting any changes.
If, after reviewing the subsequent ISIR, it is determined the student is ineligible for federal financial aid, the student is notified via a letter of ineligibility.

Transfer Policy

Overview
The Transfer policy documents the University's treatment and determination of federal financial aid eligibility for students who transfer to the University from another school or advance programs (a.k.a. finish one program and begin another program) at the University.

Policy

External transfers
Students who transfer to the University with or without accepted credits and who have overlapping academic years (AY’s) with a prior school are referred to as external transfers. An overlapping AY exists if the student begins a program at the University prior to the expiration of the prior school’s AY. If the prior school's AY length is less than 30 weeks, the University contacts the prior school to confirm the dates are correct or requests the school correct the dates in common origination and disbursement (COD).

Advancing Programs
Students who graduate from one program at the University and begin another program at the University are students who are advancing programs.
If a student wishes to advance programs at the University, the student should contact Enrollment Services at (800) 366-9699

Awarding Federal Aid
In both scenarios listed above, the University will award all federal financial aid (Federal Pell Grant, FSEOG, and Direct Loans) based on a full academic year in the new program at the University (Refer to the Federal Pell Grant/IASG Policy, Direct Loan Policy, and Campus Based Policy for further information on awarding and the Academic Year Definition Policy for further information on defined academic years).

Federal Pell Grant Award
Students who transfer to the University or advance programs after receiving a Federal Pell Grant at a previous school or in the previous program during the same award year may receive a Federal Pell Grant only if:
1. The student submits a valid SAR to the University; or
2. The University obtains a valid ISIR
A student cannot receive more than his or her scheduled Pell award for a federal award year. (Refer to the Federal Pell Grant/IASG Policy for additional information). When a student has already received a Federal Pell Grant during the same federal award year, the University determines the percentage of the scheduled Federal Pell Grant award that the student has already received in order to calculate the student's remaining eligibility (if any) for a Federal Pell Grant award.
To calculate the student's remaining eligibility, the University uses the following formula:

\[
\text{Pell disbursed at prior school/program} = \% \text{ of Scheduled Award used}
\]

The University then subtracts the percentage of scheduled award used from 100 to calculate the maximum percentage of the scheduled award the student may receive at the University. The University determines the Federal Pell Grant Award the student is eligible for by using the following formula:

\[
\text{Maximum \% of Scheduled Award Remaining} \times \text{Scheduled Award at University} = \text{Maximum Pell Award}
\]

When calculating the student’s Federal Pell Grant award, the University also ensures the student does not exceed the Pell Lifetime Eligibility Used (Pell LEU).

The remaining Federal Pell Grant award amount is not divided equally across the PPs in the new program. Instead, the Federal Pell Grant funds may be disbursed in an amount up to the student’s remaining eligibility for each PP, except that no PP disbursement can exceed 50% of the scheduled annual award.

Pell Example: A student received a portion of a Federal Pell Grant at a community college, then transferred to the University during the same federal award year. The community college performed a Return to Title IV (R2T4) calculation and returned a portion of the student’s Federal Pell Grant award.

Pell Data from the Community College

<table>
<thead>
<tr>
<th>Scheduled Pell award</th>
<th>$3,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pell award disbursed</td>
<td>$1,500</td>
</tr>
<tr>
<td>Amount of Pell funds returned due to R2T4 calculation</td>
<td>$300</td>
</tr>
<tr>
<td>Net amount of Pell funds disbursed to student</td>
<td>$1,200</td>
</tr>
</tbody>
</table>

The University's cost of attendance is higher than the community college, which increases the student’s scheduled Federal Pell Grant to $4,000 for the federal award year. The University must now determine the student’s remaining Federal Pell Grant eligibility for
the federal award year to determine the amount it may actually award to the student.

### Pell Calculations to Determine Remaining Pell Eligibility

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scheduled Pell Award at the University</td>
<td>$4,000</td>
</tr>
<tr>
<td>Percentage of Pell award already used (Net Pell disbursed divided by Scheduled Pell award at prior school)</td>
<td>40%</td>
</tr>
<tr>
<td>Percentage of remaining Pell eligibility (100% - Percentage used)</td>
<td>60%</td>
</tr>
<tr>
<td>Student's remaining Federal Pell Grant Award (Scheduled award at University X Percentage remaining eligibility)</td>
<td>$2,400</td>
</tr>
</tbody>
</table>

The student's remaining Federal Pell Grant eligibility is $2,400. Since this amount is more than half of the scheduled Federal Pell Grant award, the award must be disbursed in two payment periods. As long as the student's first PP in the new program is at least half of an AY (in both credits and weeks), the student may receive half of the scheduled award in the first PP. If the second PP in the new program falls in the same federal award year, the student will receive the remainder of the Federal Pell Grant amount in the second PP.

### Direct Loan Data from the Community College

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subsidized Loan originally disbursed</td>
<td>$1,750</td>
</tr>
<tr>
<td>Subsidized Loan funds returned due to R2T4 calculation</td>
<td>$0</td>
</tr>
<tr>
<td>Net Subsidized Loan funds disbursed</td>
<td>$1,750</td>
</tr>
<tr>
<td>Unsubsidized Loan originally disbursed</td>
<td>$3,000</td>
</tr>
<tr>
<td>Unsubsidized Loan funds returned due to R2T4 calculation</td>
<td>$1,000</td>
</tr>
<tr>
<td>Net Unsubsidized Loan funds disbursed</td>
<td>$2,000</td>
</tr>
</tbody>
</table>

The University must now determine the student's remaining Subsidized and Unsubsidized Loan eligibility for the new AY/LP.

### Direct Loan Calculations to Determine Remaining Eligibility for Overlapping AY

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remaining Subsidized Loan Eligibility (Annual Subsidized Loan Limit - Net Subsidized Loan funds disbursed)</td>
<td>$1,750</td>
</tr>
<tr>
<td>Remaining Unsubsidized Loan Eligibility (Annual Unsubsidized Loan limit - Net Unsubsidized Loan funds disbursed)</td>
<td>$4,000</td>
</tr>
</tbody>
</table>

These remaining loan fund amounts will be disbursed based on the PP's in the AY/LP at the University. (Refer to the Disbursements Policy for additional information)

### Federal Supplemental Opportunity Grant Awards

The Federal Supplemental Opportunity Grant (FSEOG) will follow the same awarding process as the Federal Pell Grant program and Direct Loan Program, starting a new academic year and payment periods based on the program the student is transferring/advancing into at the University.

### 2019/2020 Verification and Conflicting Information
Policy

Overview

Institutions are required to verify information provided by students selected for verification. The Verification Policy addresses the different verification groups and types of documents acceptable to complete the verification process.

Policy

The University is required to verify students whose FAFSA information is selected for verification by the Central Processing System (CPS). The ISIR or SAR document received from the CPS will indicate whether the student's application is selected for verification. Once the CPS has selected a student, the University verifies all required student information.

Standard Verification Group (V1)

The University is required to verify the following information for students selected for standard verification:

- Tax Filers
  - Adjusted Gross Income
  - U.S. Income Tax Paid
  - Untaxed Portions of IRA Distributions
  - Untaxed Portions of Pensions
  - IRA Deductions and Payments
  - Tax Exempt Interest Income
  - Education Credits
  - Number of Household Members
  - Number in College
- Non-Tax Filers
  - Income Earned from Work
  - Number of Household Members
  - Number in College

Custom Verification Group (V4)

The University verifies the following information for students selected for custom verification:

- High School Completion Status
- Identity/Statement of Educational Purpose

Aggregate Verification Group (V5)

The University verifies the following information for students selected for aggregate verification:

- High School Completion Status
- Identity/Statement of Educational Purpose
- Tax Filers:
  - Adjusted Gross Income
  - U.S. Income Tax Paid
  - Untaxed Portions of IRA Distributions
  - Untaxed Portions of Pensions
  - IRA Deductions and Payments
  - Tax Exempt Interest Income
  - Education Credits
  - Number of Household Members
  - Number in College
- Non-Tax Filers:
  - Income Earned from Work
  - Number of Household Members
  - Number in College

Students not selected by the CPS or who are exempt from verification, but choose to provide taxes or other supplemental forms are not considered selected for verification. However, documents provided to the University are used in reviewing the student's application and as the basis in correcting reported application items. This documentation may result in conflicting information, which the University must resolve prior to processing federal financial aid. All documents provided by the student are reviewed and retained as part of the student financial aid file.

Acceptable Documentation V1 and V5

The University is considered to have verified the following verifiable items if selected students retrieved and transferred their income tax return information using the IRS Data Retrieval Process:

- Adjusted gross income
- Federal income taxes paid
- Untaxed IRA distributions
- Untaxed pensions
- Education credits
- IRA deductions
- Tax exempt interest income

Under certain conditions, students, spouses and/or parents will need to submit their IRS Tax Return Transcript for the specified tax year. These conditions are as follows:

- If a student, spouse, or parent has not successfully transferred information from the IRS
- Information included on the FAFSA using the IRS Data Retrieval was subsequently changed
- When a married independent student and spouse filed separate tax returns
- When the parents of a dependent student filed separate tax returns
- When a student or parent had a change in marital status after the end of the specified tax year on December 31
- When the student, parent, or spouse filed an amended tax return

Situations Where Acceptable Documentation May Not Be Available

Situations may occur where a student, spouse, and/or parent may not be able to provide acceptable documentation to resolve verification. The University will accept the following as resolution.

Individual Unable to Obtain IRS Transcript

If an individual is selected for verification but is unable to obtain a transcript from the IRS, the University will accept a signed copy of the relevant tax year IRS tax return that was filed with the IRS.

Victims of Identity Theft

Tax filers who have been victims of identity theft are unable to obtain tax information using the IRS data retrieval tool and are unable to receive an IRS tax transcript until the matter is resolved by the IRS. In these instances, the University may accept an alternate transcript known as The Tax Return DataBase View (TRDBV) requested by the tax filer from the IRS as well as a signed and dated statement from the victim stating he/she was a victim of tax-related identity theft and the IRS is aware of this. If a victim is unable to obtain a TRDBV transcript, he/she may submit other official IRS documentation as long as it contains all the information needed to complete verification.

Amended Tax Return

When the University becomes aware that a tax filer has filed, or will file, an amended tax return, it will obtain a signed copy of the IRS Form 1040X that was filed with the IRS, in addition to one of the following:
• An IRS Tax Return Transcript (that will only include information from the original tax return and does not have to be signed), or any other IRS tax transcript(s) that include all of the income and tax information required to be verified OR
• IRS DRT information on an ISIR record with all tax information from the original tax return

In rare cases, when an applicant and/or spouse, or parent(s) did not file an IRS Form 1040X with the IRS, but whose tax and income information was amended by the IRS, the University may accept documentation that include the change(s) made by the IRS, in addition to one of the items mentioned above.

Note: The University will submit to the Secretary any changes to a nondollar item or a single dollar item of $25 or more.

Other Tax Returns

If the tax filer files a tax return with Puerto Rico, the U.S. Virgin Islands, American Samoa, the Commonwealth of the Northern Mariana Islands, or Guam, the University will obtain a copy of a transcript of the tax filer containing their tax information, as long as the transcript is available at no charge from that jurisdiction’s taxing authority. A signed copy of a filed tax return that was filed with the taxing authority is only acceptable if the tax filer is unable to obtain a free copy of a transcript.

If the student, spouse, and/or parent is a resident of the Republic of the Marshall Islands, the Republic of Palau, or the Federated States of Micronesia, the University will accept a copy of the individual’s Wage and Tax Statement from each employer that provided such a statement and a signed statement identifying all of the individual’s income and taxes for the tax year.

If the filer filed a tax return with a foreign country, the University accepts signed copies of that tax return or other documentation. The income and tax information is converted to U.S. dollars and the University uses the information on the forms that most closely correspond to the income information reported on an IRS tax return. If an individual from a foreign country is not required under the country’s government agency rules to file an income tax return, the University will accept a signed statement from the individual certifying all income and taxes paid for the tax year.

Filing Extensions

If the individual has been granted an automatic six-month extension by the IRS, the applicant must still verify income and tax information either by using the IRS Data Retrieval Tool or by submitting to the University an IRS Tax Return Transcript. If the required documentation is not submitted to the University by the established deadline, the student must return all Title IV aid disbursed before the student was selected, except for Direct Subsidized Loans, Direct Unsubsidized Loans, and Direct PLUS Loans. However, this is not applicable to individuals granted a filing extension beyond the University’s established deadline because the individual was called up for active duty or for qualifying National Guard duty during a war or other military operation or national emergency (Refer to the HEROES Policy for further information).

If the individual(s) has been granted a filing extension by the IRS beyond the automatic six-month extension for the tax year, the University must accept the following as documentation:
• A copy of the IRS Form 8868 “Application for Automatic Extension of Time to File U.S. Individual Income Tax Return”,
• A copy of the IRS Form W-2 for each source of employment income received for the applicable tax year by an individual that has been granted a filing extension,
• If self-employed, a signed statement certifying the amount of the AGI and U.S. income tax paid for the specified tax year,
• A copy of the IRS’s approval of an extension beyond the automatic six-month extension if the individual requested an additional extension of the filing time for the tax year, AND
• Confirmation of non-filing from the IRS or other relevant taxing authority dated on or after Oct 1, 2018, OR
• A signed statement certifying that the individual
• Attempted to obtain the verification of non-filing (VNF) from the IRS or other tax authorities and was unable to obtain the required documentation; and
• Has not filed an applicable year income tax return and list the sources of any applicable tax year income, and the amount of income from each source. If self-employed, the signed statement must include the amount of AGI and U.S. income tax paid for the applicable tax year

Note: If the University receives the transcript, it must reverify the AGI and taxes paid. However, the University may not delay verifying a student’s FAFSA in-formation until the tax return is received if the student provides the above documentation.

If the individual has requested a transcript that lists tax account information for the specified tax year and the IRS, a government of a U.S. territory or commonwealth or a foreign central government cannot provide or locate a transcript, the University must accept the following:
• A copy of IRS Form W-2 for each source of employment income received for the specified tax year
• A signed statement by a self-employed individual or an individual that has filed an income tax return with a government of a U.S. territory or commonwealth or a foreign central government certifying the amount of AGI and taxes paid

Non Tax Filers

Students, spouses, and/or parents who have not filed a tax return, and are not required to file, will not have an AGI. They must report income earned from work on the FAFSA, including any income reported on the individual’s W-2 forms, and other earnings from work not reported on these forms. If selected for verification and income was earned, the student, spouse, and/or parent are required to provide copies of W-2 forms from each employer. If a W-2 is not available, the University may accept a signed statement explaining the reason the W-2 form is not available as well as the amount earned and the source of income. In addition, the statement must certify confirmation of non-filing from the IRS or other relevant taxing authority dated on or after October 1, 2018. The U.S. Department of Education does not require the University to have special knowledge or expertise regarding the U.S. tax code. However, if a student, spouse, and/or parent submits a signed statement claiming non-tax filer status and the University has reason to believe student was required to file a U.S. tax return, this constitutes conflicting information and must be resolved. The University will require the applicant to submit a Verification of Nonfilling Letter (VNF) from the IRS or other tax authorities indicating the tax filer did not file an IRS income tax return for the tax year being verified.

If an individual is unable to obtain VNF from the IRS and the University has no reason to question the good-faith effort to obtain the required documentation, the University will accept the following:
• A signed statement certifying that the individual
• Attempted to obtain the VNF from the IRS or other tax authorities and was unable to obtain the required documentation, and
• Has not filed and is not required to file an applicable income tax return, and a listing of the sources of any applicable year income earned by the individual from work and the amount of income from each source, and
• A copy of IRS form W-2, or an equivalent document, from each source of applicable tax year employment income received by the individual

Number in Household
The University will accept a signed statement by the student, and if the student is a dependent, by one of the student’s parents, listing the name and age of each household member and the relationship of that household member to the student.

Number in College
The University will accept a signed statement from the student, and if the student is a dependent, by one of the student’s parents, listing the name and age of each household member who is or will be attending an eligible postsecondary educational institution. The household member must be at least a half-time student in the 2019/2020 award year and the name of the educational institution must be listed.

If the University has reason to believe the signed statement is inaccurate, the University will obtain a statement from each institution listed stating the household member in question is, or will be, attending on at least a half-time basis. If the institution the applicant is attending determines such a statement is not available because the house hold member in question has not registered at the institution he or she plans to attend; or the institution has information indicating the house-hold member in question will be attending the same institution as the student, a statement is not required.

Acceptable Documentation V4 and V5
The University will accept the following as resolution of V4 and V5 verification.

High School Completion
To verify high school completion, the University will accept the following types of documentation:

High school diploma-
• A copy of the student’s high school diploma;
• A copy of the student’s final high school transcript that shows the date a high school diploma was awarded; or

Recognized equivalent of a high school diploma-
• General Educational Development (GED) Certificate
• California High School Proficiency Examination (CHSPE) Certificate
• HiSET Completion Certificate
• Documentation provided by the State or appropriate Department of Education in the student’s state or jurisdiction indicating that the student has earned a secondary completion credential that has the same rights, privileges, and rigour of a normal High School Diploma
• A copy of the ‘secondary school leaving certificate’ or similar document, obtained from the appropriate government agency, for students who completed secondary school in a foreign country

• An academic transcript indicating the student successfully completed at least a two year program that is acceptable for full credit toward a bachelor’s degree
• Homeschool
• If the state requires by law that students obtain a secondary school completion credential for homeschool, a copy of that credential is needed
• If the state does not require the above credential, a transcript or the equivalent signed by the student’s parent or guardian that lists the secondary school courses the student completed and documents the successful completion of a secondary school education in a homeschool setting

Identity/Statement of Educational Purpose
The following is acceptable documentation to verify a student’s statement of educational purpose/identity:

• An unexpired, valid government-issued photo identification, such as a driver’s license or passport
• A signed statement certifying the federal financial aid received will only be used for educational purposes to pay the cost of attending the University for the specified award year.

If the documentation is presented in person, the University will maintain an annotated copy of the ID provided by the student and will include the date the identifying document was received and the name of the University official who obtained the documentation.

If the student is unable to provide the information in person, the following must be provided to the University:
• A copy of a government-issued photo identification, such as a driver’s license or passport
  • The copy of the government issued ID does not need to be notarized or signed by the notation; and
• An original notarized statement of educational purpose signed by the student for the specified award year.
• An original document must contain wet signatures for the student and the notation as well as the required stamp or seal.

Selection after Disbursement
The student or University may submit corrections to the SAR/ISIR and the student’s application may then be selected for verification. If the student’s enrollment status is Withdrawn (W), the University is not required to verify the student’s information unless the student returns to the University in the same award year. If the student’s enrollment status is anything other than withdrawn (W), the University will not make subsequent disbursements until the student’s updated application is verified. If the student does not submit verification documents, any Pell funds disbursed for the award year prior to selection will be returned by the University on the student’s behalf. The student does not have to repay any loan disbursements made prior to selection; however, the University will cancel any further funds if verification is not completed.

Completing Verification
When the University has obtained all necessary verification documents from the student, the documentation is compared to the ISIR/SAR record. If the verification process shows the student’s information is correct, and there are no outstanding issues or conflicting information, the student will be awarded. If the verification process shows the student information requires corrections, the awarding process will not continue until the University receives a final and valid federal output document (ISIR) with an official EFC. If a student was selected for Verification Group V1 and does not complete verification, and the University disbursed unsubsidized
or PLUS loans to the student/parent, the unsubsidized and PLUS loan aid that was disbursed may be kept.

Verification is complete once the University has received all the requested documentation and a valid SAR/ISIR (one that has all the accurate and complete information). This includes any necessary corrections, which must be made by the applicable federal deadlines.

If the University has reason to believe a student is trying to avoid completing verification requirements and/or suspects potential fraud, the University will initiate an investigation of the student. During the period of investigation, the University will cease award and disbursement of all federal financial aid funds to the student. If satisfactory resolution in the investigation cannot be reached, the student will lose eligibility for federal financial aid funds for at least the federal aid year. In addition, based on the outcome of the University’s investigation, any credit information indicating that the student may have engaged in fraud or other criminal misconduct in connection with his or her application for federal student aid will be referred to the U.S. Department of Education’s Office of Inspector General (OIG).

**Interim Disbursements**

The University will not make any interim disbursements during the verification process.

**Change in Marital Status**

The University will not update a student’s dependency status based on a change in marital status. However, if the student can provide documentation showing support of the spouse or others of more than 50%, those persons may be included in the student’s household size.

**Using a Joint Tax Transcript to Determine Individual AGI and Taxes Paid**

If the filer of a joint return has become widowed, divorced, or separated since filing the return, for verification purposes, it may be necessary to determine the individuals’ income and taxes paid using the joint tax transcript and the relevant IRS W-2 forms.

The following documents are required from the student/spouse/parent in order to perform a separation of income (SOI):

- A signed and dated SOI Authorization Form,
- Applicable Federal tax year transcripts,
- W-2 Forms, and
- In some scenarios, all schedules, forms, and/or worksheets for the tax filing

The University will confirm or update the AGI and income based on the documentation submitted and use the proportional distribution method to determine taxes paid.

**Resolving Conflicting Information**

If the University has conflicting information concerning a student’s eligibility or has any reason to believe a student’s application information is incorrect, the University will resolve such discrepancies before disbursing federal financial aid funds. If discrepancies are discovered after disbursing federal financial aid funds, the University will reconcile the conflicting information and require the student to repay any funds for which he or she was ineligible, unless the student is no longer enrolled for the award year.

Examples of conflicting information may include, but are not limited to the following:

- Social security numbers
- Date of birth
- Legal name
- Discrepant tax data (including whether or not the student/parent was required to file a tax return)
- Household size or marital status
- High school completion

**Consequences of a change in FAFSA information**

For the subsidized student financial assistance programs, if the FAFSA information changes as a result of verification, the University will submit to the Secretary all changes to a nondollar item or an individual data element that is $25 or more. The University may choose whether or not it will submit changes to the Secretary when all changes to individual data elements are less than $25 (not exceeding tolerance).

For the Federal Pell Grant Program, if there is a change as a result of verification, the University will recalculate the student’s Pell Grant on the basis of the EFC on the correct valid SAR/ISIR. The University will disburse any additional funds under that award only if the University receives a correct valid SAR/ISIR for the student, and only to the extent additional funds are payable based on the recalculation.

For all other subsidized student financial assistance programs, if information changes as a result of verification, the University will adjust the student’s financial aid package on the basis of the correct EFC on the valid SAR/ISIR.

**Verification and Professional Judgment**

The University completes the verification process before exercising any type of professional judgment.

**Reporting the Student’s Verification Status to the CPS**

When the University disburses a Pell award, it reports the student’s verification status at the time of disbursement when it reports the payment. Note: This reporting requirement applies even if the student’s application was not selected for verification. However, the University leaves the verification status code field blank if the student was not selected for verification or if a selected transaction has a CPS transaction process date that is after the date the student was withdrawn from the University.

**Verification Timelines**

The University will require Pell, campus-based, and Direct loan students selected for verification to submit all requested verification documents to the University within 30 days of the notification date informing the student of the requirements. If the documents are not submitted or are incomplete by this deadline, appropriate actions are taken as required based upon the student’s enrollment status as of the deadline date.

For the Federal Pell Grant Program, if the student provides the verification documents after the 30-day deadline, but before the earlier of 120 days after the student’s last date of attendance or the deadline established by the U.S. Department of Education each award year, the University will review and address eligibility as required. For the Direct Loan program, if a student fails to provide the required documentation by the 30-day deadline, the University will not originate a subsidized loan application for the student.

If based on corrections, there is an increase in the Federal Pell Grant amount and the student’s valid ISIR is received after the 30-day deadline, the University will disburse any additional funds under that award only if the University receives a correct valid SAR/ISIR for the student, and only to the extent additional funds are payable based on the recalculation.

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For all other subsidized student financial assistance programs, if information changes as a result of verification, the University will adjust the student’s financial aid package on the basis of the correct EFC on the valid SAR/ISIR.
The exclusion described here are applicable only to the affected Verification Exclusions apply to the non-affected parties (i.e. if one parent meets an individual. All other requirements for the verification process still complete verification requirements).

A selected student is exempt from the verification requirements if any of the following apply:

- The student dies,
- The student will not receive federal financial aid for reasons other than failure to complete the verification, or
- The student was selected for verification after ceasing to be enrolled at the University, does not intend to re-enroll for the award year, and no further disbursements (including late) will be made.

Parents of a dependent student are exempt from verification requirements if any of the following apply:

- Both parents are mentally incapacitated,
- Both parents or the custodial parent has died
- They reside in a country other than the United States and cannot be contacted by normal means, or
- They cannot be located because the student does not have and cannot obtain contact information

A spouse of an independent student is exempt from verification requirements if any of the following apply:

- The spouse has died,
- The spouse is mentally incapacitated,
STUDENTS’ RIGHTS AND RESPONSIBILITIES

Policy on Nursing Ethics and Professional Competence

The University of Phoenix Policy on Nursing Ethics and Professional Competence is defined as compliance with the following nursing guidelines:

University of Phoenix Professional Nursing Responsibilities.

American Nurses Association Code for Nurses.

The policy sets forth expectations and regulations for professional and ethical conduct by students enrolled in School of Nursing programs. The policy states that all forms of unethical behavior or professional incompetence are to be reported and reviewed. Reported violations will be addressed through a formal process to the Campus Ethics Committee.

Expectations for conduct and the standards are discussed in the beginning classes for School of Nursing programs. Content supporting this information is provided to students in their program handbooks.

Students’ Right to Privacy

The University of Phoenix maintains compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), as amended. FERPA defines requirements which are designed to protect the privacy of student records maintained by the University. The law requires that:

1. Students should be provided access to official records directly related to them. Students who wish to see their records must make an appointment or submit a written request through the University Registrar’s Office or local campus office.

2. Students may not remove any materials, but are entitled, at their expense, to one copy of any materials contained in their file, unless a disclaimer appears on the document indicating that the student is not to be given a copy, or if the student waived the rights to the document.

3. Students be given the opportunity for a hearing to challenge such records on the grounds that they are inaccurate, misleading, or otherwise inappropriate. The right to a hearing under the law does not include any right to challenge the appropriateness of a grade as determined by the faculty member.

4. Students’ written or authorized electronic consent must be received prior to releasing personally identifiable student data from their records to other than a specified list of exceptions.

The University is authorized to release public directory information concerning students. Directory information includes the student’s name, address, phone number, year of birth, program of study, dates of attendance, dates of admission, degree completion dates and types of degrees earned, enrollment status, grade level, photographs, honors, and awards received, participation in officially recognized activities and the most recent previous educational agency or institution attended by the student. Directory information is subject to release by the University at any time unless the Registrar has received a prior written request from the student specifying that the information not be released.

The University is authorized to provide access to student records to University officials and employees who have legitimate educational interests for such access; these are persons who have responsibilities in the University’s academic, administrative, service, or research functions.

A copy of the University’s FERPA policy is available to students through the Registrar’s Office or the student ecampus website at: http://ecampus.phoenix.edu.

Education records also will be released pursuant to a judicial order or a lawfully issued subpoena, but only after the student is given reasonable and necessary notification of the University’s intent to comply with the subpoena before release of the records.

Students have the right to restrict disclosure of directory information by submitting a FERPA Hold Request Form to the Registrar’s Office. Requests are valid throughout student’s enrollment unless otherwise notified. Please send or fax your request to: Registrar, University of Phoenix, 4025 South Riverpoint Parkway, Mail Stop CF-A206, Phoenix, AZ 85040, Fax (480) 643-1600.
The University of Phoenix has established a Student Code of Conduct. Students are expected to conduct themselves ethically, honestly, and with integrity as responsible members of the University’s academic community. This requires the demonstration of mutual respect and civility in all University-related academic and professional discourse.

As part of the Student Code of Conduct, in addition to the information listed here, the University maintains conduct-related policies and procedures for violations that are specific to the following:

1. Code of Academic Integrity
2. Title IX and Violence Against Women Act Policy
3. Code of Conduct for Students with Disabilities
4. Title IX/sexual harassment regulations and policies
5. Student Conduct Code of Conduct and Student Code of Academic Integrity
6. Acceptable Computer Use for Faculty and Student

The University maintains conduct-related policies and procedures for violations that are specific to the following:

1. Actions, oral statements, and written statements which threaten or violate the personal safety of any member of the faculty, staff, or other students.
2. Harassment/discrimination that has the effect of creating a hostile or offensive educational environment for any student, faculty, or staff member.
3. Sex discrimination/sexual harassment that has the effect of creating a hostile or offensive environment for any student, faculty, staff member, or visitor. This includes, but is not limited to, sex/gender discrimination (including pregnancy and childbirth, sexual orientation, gender identity, gender expression, gender transition, transgender status, or gender variance), sexual harassment, unwelcome conduct of a sexual nature, unwelcome sexual advances, requests for sexual favors, and other verbal and nonverbal, or physical conduct of a sexual nature including sexual violence, dating violence, domestic violence, sexual assault, or stalking.
4. Stalking (not otherwise specified in number 3 above) or persistently pursuing another person that has the effect of imposing unwelcomed contact and/or communication.
5. Disruptive behavior that hinders or interferes with the educational process.
6. Failure to promptly comply with any reasonable directive from faculty or University officials.
7. Failure to cooperate in a University investigation.
8. Carrying of weapons on campus, at campus-sanctioned events, or when meeting with campus personnel. (This policy is not applicable to students who are law enforcement officers required by law to carry firearms at all times).
9. Using, dealing in, or being under the influence of alcohol, other substances, or illegal drugs or use of tobacco or electronic cigarettes while in class, at campus-sanctioned events, or when meeting with campus personnel.
10. Failure to maintain confidentiality and respect for the privacy of personal or professional information communicated about clients, one’s employer, other students, or their employers.
11. Falsification, alteration, or invention of information, including, but not limited to, any third party document used to apply for financial aid or lying during a University investigation.
12. Violation of the policy on Acceptable Computer Use for Faculty and Student.
13. Hazing (any action which recklessly or intentionally endangers the mental or physical health or safety of a student for the purpose of initiation or admission into or affiliation with any University-sanctioned organization).
14. Violation of federal, state, or local laws or regulations that impacts the University's educational environment.

Misconduct for which students are subject to disciplinary action includes, but is not limited to, the following:

1. Code of Academic Integrity
2. Title IX and Violence Against Women Act Policy
3. Code of Conduct for Students with Disabilities
4. Title IX/sexual harassment regulations and policies
5. Student Conduct Code of Conduct and Student Code of Academic Integrity
6. Acceptable Computer Use for Faculty and Student

Procedure for Processing Alleged Violations of the Student Code of Conduct and Student Code of Academic Integrity (except misconduct falling under the Title IX and VAWA Policy):

1. Investigation - alleged violations will be investigated in a prompt, thorough, and impartial manner. The investigation will gather relevant evidence, which may include, but is not limited to, pertinent documents and statements from witnesses.
   a. During an investigation a student may be removed from class, campus-sanctioned events, and other University functions after review and approval with an Office of Dispute Management Senior Manager, Director, or Vice President.
   b. If this is a drug and/or alcohol related offense the campus must also notify the Office of Dispute Management.
   c. If this is a drug and/or alcohol related offense the campus must also notify the Office of Dispute Management.

3. Student Response - A student will be given ten (10) calendar days, from the date on the letter, to submit a written response to the University official designated on the charge letter.
   a. Designated University Official Definition:
      i. Academic Violations - representative from the student's college;
      ii. Behavioral Violations - Director of Grievances and Appeals
      iii. Record Violations - Registrar or designee from the Registrar's Office
   b. Failure of a student to respond to the Charging Letter will result in suspension from the University following completion of the current course (if the student is actively attending classes) and is not subject to immediate suspension.

4. Processing Student Response -
   a. A student response admitting guilt will be sent to the desig-
Example of plagiarism include but are not limited to:

a. The exact copy of information from a source without proper citation and without use of quotation marks or block quotation formatting. When a student copies information from a source, he or she must acknowledge the source with quotation marks or block quotes irrespective of whether or not the source has been formally published.

b. Paraphrasing statements, paragraphs, or other bodies of work without proper citation using someone else's ideas, data, language, and/or arguments without acknowledgment.

c. Presenting work as the student's own that has been prepared in whole or part by someone other than that particular student. This includes the purchase and/or

5. Decision - the administrator delivers a summary report, generally containing findings of fact and recommendations, to the designated University official who has the ultimate authority to accept, reject, or modify the recommendations of the Ethics Committee and render the decision.

a. The decision will be communicated in writing to the student by the designated University official.

b. In accordance with the requirements under the Higher Education Opportunity Act (HEOA), upon written request, the University of Phoenix will disclose to an alleged victim of a crime of violence, or a non-forcible sex offense, the results of any disciplinary hearing conducted by the institution against the student(s) who is/are the alleged perpetrator(s) of the crime or offense. If the alleged victim is deceased as a result of the alleged crime or offense, the University of Phoenix will disclose to an alleged victim of a crime of violence, or a non-forcible sex offense, the results of any disciplinary hearing to the victim’s next of kin, if so requested. Compliance of this disclosure does not constitute a violation of FERPA.

c. Any decision which affects a student’s admissions, enrollment, or academic status will be communicated to the Registrar’s Office for records update.

6. Sanctions - If a violation is found, disciplinary sanctions will be based on the seriousness of the situation and may include, but are not limited to, academic integrity and ethical behavior workshops, loss of academic credit, a failing grade on assignments or for the course, suspension, and/or expulsion.

a. A recommendation of expulsion by the designated University official will be automatically reviewed by the Student Discipline Review Committee (SDRC) in the Office of Dispute Management (ODM) and must be endorsed before that sanction is communicated to the student.

7. Appeals - In the event that the student is found to be in violation of the Student Code of Conduct, the student may request an appeal of the decision to the SDRC or Senior Management Review Committee (SMRC) (In cases of expulsion).

a. Appeals must be requested in writing to ODM within ten (10) calendar days from the date on the letter. Appeals will only be accepted if the student can demonstrate one or more of the following:

1) New information which was unavailable at the time of the hearing, or

2) University procedures were not followed.

b. The SDRC will be facilitated by a fair and impartial administrator from the Office of Dispute Management and is comprised of a manager, a director, and an academic college representative or their respective designee. The decision of the SDRC is final and shall be communicated in writing directly to the student, except in the case of a decision by the SDRC supporting a campus recommendation of expulsion.

c. If the student is sanctioned with expulsion, the review of the appeal will be conducted by the Senior Management Review Committee (SMRC) in the Office of Dispute Management. The SMRC is comprised of a representative from the Office of the Provost, a Vice President from Academic Affairs or Student Services, and an Academic or Program Dean (or their respective designees). The decision of the SMRC is final and will be communicated in writing directly to the student and the campus.

Code of Academic Integrity

The University of Phoenix requires that students adhere to the ethical standards necessary to maintain individual and institutional academic integrity. As members of the University’s academic community, students acknowledge and accept a responsibility to abide by this Student Code of Academic Integrity, which is a part of the Student Code of Conduct.

A violation of the Student Code of Conduct - Code of Academic Integrity will be subject to appropriate disciplinary action. Academic integrity violations include all forms of academic dishonesty, including but not limited to:

1. Plagiarism - Intentional or unintentional representation of another’s words or ideas as one’s own in an academic exercise. Examples of plagiarism include but are not limited to:

a. The exact copy of information from a source without proper citation and without use of quotation marks or block quotation formatting. When a student copies information from a source, he or she must acknowledge the source with quotation marks or block quotes irrespective of whether or not the source has been formally published.

b. Paraphrasing statements, paragraphs, or other bodies of work without proper citation using someone else’s ideas, data, language, and/or arguments without acknowledgment.

c. Presenting work as the student’s own that has been prepared in whole or part by someone other than that particular student. This includes the purchase and/or
sharing of work.

d. Failure to properly cite and reference statistics, data, or other sources of information that are used in one's work.

2. Self-plagiarism, double dipping, or doctering - Submission of work that has been previously prepared and submitted for credit without fair citation of the original work. The use of one’s previous work in an assignment requires prior approval from the current faculty member and citation of the previous work.

3. Fabrication - Falsification or invention of any information, citation, data, or document. This includes the invention or alteration of data or results or relying on another source's results in any assignment without proper acknowledgment of that source. Fabrication includes citing sources that the student has not actually used or consulted.

4. Unauthorized assistance - Use of materials or information not authorized by the faculty member to complete an academic exercise or the completion of an academic exercise by someone other than the student. This includes, but is not limited to, providing or receiving answers to an exam, use of faculty materials or answer keys, or a student having someone take his or her exam.

5. Misrepresentation - Falsely representing the student’s situation to faculty; for example when justifying an absence or the need for an incomplete grade or requesting a makeup exam, a special due date, or extension of a syllabus or class deadline for submitting a course requirement.

6. Collusion - Helping or allowing another student to commit any act of academic dishonesty.

7. Copyright infringement - Acquisition or use of copyrighted works without appropriate legal license or permission. Any unauthorized distribution of copyrighted material, including peer-to-peer file sharing and/or illegal downloading or unauthorized distribution of copyrighted materials using the University information technology system may subject a student to civil and criminal liabilities.

   a. For more information, refer to: http://www.copyright.gov/title17/92chap5.pdf for information on federal copyright infringement and remedies. Students may also access the University’s Copyright Infringement and Peer-to-Peer File Sharing policies.

Title IX and Violence Against Women Act (VAWA) Policy

The University recognizes its responsibility to adhere to Title IX of the Education Amendments of 1972. An alleged violation of the Student Code of Conduct - Title IX and VAWA sex discrimination/sexual harassment that has the effect of creating a hostile or offensive environment for any student, faculty, staff member, or visitor. This includes, but is not limited to, sex/gender discrimination (including pregnancy and childbirth, sexual orientation, gender identity, gender expression, gender transition, transgender status, or gender variance), sexual harassment, unwelcome conduct of a sexual nature, unwelcome sexual advances, requests for sexual favors, and other verbal or non-verbal, or physical conduct of a sexual nature including sexual violence, dating violence, domestic violence, sexual assault, or stalking is subject to a prompt, thorough and impartial review process.

Procedure for Processing Alleged Violations of the Student Code of Conduct - Title IX and VAWA Policy:

1. Investigation - An alleged violation of Title IX or an allegation of domestic violence, dating violence, sexual assault, or stalking will be forwarded to the University’s Interim Title IX Coordinator, Marcie L. Batschelett, JD, Office of Dispute Management, 4025 S. Riverpoint Parkway, Mailstop CF-K304, Phoenix, AZ 85040, 602.557.3391, TitleIX@phoenix.edu. Refer to Title IX VAWA Policy - 4.0 Investigation Procedures and Protocols.

   a. Interim and protective measures - refer to Title IX/VAWA Policy - 3.5 Interim and Protective Measures (http://www.phoenix.edu/content/dam/altcloud/doc/UOPX-Title-IX-and-VAWA-Policy-accessible-final.pdf)

2. Notification - Following an investigation, if there is sufficient evidence to warrant a charge, the complainant and respondent will be notified of the specific charge(s) in writing

   a. In those instances where it is determined the conduct does not warrant a Charging Letter, a Warning Letter and/or counseling to the Respondent will be provided. Note: A Warning Letter is not appealable.

3. Respondent Response - A Respondent will be given ten (10) calendar days, from the date on the letter to submit a written response to the Title IX Coordinator (or designee).

   a. Failure of a respondent to respond to the Charging Letter will result in suspension from the University following completion of the current course if the respondent is actively attending classes and is not subject to immediate suspension.

4. Processing Respondent Response -

   a. A respondent response admitting guilt to the charge(s) will be sent to the Title IX Coordinator (or designee), who will determine the appropriate sanction(s).

   b. A respondent response denying the charge(s) will follow the Title IX Committee process outlined below.

   i. The complainant and the respondent will be given notice of the Title IX Committee meeting and afforded the opportunity to appear at the meeting telephonically and/or present written witness statements for inclusion in the Title IX Case Packet.

   ii. The Title IX Committee will be convened to review the file and make findings and recommendations to the Title IX Coordinator who will have the ultimate decision making authority regarding the complaint.

   NOTE: If it is determined that there is a conflict or bias or the appearance of a conflict or bias, The Title IX Coordinator will be removed from the process and a qualified proxy will assist. (i.e. Assistant Title IX Coordinator, or Deputy Coordinator).

   iii. The Title IX Committee will be facilitated by a fair and impartial administrator from the Office of Dispute Management (ODM).

   iv. The Title IX Committee composition will be three fair and impartial individuals who have no prior involvement with the parties or the investigation: a faculty member, and two staff members: one from Student Services and one representative of the college. The Committee will have received annual training on the issues related to sex/gender discrimination, sexual harassment, domestic violence, dating violence, sexual assault, and stalking and
how to conduct a hearing process that protects the safety of victims and promotes accountability.

v. The Title IX Committee will use the preponderance of the evidence standard of proof (more likely than not) to weigh the evidence and make a recommendation to the Title IX Coordinator or designee about whether a violation occurred and what sanction, if any, is warranted.

vi. complainants and respondents will be afforded the same opportunity to separately address the Title IX Committee. This is conducted telephonically. The parties will not have the opportunity to cross examine or question one another or the committee members. However, the complainant and respondent may, at the discretion and direction of the committee, suggest questions to be posed by the committee.

vii. Complainant and respondent are entitled to the same opportunity to have others present during the committee meeting, including the opportunity to be accompanied to any related meeting or proceeding by an advisor of their choice.

a. The University permits each party to have at least one support person present. Complainants and respondents are not entitled to representation by an attorney or any other third party at any point in the process.

b. Any third party in attendance is there for support and not representation

c. The Tape, digital, or other electronic recording of the committee meeting is not permitted.

d. The Title IX Committee members are given a Case Packet with all relevant information for the committee meeting, including any written response received from the complainant and/or respondent, all evidence discovered during the investigation, and any written witness statements the parties have submitted.

a. Parties are able to present evidence for the committee’s review; however, this evidence may not include sexual history of the complainant. Evidence of a prior consensual dating or sexual relationship does not imply consent or preclude a finding of sexual misconduct.

b. The Title IX Committee members sign a Confidentiality Statement for Committee Members and, after the Title IX Committee’s deliberations, the Case Packets are destroyed in order to maintain confidentiality.

5. Decision - the administrator delivers a summary report, containing findings of fact and recommendations, to the Title IX Coordinator or designee, who has the ultimate authority to accept, reject, or modify the recommendations of the Title IX Committee and render the decision. Any publicly available records will not include identifying information about the victim to the extent permissible by law.

a. The decision is communicated within seven (7) days in writing simultaneously to both the complainant and the respondent by the Title IX Coordinator or designee. The result must also include the rationale for the result and the sanction. Compliance of this disclosure does not constitute a violation of FERPA.

b. In accordance with the requirements under the Higher Education Opportunity Act (HEOA), upon written request, the University of Phoenix will disclose to an alleged victim of a crime of violence, or a non-forcible sex offense, the results of any disciplinary hearing conducted by the institution against the student(s) who is/are the alleged perpetrator(s) of the crime or offense. If the alleged victim is deceased as a result of the alleged crime or offense, the University of Phoenix will provide the results of the disciplinary hearing to the victim’s next of kin, if so requested.

c. Any decision which affects a Respondent’s enrollment or academic status will be communicated to the Registrar’s Office for records update.

6. Sanctions: - If a violation is found, disciplinary sanctions will be based on the seriousness and/or frequency of the situation and may include, but are not limited to, documented coaching by a University staff member, counseling by a contracted third-party provider, composition of a self-reflective or academic paper, completion of the Title IX/VAWA workshop, suspension and/or expulsion.

a. A recommendation of expulsion by the Title IX Coordinator (or designee) is automatically reviewed by the Student Discipline Review Committee (SDRC) in the Office of Dispute Management (ODM) and must be endorsed before the Title IX Coordinator (or designee) communicates that sanction to the student.

b. The Student Discipline Review Committee (SDRC) will be facilitated by a fair and impartial administrator from the Office of Dispute Management (ODM) and is comprised of a manager, a director, and a Dean from the accused student’s college or their respective designee. The decision of the SDRC is final and will be communicated in writing within seven (7) days to the complainant and respondent.

c. If the respondent is sanctioned with expulsion, the review of the appeal will be conducted by the Senior Management Review Committee (SMRC) in the Office of Dispute Management (ODM).

7. Appeals - The University will notify the complainant and respondent of the procedures to appeal the results of the decision to the Student Discipline Review Committee (SDRC).

a. Appeals must be requested in writing to the Office of Dispute Management (ODM) within ten (10) calendar days, from the date on the letter. Appeals will only be accepted if one or more of the following is demonstrated:

i. A procedural error occurred,

ii. New information exists that would substantially change the outcome of the finding, or

iii. The sanction is disproportionate with the violation

b. The SMRC is comprised of a representative from the Office of the Provost, a Vice President from Academic Affairs or Student Services, and a Dean (or their respective designee). The decision of the SMRC is final and will be communicated in writing within seven (7) days to the complainant and respondent.

University of Phoenix Professional Standards for Candidates in the School of Nursing

Candidates in the School of Nursing are subject to greater scrutiny because of their anticipated interactions with students, families, patients, and clients in the community. These degree candidates participate in one or more clinical rotations, practicums, and/or preceptorships as part of their academic program. University of Phoenix faculty members have a legal, ethical, and academic responsibility to ensure degree candidates refrain from unsafe or unprofessional nursing practices. Candidates in the School of
Nursing are expected to represent the University as professionals and adhere to the ethics and standards of their profession, irrespective of the conduct that may occur.

The following Professional Standards apply to Candidates in the School of Nursing Programs before, during, and after clinical rotations, practicum, and/or preceptorships. The Professional Standards address a candidate’s affective attributes and disposition to be nurses, nurse practitioners and/or healthcare providers. Monitored behaviors may extend outside the classroom to off-site activities and locations when the candidate’s behavior infringes upon the reputation of University of Phoenix, School of Nursing.

The School of Nursing adheres to the broader nursing community’s ethical standards as well as additional professional standards put forth by the School of Nursing administration.

1. University of Phoenix Student Code of Conduct
Guidelines for acceptable student behavior, including academic integrity, at University of Phoenix can be identified in the Student Code of Conduct, available in the academic catalog.

The School of Nursing adheres to the ANA Code of Ethics for Nurses. Students are expected to read, understand, and perform in compliance with this Code. Candidates can locate the ANA code of Ethics here: http://www.nursingworld.org/ codeofethics

3. Nurse Practice Act (by state)
Because nursing care poses a risk of harm to the public if practiced by professionals who are unprepared or incompetent, the state, through its police powers, is required to protect its citizens from harm. That protection is in the form of reasonable laws to regulate nursing. Students are required to read, understand, and perform in compliance with their state’s nurse practice act. Candidates can locate this information here: https://www.ncsbn.org/nurse-practice-act.htm

4. ANA Principles for Social Networking and the Nurse
ANA’s Principles for Social Networking and the Nurse: Guidance for the Registered Nurse provides guidance to registered nurses on using social networking media in a way that protects patients’ privacy and confidentiality and maintains the standards of professional nursing practice. A copy of the ANA Principles for Social Networking and the Nurse can be found here: http://www.nursingworld.org/principles

5. The candidate is sensitive to community and cultural norms that pertain to the University classroom, clinical rotations, practicum, and/or preceptorships.

6. The candidate appreciates and values human diversity and shows respect for others’ varied talents and perspectives.

7. The candidate refrains from engaging in nursing practice for which the student has not been authorized or for which the student has not been educated/validated at the time of the incident.

8. The candidate refrains from disrupting the programs of the School of Nursing or its affiliates.

9. The candidate will participate in or complete clinical work consistent with professional nursing practice, including satisfactory performance of all critical behaviors specified.

10. The candidate will adhere to College, School, Clinical, and

11. Candidates will refrain from aiding, abetting or inducing another to commit a violation of the Student Code of Conduct or Professional Standards.

12. Candidates in the School of Nursing will assume responsibility for their own health as well as their own behavior.

   a. Transportation: Candidates in the School of Nursing are responsible for personal transportation to and from health agencies and/or clinical sites.

   b. Personal Electronic Devices: Candidates in the School of Nursing are responsible to be aware of and comply with agency policies regarding personal electronic devices.

A Candidate’s ability to satisfactorily meet the Professional Standards is a matter of ongoing academic judgment made by faculty, campus staff and campus management.

University of Phoenix Supplemental Standards for Candidates in College of Education Programs

Candidates in a College of Education program leading to certification or licensure at University of Phoenix are subject to greater scrutiny because of their anticipated interactions with students, parents, and the school community. These degree candidates participate in one or more clinical experience placements (field placements) and a culminating clinical practice (student teaching practicum) as part of their academic program. As prospective educators, College of Education candidates are expected to represent the University as professionals and adhere to the ethics and standards of their profession as well as the University’s Student Code of Conduct.

The College of Education has instituted processes to ensure that candidates demonstrate the appropriate behavioral and programmatic skills required of the profession. As such, candidate interactions with staff, faculty, fellow students, and external placement constituents are observed throughout their attendance. Additionally, candidates are regularly evaluated by the faculty and have access to counseling on professional requirements. These processes are conducted through collaboration between faculty, campus staff, and campus management who understand the profession and who can offer constructive feedback. It is the intention of the Referral Process to identify a candidate’s deficiencies and promote dialogue on how the candidate can improve and move forward in their program. The Referral Process is not intended as punitive, but rather as a corrective measure to ensure candidates are prepared to enter their profession.

During the course of their program, including general education courses, candidates are expected to conduct themselves in accordance with the Student Code of Conduct, Professional Dispositions Rubric, and Supplemental Standards criteria. Faculty members will closely monitor a candidate’s academic progress through a review of grades and dispositions. Should a student be reported for academic or behavioral issues at any time during their period of attendance, a student may be issued a Referral under the Supplemental Standards. A referral may be issued with or without a corresponding Student Code of Conduct action.

Supplemental Standards

The following Supplemental Standards for Candidates in College of Education Programs (“Supplemental Standards”) apply to these degree candidates before, during, and after their field placements.
and practicum. The Supplemental Standards address a candidate's affective attributes and disposition to be an educator. A corresponding Professional Dispositions Rubric provides additional guidance.

A candidate's ability to satisfactorily meet the Supplemental Standards is a matter of ongoing academic judgment made by faculty, campus staff, and campus management.

1. The candidate contributes to a positive climate in the University classroom and all field placements.
2. The candidate demonstrates mastery of written and spoken language for self-expression, as well as for effective interaction in all settings.
3. The candidate is a thoughtful and responsive listener.
4. The candidate is committed to reflection, assessment, and learning as an ongoing process and believes that all students can learn.
5. The candidate is willing to give and receive help.
6. The candidate is sensitive to community and cultural norms for the degree program, the University classroom, and all field placements.
7. The candidate appreciates and values human diversity and shows respect and fairness for others' varied talents and perspectives.
8. The candidate values the development of critical thinking, independent problem solving, and performance capabilities in himself/herself and those with whom he/she interacts.
9. The candidate demonstrates a commitment to keeping abreast of new ideas and understanding in the education field.
10. The candidate demonstrates a level of responsibility and ethical judgment appropriate for a professional educator/administrator.
11. The candidate maintains the highest ethical standards in interactions with faculty, students, and staff, as well as in preparation and submission of required course work, and the completion of tests.
12. The candidate maintains a pattern of exceeding minimal requirements in course and field placements.

**University of Phoenix Supplemental Standards for Candidates in Administration and Supervision Programs**

Candidates in a College of Education program leading to certification or licensure as school administrators at the University of Phoenix are subject to greater scrutiny because of their anticipated interactions with students, parents, and the school community. As prospective administrators, College of Education candidates are expected to represent the University as professionals and adhere to the ethics and standards of their profession as well as the University's Student Code of Conduct.

The following Supplemental Standards for Candidates in Administration and Supervision Programs (“Administration Supplemental Standards”) apply to these degree candidates throughout their academic program and internship. The Supplemental Standards address a candidate's affective attributes and dispositions to be an administrator. A corresponding Administrator Dispositions Rubric provides additional guidance.

A candidate's ability to satisfactorily meet the Administration Supplemental Standards is a matter of ongoing academic judgment made by faculty, campus staff, and campus management. These supplemental, dispositional standards are adopted from the Administrator Dispositions Index items based on the work of the Council for Chief State School Officers (2003) and the National Association of Secondary School Principals (2001).

1. The administrator candidate believes the purpose of school is student learning and is committed to educating all students.
2. The administrator candidate values and is committed to life-long learning for self and others.
3. The administrator candidate believes there are a variety of ways in which teachers can teach and students can learn.
4. The administrator candidate is committed to establishing a safe and supportive learning environment.
5. The administrator candidate is committed to high-quality standards, expectations, and performances from self, staff, students, and others.
6. The administrator candidate is committed to ethical principles in decision-making.
7. The administrator candidate believes the school is an integral part of the larger community and is committed to collaborating with families and community members.
8. The administrator candidate believes in involving stakeholders in order to work toward common goals.
9. The administrator candidate values and is committed to timely communication to inform the community and public.
10. The administrator candidate recognizes and addresses the feelings, needs, and concerns of others.
11. The administrator candidate believes that diversity benefits the school and is committed to working effectively with people from all backgrounds.
12. The administrator candidate welcomes responses from others and actively works to form partnerships with parents.
13. The administrator candidate believes that risks must be taken to improve schools.
14. The administrator candidate believes and is committed to continual school improvement.
15. The administrator candidate is committed to motivating others to enhance professional and organizational growth.
The following policy and procedures are to be used to mutually resolve disputes by and between students and the University. Students are encouraged to first bring the concerns outlined below to the attention of the appropriate individual/department, as set forth in Step One below.

In connection with the University policies identified in Steps One, Two and Three below, this policy is intended to address disputes between a student and the University and create a framework by which a student and the University can resolve disputes. The University strongly recommends using the resources identified in Steps One, Two and Three to resolve disputes. None of these steps, however, precludes any student from seeking other forms of resolution, including in a court of law.

We agree that neither we nor anyone else will use this provision to stop you from bringing a lawsuit concerning our acts or omissions regarding the making of the Federal Direct Loan or the provision by us of educational services for which the Federal Direct Loan was obtained. We also agree that neither we nor anyone else will use this provision to stop you from being part of a class action lawsuit in court. You may file a class action lawsuit in court or you may be a member of a class action lawsuit even if you do not file it. This provision only applies to class action claims concerning our acts or omissions regarding the making of the Federal Direct Loan or the provision by us of educational services for which the Federal Direct Loan was obtained. We agree that only the court is to decide whether a claim asserted in the lawsuit is a claim regarding the making of the Federal Direct Loan or the provision of educational services for which the Federal Direct Loan was obtained.

Step One: Internal Resolution

Students should first attempt to resolve any dispute or issue by contacting the following individuals/departments, and using the process set forth in the corresponding section(s) of the academic catalog, as referenced below. Please note that the information provided below represents only the initial contact with whom such disputes should be reported. Students should carefully consult the academic catalog to gain a more complete understanding of the processes associated with reporting and resolving disputes related to these subject matters.

- Allegations of sex discrimination, sexual harassment, or other forms of discrimination: Bridget Beville, Title IX Coordinator, Office of Dispute Management ("ODM"). See Nondiscrimination Policy and Harassment Policy in the academic catalog.
- Student Code of Conduct Violations (other than sex discrimination and sexual harassment): Registrar. See Student Code of Conduct section in the academic catalog.
- General Student Grievances (other than sex discrimination and sexual harassment): Office of Dispute Management. See General Student Grievances section in the academic catalog.
- Student Grievances relating to financial aid, account balances, or collections: Campus Management. See General Student Grievances section in the academic catalog.
- Academic Issues: Student Appeals Center in ODM. See Student Appeals Center Section in the academic catalog.
- Grade Disputes: Director of Academic Affairs or designee. See Grade Disputes section in the academic catalog.

Step Two: Mediation

If a dispute is not resolved as a result of Step One, all parties are encouraged to participate in a formal mediation session facilitated by a professional, neutral mediator. Mediation is not mandatory but is strongly encouraged as an effective way to resolve disputes. The physical location for the mediation shall be mutually selected by the parties. If the parties elect mediation, the costs associated with the mediation shall be paid by the University. Both the student and the University shall submit in writing to the other the name(s) of one or more professional, neutral mediators as a potential mediator in the matter. The parties will exercise their best efforts to agree on the selection of a mediator. If the parties cannot agree on the selection of a mediator, then the parties can submit the matter to the American Arbitration Association ("AAA") for the purpose of having a neutral mediator appointed in accordance with AAA’s mediation rules.

The mediator shall schedule the mediation as expeditiously as possible. All parties will have the opportunity to attend and participate in the mediation. Any party may be represented by counsel of his or her choosing, at his or her own expense. The mediator shall direct how the mediation will be conducted. As with all mediations, any resulting resolution must be mutually agreed to by the parties, which shall constitute a final and binding resolution of the matter.

Step Three: Binding Arbitration

If a dispute is not resolved as a result of Steps One and Two, all parties are encouraged to participate in binding arbitration as an alternative to resolving the dispute in a court of law. Arbitration is not mandatory but is strongly encouraged as an effective way to resolve disputes. If the parties mutually agree to binding arbitration as the method to resolve their dispute, the following shall apply:

1. The parties shall select the neutral arbitrator and/or arbitration sponsoring organization by mutual agreement. If the parties cannot mutually agree to an arbitrator and/or arbitration sponsoring organization, the arbitration will be held and the arbitrator selected under the auspices of the American Arbitration Association ("AAA"). Except as provided in this Agreement, the arbitration shall be held in accordance with the then current Consumer Arbitration Rules of the AAA ("AAA Rules"). The AAA Rules are available by navigating to the "Rules and Procedures" section of www.adr.org, or by requesting a hard copy from the University Legal Department, currently at 4025 S. Riverpoint Parkway, Mail Stop: CF-KX01, Phoenix, Arizona 85040.

2. In arbitration, the parties will have the right to conduct adequate civil discovery, bring dispositive motions, and present witnesses and evidence as needed to present their cases and defenses, and any disputes in this regard shall be resolved by the arbitrator. The arbitrator may award any party any remedy to which that party is entitled under applicable law, but such remedies shall be limited to those that would be available to a party in his or her individual capacity in a court of law for the claims presented to and decided by the arbitrator, and no remedies that otherwise would be available to an individual in a court of law will be forfeited by virtue of this Agreement. The arbitrator shall apply the
The arbitrator is without authority to apply any different substantive law.

3. Each party will pay the fees for his, her or its own attorneys, subject to any remedies to which that party may later be entitled under applicable law. The University shall initially bear the administrative costs associated with the conduct of the Arbitration, subject to: (1) a one-time payment by the student toward these costs equal to the filing fee then required by the court of general jurisdiction in the state where the student in question attended the University (if the student is financially unable to pay a filing fee, the student will be relieved of the obligation to pay the filing fee); and (2) any subsequent award by the arbitrator in accordance with applicable law. In the event the law (including the common law) of the jurisdiction in which the arbitration is held requires a different allocation of arbitral fees and costs, then such law will be followed.

4. The Federal Rules of Evidence shall apply. The arbitrator shall have jurisdiction to hear and rule on pre-hearing disputes and is authorized to hold pre-hearing conferences by telephone or in person, as the arbitrator deems necessary. The arbitrator shall have the authority to entertain a motion to dismiss and/or a motion for summary judgment by any party and shall apply the standards governing such motions under the Federal Rules of Civil Procedure and applicable federal common law.

5. The arbitrator will issue a decision or award in writing, stating the essential findings of fact and conclusions of law. Except as may be permitted or required by law, as determined by the arbitrator, neither a party nor an arbitrator may disclose the existence, content, or results of any arbitration hereunder without the prior written consent of all parties. A court of competent jurisdiction shall have the authority to enter a judgment upon the award made pursuant to the arbitration.
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ACADEMIC POLICIES

Academic Advisement

All students will have an Academic Counselor to support them in their educational journey from the start of their first class until after graduation. Academic Counselors work with students holistically on needs that exist both inside and outside of the classroom. Academic Counselors collaborate with students on the development of their individualized academic plans, assist with educational milestones, and maintain the commitment to earn a degree. Academic Counselors also educate students regarding the requirements of their academic program, ensure that students have the information they need to make informed decisions about their career goals, and provide coaching to support students in overcoming any obstacles that may arise on their path to graduation. Additional services available on the student website include transfer credit summaries, official grades, program GPA, the ability to request transcripts, and access to a variety of career resources. All students are notified of their official transfer of credits at the time of matriculation and may view their official transfer credit evaluation and progress toward degree completion at any time on their student website.

Registration

Applicants to the University must enter into the most current program of study available in their state or jurisdiction and modality. Students must sign an Enrollment/Disclosure Agreement for the program of study which they intend to pursue. The student’s Enrollment/Disclosure Agreement defines the student’s curriculum and degree requirements. The executed Enrollment Agreement will be effective for one year from the date signed. A signed Enrollment Agreement must be on file before students are allowed to start class.

A Social Security Number is required to be recorded on a student’s education record if the student has or will receive U.S. Federal Title IV funding, U.S. Federal Veterans Affairs funding, and/or U.S. educational tax credit/T-1098. Students who have not or will not be receiving these types of funding will need to complete the Social Security Number Override Verification Form if the student prefers to have the Social Security Number omitted from the student’s education record. Should the University be made aware that U.S. Federal Title IV funding, U.S. Federal Veterans Affairs funding, and/or U.S. educational tax credit/T-1098 has or will be disbursed to a student, the student’s SSN will be added to the student’s education record by the Registrar’s Office. If this occurs, the student will be notified by the Registrar’s Office that the SSN Override has been administratively rescinded.

Official Evaluation

The Office of Admissions and Records, Office of Admission and Evaluation (or designees) review applicants’ required admission documents to render an official evaluation decision. A signed Enrollment/Disclosure Agreement must be on file prior to the official evaluation being completed, and must be signed within 90 days of Admission Application or Program Change Addendum.

Upon completion of the evaluation, the student will be placed in the ‘OF Evaluation Status and will receive official communication of the decision.

Admission Statuses

There are thirteen types of admission statuses at the University of Phoenix representing a student’s standing: Applicant, Orientation Pending, Admitted with Condition, En-Route Credential, Admitted, Deferred Admission, Graduate Provisional, Applicant International Credentials, Non-Degree, Denied for Cause, Denied Admission, Admission Deadline Exceeded, and Re-Entry. Applicants to certain degree programs are permitted to begin their course of study under Applicant, Applicant with International Credentials and Provisional admissions statuses, but are not considered unconditionally admitted until the Office of Admissions and Evaluation grants a status of Admitted and all transfer credits are reviewed for applicability to the degree program. Official decisions regarding admission and academic statuses may be delivered to students via the student website or US Mail.

Applicant (RR) Status

Students qualify for Applicant status upon completion of the application for admission and payment of the application fee (if applicable). Qualified degree-seeking students in the business, human services, management, education, counseling, computer information systems, psychology or nursing programs may attend a maximum of four courses under Applicant status. The University makes no guarantees of a favorable admission to students enrolled in course work under Applicant status.

Orientation Pending (OP) Status

Undergraduate degree applicants with less than 24 credits of previous college credit/experience as listed on their admissions application will be granted Orientation Pending (OP) admitted status after all admission documents have been received, the admission file has been reviewed, and all admission requirements for the chosen program have been met. As a condition of admission, students on Orientation Pending (OP) admitted status must satisfactorily complete the University Orientation prior to gaining unconditional admission status.

Admitted with Condition (AC) Status

Undergraduate degree applicants participating in a university sponsored trial period will be granted Admitted with Condition admission status after all admission documents have been received, the admission file has been reviewed, and the minimum admission requirements for the chosen program have been met. As a condition of admission, students on Admitted with Condition (AC) admission status must meet class attendance requirements in the fourth week of their first course (or after) and have all transfer credits evaluated prior to being unconditionally admitted.

En-route Credential (EC) Status

Students who are pursuing an en-route credential on the way to earning a higher level degree program will be placed on En-route Credential (EC) admission status for the lower level program being earned en-route. Student’s admissibility as a regular student will be enforced and maintained under the degree program of pursuit associated with the student’s enrollment agreement.
Admitted (AM) Status
The Office of Admissions and Evaluation grants a student unconditional admitted status after all documents have been received, the applicant’s admission file has been officially reviewed, and all admission requirements and conditions for the chosen program have been met. Students in all programs must attain admitted status and be officially evaluated by the completion of their fourth University course. This provides the University the necessary information to develop individualized program schedules for each student and provides an opportunity for an admission decision to be made early in the program. Students who are unable to obtain an official admission status by the completion of their fourth University course will be administratively withdrawn from the University and placed on Admission Deadline Exceeded (DE) admission status.

Deferred Admission (DF) Status
Students will be granted deferred admission (DF) if documents or information required for admission (AM) are missing from the file. Students will remain on DF status until the required documents or information is received. Students on DF status cannot attend class and will be administratively withdrawn from the university until the status is resolved.

Graduate Provisional (PV) Status
Students who meet all admission requirements in graduate programs except the minimum GPA requirement of 2.50 or 3.00 (see program specific admissions requirements) may be admitted on Provisional status if their entrance GPA is between 2.0 and 2.49 or 2.50 and 2.99 depending on the program of interest. Students admitted on provisional status must achieve a GPA of 3.0 in their University of Phoenix course work at the end of their fourth completed program applicable course to be unconditionally admitted and placed on Admitted status. Failure to meet the minimum grade point average (GPA) of 3.0 by the fourth completed program applicable course will result in a DA (Disqualified for Admission) student academic status.

Applicant International Credentials (RI) Status
Students using copies of international academic credentials qualify for Applicant International Credentials status upon completion of the application for admission and payment of the application fee (if applicable). Students will not be granted unconditional admission using copies of international credentials until verification of the credentials or an original international academic record is received. Qualified degree-seeking students in the business, human services, management, education, counseling, computer information systems, psychology or nursing programs may attend a maximum of four courses under Applicant status. The University makes no guarantees of a favorable admission to students enrolled in coursework under Applicant International Credentials status.

Non-Degree (ND) Status
Individuals interested in taking coursework at the University, but not interested in pursuing a degree, may register as non-degree students. Non-degree students enrolling in single courses within a degree or certificate program must meet the admissions requirements for the respective college or school. An approved list of courses is available on www.phoenix.edu under Individual Courses. Students may also register for single courses for credit that are not currently part of a degree program or for non-credit bearing courses resulting in Continuing Education Units (CEU), Professional Development Units (PDU), or Contact Hours. Non-degree status may be granted upon completion of the application. Placement on this status for a student is determined by the campus in which the student seeks to complete non-degree coursework.

Denied for Cause (DC) Status
Applicants for admission who have violated a University policy or procedure or committed some other act which, if he or she were already a student, would pose a risk to the University or would subject him or her to sanctions for violating the Student Code of Conduct, will be placed on Denied for Cause status (DC) and will be administratively withdrawn from the university.

Denied Admission (DN) Status
Applicants who do not meet the minimum requirements for admission to a program will be placed on denied admission status and be administratively withdrawn from the university.

Admission Deadline Exceeded (DE) Status
Students who are unable to attain admitted status by the completion of their fourth university course will be placed on Admission Deadline Exceeded (DE) status and be administratively withdrawn from the University.

Re-entry Required (RE) Status
Students who were previously admitted (AM, PV, IV, OP) into a program but have not posted positive attendance in a course for the amount of time designate by the re-entry policy will be placed on Re-entry Required (RE) admission status. Students placed on Re-entry Required (RE) status will be required to re-enter the most current program/version in their state or jurisdiction and submit an admission application, enrollment agreement and any other documents as required by the new program.
Student Academic Standing

The University recognizes the following Student Academic statuses for degree and certificate seeking students:

Regular (RG)

Student is in compliance with applicable academic standing and progression program requirements.

Disqualified for Admission (DA)

DA status results when provisionally-admitted students fail to achieve the minimum-required grade point average (GPA) at the conclusion of the Provisional Admission (PV) period. The date of disqualification is determined by the course end date of the final course completed within the PV period. Students placed on DA status:

- will be administratively withdrawn from the University and are not eligible to re-enroll until six months from the date of disqualification.
- must be granted approval by the Student Appeals Center to re-enroll at the University and may not appeal to return prior to the end of the six month disqualification period. There will be no exceptions.
- may not transfer to another program (including concentration, emphasis, specialization, or major) until they have fulfilled the six month disqualification period and have received approval through a student appeal.
- must meet all conditions of the appeal decision and may be required to retake or replace the course(s) with the lowest grade(s) earned.

Academic Disqualification (AD)

AD results when students on Academic Probation (AP) fail to achieve the minimum-required GPA at the conclusion of the probationary period. The date of disqualification is determined by the course end date of the final course completed within the AP sequence. The University will note the date a student is placed on and removed from AD on the permanent transcript. Students placed on AD status:

- will be administratively withdrawn from the University and are not eligible to re-enroll until six months from the date of disqualification.
- may not transfer to another program (including concentration, emphasis, specialization, or major) until they have fulfilled the disqualification period.
- upon returning are required to retake or replace the program applicable course(s) with the lowest grade(s) earned until the minimum program GPA has been achieved.
- Students in Nursing and Counseling Programs Only: must be granted approval by the Student Appeals Center to re-enroll at the University and must meet all conditions of the appeal decision.

Scholastic Disqualification (SD)

SD status results when a student does not meet the minimum grade requirement for a designated course in their program. If the minimum grade is not earned, the course will be treated as a non-passing grade (F) and will be awarded zero (0.00) credit. The course will be counted in the calculation of the GPA based on attempted credits. The University will note the date a student is placed on and removed from SD on the permanent transcript. Students placed on SD status:

- will not be allowed to continue in their program until they have fulfilled the requirements for progression as determined by University policy.
- may not transfer to another program (including concentration, emphasis, specialization, or major) without an approved SAC appeal, or until they have fulfilled the requirements for progression.

Scholastic Suspension (SS)

SS status occurs when a student is suspended for a period of time or indefinitely from the University. The student will be administratively withdrawn and the University will note the dates of suspension on the permanent transcript. Students placed on SS status will not be allowed to continue in their program or transfer to another program (including concentration, emphasis, specialization, or major) until the allocated period of time for the suspension has ended and/or the student’s status has been updated.

Expulsion (EX)

EX status occurs when a student is administratively withdrawn from the University and not permitted to return under any circumstances. The date of expulsion is noted on the official transcript.

Program Academic Standing

The University recognizes the following Program Academic statuses for degree and certificate seeking students:

Regular (RG)

Student is in compliance with applicable academic standing and progression program requirements.

Academic Probation (AP)

Students will be placed on AP status when their program grade point average (GPA) falls below the minimum GPA required in their program. Students on AP status are restricted to a period of four consecutive (completed) program-applicable courses to bring their GPA to the minimum requirement for their program. Only courses that start and end after the course that placed the student on AP status will apply toward the AP course sequence. Concurrent enrollment is prohibited in this status. Effective for students who sign enrollment agreements on 7/1/2019 or later, new students enrolling into an associate’s or bachelor’s degree program (excluding education, nursing, and social work licensure programs) will not be placed on AP within the first four cumulative GPA applicable courses completed at the University. For the purposes of this policy, new students are defined as those who do not have positive recorded attendance in a UOPX course prior to 7/1/2019, and who have not completed more than three previous cumulative GPA applicable UOPX courses that started on or after 7/1/2019. Upon completion of the fourth course, students who are below their minimum required program GPA will be placed on AP status and restricted to a period of four consecutive (completed) program-applicable courses to bring their GPA to the minimum requirement for their program.

Course Statuses

Administrative Withdrawal (AW)

Student is withdrawn from a course for failure to meet academic, admissions, candidacy, financial, or code of conduct policies.

Audit (AU)

Student has received appropriate approvals to observe the course and will not receive a letter grade.

Completed (CO)

Student has attended enough workshops to meet minimum atten-
dance requirements and to receive a letter grade.

**Dropped (DR)**
Student was in a SC or EN course status and requested to be removed from the course. The student has not met the minimum attendance requirements in the course.

**Enrolled (EN)**
Student has satisfied at least one week of positive class attendance and continues to actively meet class attendance requirements.

**Obsolete (OB)**
Student has been scheduled for a course that has been retired and that will no longer be offered by the University.

**Scheduled (SC)**
Student is registered for a course and no class attendance has been posted.

**Insufficient Attendance (TA)**
Student has been automatically removed from the course due to not meeting minimum class attendance requirements.

**Withdrawn for Admissions (WI)**
Student not matriculated or student has been removed from admissions (AM) status after completing five courses.

**Waived with Credit (WO)**
Student has processed a waiver request through the Office of Admissions and Evaluation

**Withdrawn for Prerequisite (WP)**
Student has failed to meet the course and/or program prerequisite requirement.

**Exemption (WV)**
Course waived without credit.

---

**Candidacy Statuses**

**Level 1 Candidate Status**
Level 1 Candidate status is determined at the time of admission and is based on the admissions requirements for the desired program. Not all programs have a candidate status requirement.

- **1S:** Level 1 Candidate Status Satisfied: Student has met the admissions requirements and has been admitted.
- **1N:** Level 1 Candidate Status has not been satisfied: Student has not met the admissions requirements, has been denied admission, and therefore does not meet the requirements to achieve Level 1 Candidate Status. Students in a 1N Candidate Status should not attend class.

**Level 2 Candidate Status**
Level 2 Candidate status is a review of additional requirements needed for the student to progress in their program past a certain point, as designated in program policy.

- **2S:** Level 2 Candidate Status Satisfied: Student has met the additional requirements by the specified deadline indicated in the program requirements.
- **2N:** Level 2 Candidate Status Not Satisfied: Student has not met the additional requirements by the specified deadline indicated in the program requirements. A candidate status of 2N restricts the student from attending any future courses until the requirements are met and the student will be administratively withdrawn from the university.

---

**Enrollment Status**

The University recognizes the following enrollment statuses:

**Program Level Enrollment Status**

<table>
<thead>
<tr>
<th>Enrollment Status</th>
<th>Code</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Full-Time</td>
<td>F</td>
<td>The student’s required academic workload for his/her program is at least 6 credits for an academic year, the student is actively attending class and the student's official last date of attendance based on Academically Related Activities (ARAs) does not exceed 14 days. Institutionally Scheduled Breaks and In Progress Extension (IX) grades are excluded from the 14 day out of attendance calculation.</td>
</tr>
<tr>
<td>Active Less Than Half Time</td>
<td>L</td>
<td>The student’s required academic workload for his/her program amounts to less than the 6 credits for an academic year, as determined by the institution. In addition, the student is actively attending class and student's official last date of attendance based on Academically Related Activities (ARAs) does not exceed 14 days. Institutionally Scheduled Breaks and In Progress Extension (IX) grades are excluded from the 14 day out of attendance calculation.</td>
</tr>
<tr>
<td>Leave of Absence</td>
<td>A</td>
<td>The student is on an approved Leave of Absence (LOA).</td>
</tr>
<tr>
<td>Withdrawn</td>
<td>W</td>
<td>The student has been withdrawn from the University. Withdrawal can be unofficial, official or administrative.</td>
</tr>
<tr>
<td>Academic Complete</td>
<td>C</td>
<td>Academic program requirements have been satisfied, as identified by the academic complete date field in the academic system of record; however, the student’s program has not been officially audited nor has the University’s Registrar’s office officially conferred the degree.</td>
</tr>
<tr>
<td>Graduated</td>
<td>G</td>
<td>The student has completed all program requirements and degree is conferred.</td>
</tr>
</tbody>
</table>
**Student Falsification of Information**

All students applying for admission to the University have the responsibility to submit a complete and accurate application package including all academic and professional credentials required. Submitting incomplete, false, or misleading information may be grounds for dismissal at any time.

**On-Camera Conduct Policy**

Students, faculty and staff of University of Phoenix may have reason to utilize electronic camera communication. Any person engaging in a University of Phoenix related activity who activates a camera presence, whether intentionally or unintentionally, must comply with the following guidelines. Failure to comply with these guidelines may result in a disciplinary action.

- All persons appearing on camera must be dressed appropriately, as if present in a physical classroom or office setting. Examples of prohibited conduct include but are not limited to appearing on camera without appropriate covering, having exposed undergarments, and wearing clothing which is sexual, discriminatory, or otherwise unprofessional in nature.
- The area visible by the other party must be free from all items which may detract from or be disruptive to the educational environment. Examples of prohibited items include but are not limited to firearms, drugs (legal or illegal), drug paraphernalia (legal or illegal), tobacco products, and material which is sexual, political, discriminatory, or otherwise unprofessional in nature.
- All persons appearing on camera must be dressed appropriately, as if present in a physical classroom or office setting. Examples of prohibited conduct include but are not limited to appearing on camera without appropriate covering, having exposed undergarments, and wearing clothing which is sexual, discriminatory, or otherwise unprofessional in nature.
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- The area in use by all parties must be free from general distractions. Examples include, but are not limited to, children, animals, electronics, appliances, and other adults.
- Parties appearing on camera are to conduct themselves at all times in a professional manner. Either party to on-camera communication may end their video presence at will.

**General Grievances**

The University has established specific processes for students who wish to submit a grievance or appeal. These processes are outlined within the respective policies.

Grievances relating to financial aid and account balances must be reviewed by campus management before being submitted to the Office of Dispute Management (ODM). When such a grievance is received in the ODM, the student will be provided with guidance on filing a formal grievance via this office.

Student grievances and appeals not addressed in policy can be submitted in writing to the ODM, which will determine the appropriate course of action.

**Academically-Related Appeals - Student Appeals Center (SAC)**

Requests for exceptions to academic policy must be submitted via appeal to the Student Appeals Center (SAC). SAC decision-makers have the authority to make exceptions to University policy based upon a student's individual circumstances. Decisions are based upon maintaining the academic integrity of the institution. It is incumbent upon the student to provide his/her campus representative with an appeal letter and all relevant documents and statements of support for the request. Students and campus representatives are required to refer to the specific policy being appealed in order to determine the eligibility of the request. SAC Decisions are ineligible for appeal through any other entity within the University.

**Grading Procedures**

Course grades can be viewed on the student website (https://ecampus.phoenix.edu) on the Schedule and Grades link or Program tab. In addition, students may view their grades on the official and unofficial transcript available on the home page by selecting Order Transcripts under the Quick Links listing. Faculty members are required to post final grades within seven days of completion of the course.

The University has established the following grading guidelines to be complied with by all faculty.

**Grade Definitions**

<table>
<thead>
<tr>
<th>Grade</th>
<th>Quality Points</th>
<th>Grade</th>
<th>Quality Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>4.00</td>
<td>C–</td>
<td>1.67</td>
</tr>
<tr>
<td>A–</td>
<td>3.67</td>
<td>D+</td>
<td>1.33</td>
</tr>
<tr>
<td>B+</td>
<td>3.33</td>
<td>D</td>
<td>1.00</td>
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<tr>
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<td>D–</td>
<td>.67</td>
</tr>
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<td></td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>2.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The following grades are not issued quality points and do not calculate into the GPA:

- I = Incomplete
- IP = In Progress
- IX = In Progress extension
- W = Withdrawal
- W/F = Withdrawal failing
- P = Passing
- AU = Audit
- QC = No grade awarded
- NC = No credit
- WC = Waived with credit

The minimum passing grade for a University course is D–; however, some University programs and courses require higher minimum grades. Minimum grade requirements are documented within policy for those specific programs. Students who receive a grade below the minimum passing grade established for a course...
will not earn quality points, as the grade is considered a failing grade.

A = Outstanding achievement. Student demonstrates intellectual initiative in accomplishing course goals and objectives through high levels of originality and creativity.

B = Very good work. Student performance meets designated course goals and objectives by demonstrating understanding of the course materials at an acceptable level.

C = Average work. Student performance demonstrates average comprehension and satisfactory achievement of the course goals and objectives.

D = Unacceptable work. Student performance demonstrates minimum acceptable performance in accomplishing course goals and objectives.

F = Failing. Student performance demonstrates unsatisfactory or below minimally acceptable achievement in accomplishing course goals and objectives.

I = INCOMPLETE Student granted extension to complete assignments. A student who receives an incomplete is given up to five (5) weeks, at the discretion of the faculty, from the scheduled course completion date to complete the course requirements and receive a grade.

• The student’s final grade will be reduced by one full letter grade by the faculty member, regardless of the circumstances under which the Incomplete was granted. Students who do not complete any additional course requirements prior to the new deadline will be awarded the grade earned for the entire course, as though an incomplete grade had not been requested. Faculty members are required to produce completed Incomplete Grade Contracts as needed to enforce the new course completion deadline date.

• Incomplete grades shall be granted for active duty military personnel, regardless of component and including reserve and National Guard personnel who are deployed in operational war zones or in adjacent geographic areas in support of operational war zones. An “operational war zone” is, for purposes of this policy, defined as an area of operations where military personnel are engaged in active conflict or in post-conflict activities. If the student would like an opportunity to complete the course while deployed, an incomplete “I” grade can be issued instead of a “W” grade. The “I” grade may be issued with an initial extension of six (6) weeks beyond the traditional five (5) week extension. The practice of requiring final grades to be lowered by one full letter grade as a result of the incomplete “I” grade shall be waived for deployed students.

IP = IN PROGRESS An IP grade may be awarded in the following instances:

• IP grade can only be awarded in qualified courses by the instructor. The IP grade allows the student additional time to complete requirements. IP grades will default to a QC or an F, depending on the course, if a letter grade is not posted by the instructor by the end of the IP timeframe. Faculty are not required to subtract one letter grade for IP grade awards.

IX = IN PROGRESS EXTENSION An IX grade may be awarded in the following instances:

• For ADA: A new IX course completion date for ADA accommodations must be determined by the Disability Services Advisor. The Registrar’s Office will work with the Disability Services Advisor to determine the IX course completion date for ADA accommodations.

• For Title IX: A new IX course completion date for Title IX accommodations must be determined by Title IX. The Registrar’s Office will work with the Title IX Coordinator to determine the IX course completion date for Title IX accommodations.

• Students who are approved for reasonable accommodations will not be penalized one letter grade after completing the course to comply with an academic adjustment granted by the University in accordance with ADA and Title IX.

• IX grade will default to an F when the course exceeds its expiration date and no grade has been submitted.

QC = No grade awarded. A QC is awarded in the following instances:

• This grade may be used for zero credit courses once the attendance requirement has been satisfied.

• A QC grade may automatically post for certain Doctoral and Counseling courses when the IP period expires and no formal grade has been submitted.

• This grade allows students to repeat a course without penalizing their GPA in eligible courses.

• IX grade will default to an F when the course exceeds its expiration date and no grade has been submitted.

WC = WAIVED WITH CREDIT University of Phoenix required course, waived with credit.
Program and Cumulative Grade Point Average

Program GPA is calculated using all University of Phoenix (UOPX) courses applicable to the student’s degree program. UOPX cumulative GPA is a calculation of all completed UOPX courses.

The following quality points are associated with the respective grades below:

<table>
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<tr>
<td>C</td>
<td>2.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Program applicable coursework that may not apply towards the program in terms of credit, but is needed to fulfill a proficiency, prerequisite, or other degree requirement will be included in the Program GPA.

Students wanting to improve their Grade Point Average (GPA) may repeat a previously completed course, or complete an equivalent. The initial course will be removed from the GPA calculations and the most recent course will be applied and calculated regardless of the grade earned. Additionally, the credits earned for the initial course will no longer apply to the student's record. Academic Standing and Scholastic Disqualification policies will need to be referenced within each program for additional guidelines or limitations.

Grade Reports and Transcripts

At the end of each course, the faculty member submits and posts grades for each student. Students can view their course information including grades, GPA, program information and scheduled courses online at https://ecampus.phoenix.edu. The student’s official transcript is prepared by the Registrar's Office. The official transcript will show the current enrollment status, all program(s) and GPAs as well as courses, grades, credits, and dates of instruction for all graded for-credit courses taken at University of Phoenix. Credits awarded from the Prior Learning Assessment will be recorded on the transcripts as the credits are awarded and assessment fees are paid.

Only a summary of credits transferred by institutions will be included on the transcript. If itemized information for these credits are needed, the student must contact the school where the credits were completed.

NOTE: Students may repeat courses. Only the grade and credit for the most recent repetition is used in calculating total hours earned and total cumulative grade-point averages. However, the original and repeated grades remain on the transcript bearing a symbol to show that a particular course has been repeated.

Transcripts will be released only to students who are in good financial standing with the University. Students may request official transcripts from the student website (https://ecampus.phoenix.edu) on the home page by selecting Order Transcripts under the Quick Links listing and by following the directions for requesting a transcript. Students may also request transcripts by phone, fax or mail by contacting the Admissions and Records Service Center at 800-866-3919. Transcript Request Forms are also available at any University of Phoenix campus. Completed forms should be mailed to the Office of the Registrar, University of Phoenix, 4025 S Riverpoint Parkway, CFL-308, Phoenix, AZ 85040. The Family Education Rights and Privacy Act of 1974 requires that all mail-in transcript requests be submitted in writing and be signed by the student.

All student academic records are retained, secured, and disposed of in accordance with local, state, and federal regulations. All student record information is maintained on the University computer system, paper and/or microfiche, microfilm, disc or electronic imaging system.

Grade Disputes and Grade Corrections

- The University has established a dispute process for students who believe a grade has been awarded incorrectly.
- Student grades may not be changed by the faculty member after the grades have been submitted unless the student initiates the formal grade dispute process or if the faculty member determines the original grade was improperly calculated.
- Requests or disputes related to grades must be resolved by the faculty member in accordance to academic policies, whose decision is final, unless the dispute alleges discrimination or harassment.
  - Disputes challenging the accuracy of a grade must be submitted by the student to the faculty member within six weeks from the grade posting date. Grade disputes based on work submitted, class participation, or claiming a calculation error are to be resolved solely by the faculty member, whose decision is final.
  - Disputes challenging a grade which also allege discrimination or harassment by the faculty member are addressed according to the Non-Discrimination and Harassment policies.
  - Disputes challenging a grade that also allege violation of an established University policy (other than discrimination or harassment) are addressed by the Director of Academic Affairs, or designee, who may mediate a resolution between the student and faculty member. However, the decision regarding whether to change the grade rests solely with the faculty member when adhering to academic policies.
- Formal grade disputes will only be reviewed if the student initiated the grade dispute process with their faculty member within six weeks from the grade posting date.
- Decisions for grade disputes must be rendered prior to the student being degree conferred.
Program and Modality Changes

Students wishing to change their program/version must enter into the most current program or version offered in their state or jurisdiction. Students must do this through consultation with appropriate campus personnel as some other institutional requirements or restrictions may apply. Students changing into a new program must have documentation on file that meets all admission requirements for the new program being entered. Students who are changing programs to a new program that has employment/work experience/access to work environment requirements must submit a Program Change Addendum. Previously transferred or completed University of Phoenix coursework may not apply to the new program requirements due to differences in degree and content requirements for the new program being entered.

Students making a permanent change from one modality to another (e.g., online to local campus, or local campus to online) are required to sign a new Enrollment/Disclosure Agreement specific to the new modality.

Graduation Application and Credential Conferral

University diplomas and certificates are issued to students who have completed all program requirements, who are in good academic and financial standing, and whose credential has been officially conferred.

Upon completion of all program requirements, students must submit a graduation application in order to be considered for official credential conferral.

Following credential conferral, the University will issue one diploma or certificate.

The date documented on the diploma will reflect the last day of the month in which all program requirements were completed and applied.

The date documented on the certificate will reflect the date on which all program requirements were completed and applied.

Degree and certificate conferral dates cannot precede the date the program was approved and became available in the student’s state or jurisdiction.

Once a credential has been conferred, modifications cannot be made to a student’s official academic record (e.g., students taking coursework to improve their program GPA).

Braille Embossed Diplomas

Students may submit a request for a braille embossed diploma to the Disability Services Department. Requests for braille embossed diplomas should be submitted to DisabilityManagerQuestions@phoenix.edu. Approved requests will be routed to the Registrar’s Office for fulfillment. Students must provide appropriate documentation and be officially degree conferred.

Posthumous Degrees

The University may present posthumous degrees for deceased students who were enrolled and posted positive attendance, and were in good academic standing in a University program at the time of their death.

Posthumous degrees may be presented to immediate family members who submit a notarized Affidavit of Family Member of Deceased Student or to the executor of the estate with official written authorization.

Degree Posting

Degrees are conferred and posted to students’ academic record with the last day of the month in which all degree requirements are completed. Degree requirements are considered to be met when all credit bearing and non-credit bearing requirements have been met, and all credit has been posted to the academic record. The student’s individual program completion date is recorded on the academic record and transcript, indicating that the final academic requirements for the degree were completed on that date.

Diplomas are printed bearing the last day of the month in which all degree requirements were completed for all students who have completed the degree requirements and who have met all financial obligations to the university.

Students who are not eligible for degree conferral are notified by their Academic Representative of their degree deficiencies.

Graduation with Honors

Bachelor degree students who complete their degree program with a program grade point average of 3.85 or higher will graduate with “Honors”. The “Graduated with Honors” designation will appear on the University diploma and permanent transcript.

Participation in Commencement Ceremony

Commencement ceremonies are held by the majority of campuses. Students who have met all of the requirements and completed a degree program with University of Phoenix (UOPX) are eligible to participate in commencement.

Students who have not yet completed degree requirements are eligible to participate in commencement ceremonies when they meet the requirements as outlined below:

- Regular (RG) student academic status by the ceremony registration deadline date
- Regular (RG) program academic status by the ceremony registration deadline date
- Satisfaction of all financial obligations to the University
- Completion of degree requirements within the specific credit limits outlined below by the final registration deadline:
  - Associate students- successful completion of all but 6 credits
  - Bachelor’s and Master’s students- successful completion of all but 9 credits
  - Doctoral students - successful completion of all credit and non-credit bearing degree requirements, including a completed dissertation approved by the Dean, prior to commencement eligibility.

Students who do not meet the eligibility requirements will not be allowed to participate in commencement ceremonies. Campuses are not permitted to grant exceptions to these policies and no appeals will be accepted.

Students who attend commencement ceremonies prior to completing their degree requirements are not guaranteed a University Degree. Academic standards must be met in order for a degree to be awarded. Students may fail to meet these standards after attending commencement ceremonies.

Degree seeking students who meet the eligibility requirements may participate in a commencement ceremony at any UOPX campus location. Registration information and a complete listing of scheduled commencement ceremonies may be accessed via the student website.

All Bachelors level students who have met the University Honors requirements, by the commencement ceremony date, and have met
all other eligibility criteria, will be recognized at commencement ceremonies with the University honor cord.

Students who attend commencement ceremonies and wear the University honor cord prior to degree conferral are not guaranteed the "Graduated with Honors" designation. Academic standards must be met in order for a "Graduated with Honors" degree to be awarded. Students may fail to meet the University Honors standards after attending commencement ceremonies.

Certificate students are not eligible to participate in commencement ceremonies.

Program Completion Deadlines

The following program completion deadlines outline the time-frames allotted to students to complete all requirements for their selected program version.

<table>
<thead>
<tr>
<th>Program</th>
<th>Years for Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate</td>
<td>within 5 years</td>
</tr>
<tr>
<td>Associate of Arts</td>
<td>within 5 years</td>
</tr>
<tr>
<td>Associate of Arts (Credit Recognition)</td>
<td>within 2 years</td>
</tr>
<tr>
<td>Bachelors</td>
<td>within 8 years</td>
</tr>
<tr>
<td>Masters</td>
<td>within 5 years</td>
</tr>
<tr>
<td>Doctoral except for PHD/IO &amp; EdS</td>
<td>within 8 years</td>
</tr>
<tr>
<td>PHD/IO</td>
<td>within 9 years</td>
</tr>
<tr>
<td>EdS</td>
<td>within 3 years</td>
</tr>
</tbody>
</table>

Program completion deadlines are calculated based on first date of positive recorded class attendance in the student's program version.

Changes to a selected major, concentration, emphasis, or en-route credential in which a student remains in the same program version will not result in a change to the student's program completion deadline.

A student who changes their program and/or version will have a new program completion deadline calculated based on the first date of positive recorded attendance in the course beginning after the student signature date on the most recent enrollment agreement file.

- A student who posts positive class attendance in a program version, changes their program and then reverts back to their prior program version will be held to their original program completion deadline for that program version.

Re-entry students who return to the same program version will have a new program completion deadline calculated if that program version is still active and available for new enrollments and is the most current version in the student's state or jurisdiction. Re-entry students who return to a program that is not accepting new enrollments and/or is not the most current version available in their state or jurisdiction will be held to their original program completion deadline.

Disclaimer on Job Placement

The purpose of the degree programs offered by the University of Phoenix is to extend the nature and range of careers available to its students by providing a quality education that integrates theory with practical application. However, the University cannot offer guarantees of job placement, advancement, or continued employment.

Non-Degree Students

Students who wish to complete one or more courses with the University without enrolling in a degree or certificate program are considered Non-degree students and will be enrolled under the Non-degree (ND) admission status. Non-degree students are subject to all institutional policies, except those that indicate that they are specific to degree-seeking students. Non-degree students can only enroll in courses associated with a degree or certificate program that has been approved in their state or jurisdiction of residency.

Non-Degree courses are divided into the following categories:

- General education or elective for-credit courses that are not currently part of a required course of study for a degree or certificate program.
- Courses that are part of a required course of study for a degree or certificate program.
- For-credit courses that are part of an Extension program code for a College or non-credit bearing courses that are part of a program code from the School of Continuing Education.

Enrollment of international students into non-degree courses in any of the three categories will only be made as permitted by U.S. law. University of Phoenix will not enroll into non-degree courses a resident of, or individual located in, a country that is subject to any of the sanctions programs administered by the U.S. Office of Foreign Assets Control ("OFAC") or any individual that has been designated a: Specially Designated National ("SDN"), Foreign Sanctions Evader ("FSE"), Blocked Person, Denied Person or other similar classification, as defined by U.S. Law. For purposes of this policy an international student is defined as a non-US citizen or a student with a non-US (including US territories) address. Registrants fitting this definition must complete an International Student Acknowledgement, which includes consent for background screening and the applicant's consent to allow the University to process the registrant's personal information.

University of Phoenix does not market to potential students in European Union (EU) member countries. Individuals who reside in an EU member country will not be enrolled or admitted unless they are a U.S. citizen or are affiliated with the U.S. Military.

To enroll in for-credit courses that are classified as general education, elective, or part of a required course of study for a degree or certificate program, Non-Degree students must meet the following academic preparedness requirements:(E1, E3)

- High school graduation from an institution that holds state approval to confer high school diplomas or are accredited or a candidate for accreditation at the time the student attended by an acceptable accrediting body, GED certificate or CHSPE (California High School Proficiency Examination) certificate, or completion of the HiSET examination with a passing score.(E4)
Students who reside in the United States must meet one of the requirements:
- Be a legal resident of the United States
- Have been granted permanent residency
- Have a valid visa that does not prohibit educational studies
- Have been granted temporary protected status and has been verified through Citizenship and Immigration Service that the country is eligible for TPS status at the time of application sign date. Student must list TPS as the visa type on the enrollment paperwork.
- Have been granted asylum or refugee status
- Have a valid F1 Visa

Students who reside in Canada must meet one of the following requirements:
- Be a legal resident of Canada
- Be a landed immigrant
- Have a valid visa that does not prohibit educational studies
- Must meet state immunization and Health Insurance Requirements
- Provide an unofficial or official transcript demonstrating that any applicable prerequisites have been satisfied for their selected course(s). To satisfy a prerequisite the course must meet the following criteria:
  - have been completed at a regionally or approved nationally accredited, or candidate for accreditation, college or university,
  - have been completed with a grade of “C” or better or comparable passing benchmark
  - be comparable in content and must be an equivalent level or higher level course
- Must not have been expelled from University of Phoenix or other institutions.

Non-Degree students who wish to complete graduate level courses that are part of the required course of study for a degree or certificate program must provide proof of completion of an undergraduate degree or higher from a regionally or approved nationally accredited, or candidate for accreditation, college or university or comparable undergraduate bachelor’s degree or higher earned at a recognized foreign institution or a graduate degree from an ABA accredited institution (i.e.- JD, LLB, LLM). If the institution became accredited while the student was attending, a minimum of 75% of the coursework taken toward the degree must have been completed while the institution was accredited or during the candidacy period.

Non-degree students may complete an unlimited number courses; however; non-degree students will not be awarded a degree or certificate unless they are officially admitted into a degree or certificate program. Non-degree student who are admitted into a degree program will need to meet the following credit residency requirements:
- 18 credits toward a graduate degree required course of study completed after admission into the degree program.
- 30 credits towards an undergraduate degree required course of study completed after admission into the degree program.

Some for-credit courses have additional academic preparedness requirements for non-degree students.

College of Humanities and Sciences Individual Counseling Non-Degree Courses
Non-degree students with a graduate degree in counseling or related field (e.g. Psychology, school counseling, school psychology, gerontology counseling, rehabilitative counseling) may complete a maximum of four (4) graduate level courses from the available counseling course selection. The academic leadership responsible for the administration of counseling courses programs may waive prerequisite coursework with the appropriate graduate degree and/or clinical experience.

College of Health Professions, School of Nursing Individual Nursing Non-Degree Courses
Students enrolled in an approved RN-BSN transfer partner institution Concurrent Enrollment Program (CEP) may be scheduled for non-degree courses as outlined on the RN-BSN Partnership Transfer Pathway Guides.

RN-BSN Transfer Partner Institution CEP’s RN-BSN Pathway Partnership CEP students are required to achieve a minimum grade of “C” (2.0) in their non-degree nursing courses. A “C-” grade is not acceptable. Students who fail to receive a minimum grade of “C” in any of the non-degree nursing CEP courses will be scholastically disqualified from the University. Students who fail to achieve the minimum grade requirement on a second course will be scholastically suspended, permanently withdrawn.

RN-BSN Pathway Partnership CEP students who have been scholastically disqualified will not be allowed to continue until they have taken the following steps: (E6)
- Met with the Campus College Chair, an assigned nursing faculty member, or designee to discuss the non-passing grade and resolve any concerns moving forward.
- Completion of the academic progression student agreement form, signed by the student and returned to Campus College Chair, or designee.
- Retake of the course which placed them on scholastic disqualification and satisfy the grade requirement.

School of Advanced Studies Individual Doctoral Non-Degree Courses
Non-Degree students enrolling in doctoral courses must provide proof of completion of a graduate degree from a regionally or approved nationally accredited, or candidate for accreditation, college or university or equivalent graduate degree earned at a recognized foreign institution or a graduate degree from an ABA accredited institution (i.e.- JD, LLB, LLM). If the institution became accredited while the student was attending, a minimum of 75% of the coursework taken toward the degree must have been completed while the institution was accredited or during the candidacy period.
California Early Completion Option

- California residents may qualify, per state Commission requirements, for the Early Completion Option (ECO). This allows candidates to earn a preliminary credential in Multiple Subject or Single Subject by completing an Internship and the supervised student teaching component and teaching performance assessments.
- The California Early Completion Option (ECO) consists of credit-bearing, non-degree coursework. Candidates are not completing a University of Phoenix certificate or degree.
- The California Early Completion Option requires:
  - Completion of the following coursework (120 pre-service hours):
    - **MAED/TED 07CA**
      - **Multiple Subject:** MTE 506CA; MTE 518CA; ELL 500; SPE 514CA; RDG 537CA; MTE 522CA
      - **Single Subject:** MTE 506CA; SEC 508CA; ELL 500; SPE 514CA; RDG 542CA; MTE 523CA
    - **MAED/TED 08 CA**
      - **Multiple Subject:** MTE 511; ELM 533; ELL 500; MTE 512; RDG 556; ELM 532
      - **Single Subject:** MTE 511; SEC 533; ELL 500; MTE 512; RDG 558; SEC 532
  - Upon successful completion of required Early Completion Option (ECO) coursework and completion of additional requirements as outlined in the ECO checklist, students are eligible to apply for the Intern Credential.
  - Early Completion Option (ECO) students enrolled in this option must validate a full-time student teaching experience (minimum 15 weeks) as the teacher of record.
    - Students must successfully complete 15 weeks supervised student teaching experience. Candidates will be assigned a faculty supervisor by the University throughout the program and their student teaching experience.
    - Students will be assigned a mentor at the school site for the duration of their district contract.
    - Students must earn a B or better in each of the Student Teaching Seminars. Grades of “B-” are not accepted. Students who fail to receive a minimum grade of “B” in each of the Student Teaching Seminars will not earn quality points, as the grade is considered a failing grade.
    - Students have only one opportunity to successfully complete the student teaching experience.
  - Early Completion Option (ECO) students who have completed coursework, but have not met their IR requirements within the contracted school year, may not be eligible to maintain their internship credential.
  - Early Completion Option (ECO) students must pass the Teaching Performance Assessment on their first attempt prior to beginning their first ECO course. Students who do not pass the Teaching Performance Assessments on their first attempt must transition to the CA internship option in the MAED/TED CA programs.
ACADEMIC QUALITY AND OUTCOMES ASSESSMENT

Academic Quality and Outcomes Assessment—Ensuring Consistent Quality

Ensuring Consistent Quality
Over the last three decades, University of Phoenix has made significant investments in developing and maintaining systems to ensure academic quality. These systems enable the institution to measure and evaluate the University’s effectiveness in meeting its mission and purposes and to use the evidence to continuously improve students’ educational experiences and institutional processes. The comprehensive nature of the academic quality systems and the data produced provide the University with significant and meaningful input that is used to review and improve every aspect of the institution. Data gathered from course evaluations and student learning assessment are used in the curriculum development process and in the creation of faculty professional development tools. Data gathered from the continuous evaluation of institutional processes and systems are used to streamline processes and to make administrative support systems more user-friendly, continuously building on the analysis of information gathered.

Academic Quality Improvement and Outcomes-based Assessment

Academic quality is an integral part of the culture of continuous improvement at University of Phoenix. The University’s focus on academic quality improvement ensures that the institution is meeting its mission through continuous assessment and evaluation of faculty, curriculum, and processes.

Curriculum Development
University of Phoenix curriculum is designed to integrate adult learning theory, constructivist learning theory, brain-based learning research, and professional practice. Programs of study are defined and guided by professional standards, competencies, and/or proficiencies for student achievement of learning outcomes. Curriculum is designed to facilitate the acquisition of theoretical content and useful knowledge and skills identified as essential to the academic and professional success of working adults. The curriculum is designed to integrate academic theory, skills, dispositions, lifelong learning, and professional practice in a manner applicable to students’ work and life experiences.

Assessment of Student Learning
For University of Phoenix, the purpose of outcomes-based assessment of student learning is to generate information to the faculty, program, college and school, and University about the efficacy of its curricula and educational practices in enabling students to achieve exit-level expectations at the course, program, and institutional levels. Assessment answers the question: How well are University of Phoenix students meeting the general education, programmatic, and institutional learning outcomes underscored by the University’s mission? Its findings inform opportunities for curricular and pedagogical improvement, decision-making processes for policy consideration and resource allocation, and accountability. The process for outcomes-based assessment of student learning uses the following conceptual framework:

- Assessment Planning
- Collecting Evidence and Analyzing Data
- Implementing Improvement
- Monitoring Effectiveness of Improvements

By utilizing this assessment process, the colleges and schools establish clear, measurable outcomes and ensure that students have sufficient opportunities to achieve outcomes; systematically gather, analyze, and interpret evidence to determine how well student learning matches stated expectations; use assessment findings to improve student learning; and monitor improvements by measuring changes in student learning over time.

Academic assessment provides the means for monitoring the educational experience of our students and gathering evidence of student learning. The University’s academic assessment processes include an ongoing combination of direct measures, such as course-embedded assignments, portfolios, exams, and indirect measures that gather information from students, alumni, and employers. The instruments and measures are designed to provide valid and reliable evidence to support continuous improvement of academic programs.

Assessment of Students’ Educational Experiences and Administrative and Educational Support Units

Another major component of ensuring academic quality improvement is the assessment of students’ educational experiences and the processes of administrative and educational support units. A cadre of instruments and measures are used to monitor the day-to-day educational systems involving student, faculty, curriculum, and administrative services. By performing interim program review, evaluating faculty adherence to program standards and practices, and making small-scale resource decisions, information from academic quality improvement resources is used for assessing overall quality and compliance.

Multiple Measures of Effectiveness Academic Program Review

Academic Program Review (APR) at University of Phoenix is designed to foster academic excellence at all levels of the University. The APR affords UOPX faculty and college/school leadership the information to support the improvement of student learning; the structure to assess program quality, relevancy, and currency; the opportunity to reflect on the alignment of program goals with institutional mission and strategic initiatives; and the provision of data and evidence to support college/school and institutional planning, budgeting, and decision-making. The APR is a key component of the University’s assessment system and reflected within the University Program Life Cycle (UPL).

Beginning of Program Survey (Registration)

During the registration process, students are asked to provide basic background information about themselves. Much of the information from this Registration Survey is used for analyzing outreach trends and for regulatory reporting. However, the Registration Survey also contributes to assessment in two important ways. First, it is used to obtain basic demographic information about students: age, gender, race/ethnicity, work experience, occupation, and income. Second, students are asked to provide information about their goals in attending the University: to identify major academic and professional objectives, to rate the importance of factors influencing their decision to choose the University of Phoenix over alternative institutions, and to indicate what instructional methods are most effective in helping them assimilate and retain knowledge. The Registration Survey is also used to discover how students learned about the University, how they are financing their education, where they live and work in relation to University facilities, and whether they are satisfied with the recruitment and regis-
tration processes.

**Student End-of-Course Survey (SEOCS)**

Students in all courses complete an End-of-Course Survey, which focuses on students' evaluation of the curriculum, educational effectiveness, learning teams, time allocation, University Library, administrative and support services, facilities and equipment, and faculty skills and abilities. These measures are of significant value in diagnosing how well each component of the University's teaching/learning model is functioning in meeting student needs.

**Faculty End-of-Course Survey (FEOCS)**

Faculty complete an End-of-Course Survey, which focuses on curriculum evaluation, educational effectiveness, time allocation, administrative and support services, facilities, and access to technology. Because faculty are required to be highly qualified practitioners of the subjects they teach, they serve as an invaluable resource for evaluating programmatic curriculum. Faculty are also the University's best resource for determining whether students are professionally and academically prepared to benefit from their educational experiences.

**Faculty Grading Practices**

Accurate and fair evaluation of student academic performance is an important attribute of an effective educational program. Accordingly, measures of grade variance are reported by program. Grade variance for campus and individual faculty members are reported as elements of feedback for self-improvement and compliance with University standards of good practice.

**End-of-Program Survey**

Students finishing their degree programs complete an End-of-Program Survey. This survey asks graduating students to evaluate their overall University of Phoenix experience in areas such as quality of the education they received, skills and knowledge, and workplace application, as well as career advancement and progression. University officials use the information from this survey to continually enhance curriculum, instruction, student services, and overall university operations.

**Academic Alumni Questionnaire**

Graduates are asked to evaluate the effectiveness of their University of Phoenix education after they have had sufficient time to integrate their learning with the demands of their career and personal responsibilities. Using measures driven by the University's mission, the alumni identify factors that influenced their decision to attend the University of Phoenix, the major personal and professional goals they achieved as a result, the quality of their educational experience according to the stated program student learning outcomes, how effective the University's teaching/learning model was in helping them achieve their educational goals, and their employers' opinions of the programs' benefits. Data gleaned from the Questionnaire is used in program evaluation.

**Persistence, Retention, and Graduation Studies**

Numerous special studies are undertaken to explore trends and issues of potential significance to academic decision-makers in program evaluation. These studies may include enrollment by campus by academic program, persistence and graduation rates by admission status (first-time; lower-and upper-division transfers), gender and race/ethnicity, class size by rating of faculty and educational effectiveness, etc. Emphasis is placed on examining the nature and extent to which students' educational needs and expectations are being met during the enrollment process, throughout their course work, when they graduate, and in their continuing professional development as alumni.

**Classroom Performance Review**

The University is committed to providing excellent instructors, which necessarily calls for an ongoing system of faculty evaluation. Faculty members receive periodic Classroom Performance Reviews and feedback from Student End-of-Course Surveys. Faculty members also have an opportunity to provide the University with input about course curriculum, University services, and other related topics at the end of each course. Campus staff review and follow up on all input and feedback from students and faculty. A periodic Classroom Performance Review is completed for each active faculty member at least once every two years. The review represents one method of faculty evaluation based on a class observation. Each review is conducted with a standardized form by a trained reviewer. Based on the observation, campus academic leadership and the faculty member discuss strengths and areas for improvement related to the faculty member's facilitation skills, assessment and feedback practices, coverage of course objectives, and overall class management.
UNIVERSITY OF PHOENIX ALUMNI ASSOCIATION

Whether you are a recent graduate or a long-time University of Phoenix alumnus, the Alumni Association is an exclusive benefit of University of Phoenix. You are automatically a lifetime member, and no fee or registration is required.

To get the most out of your membership, visit the alumni website at phoenix.edu/alumni and update your profile. You may also print your Alumni Membership Card from your profile page to use as proof of graduation for discounts and more. Begin connecting with the association and your fellow graduates, and start exploring the benefits available to you:

Career Resources

- PhoenixLink™: Continue accessing the entire suite of career tools you enjoyed as a student. PhoenixLink™ is where you’ll find support for your career goals, powerful networking tools, opportunities to give back and so much more.
- Search and apply for exclusive jobs.
- Find even more job postings on the Extended Job Network.
- Schedule career counseling sessions.
- Access the University’s alumni mentor database.
- View career planning and development resources.

Alumni Services

- Alumni Locator Tool: Find and connect with other graduates of University of Phoenix who have public profiles, and build a foundation that promotes communication and networking. Visit phoenix.edu/alumni/directory-search.
- Alumni Mentor Program: Join forces: knowledge + experience = power. The program connects University of Phoenix students and alumni to UOPX alumni volunteers for one-on-one online mentorships. Alumni mentors share success stories, industry insights and provide motivation and support. You can apply to be a mentor today or request a mentor for yourself. Find out more on the Alumni Association website at phoenix.edu/alumni/mentor.
- Alumni Chapters: There are Alumni Chapters in cities across the country. Share experiences, advice and contacts informally by joining a chapter near you. To learn more about specific locations and chapter events, visit phoenix.edu/alumni/chapters.
- Benefits & Savings: Save money on brand-name items through University Marketplace, featuring discounts and cash-back offers from hundreds of retailers. Visit uopxalumnimarketplace.com. University of Phoenix also has partnerships with several businesses to bring discounts to UOPX alumni. You can find these special offers on the Benefits and Discounts page of the Alumni Association website.
- Social Media: When our network grows, so does yours. Connect and stay in touch with fellow graduates near and far through Facebook®, Instagram®, LinkedIn®, Pinterest® and Twitter® online communities.

- Homecoming: The Alumni Association hosts Homecoming festivities across the country every year. Visit with old friends and make new connections. Other local networking and career events are held throughout the year. Visit phoenix.edu/alumni/events.
- Share Your Story: Tell others how education played a part in your success. Email your story to alumni@phoenix.edu.

Financial Services

- Student Loan Resources: Manage your student loan repayment options and make better financial decisions with iGrad, our complimentary financial planning tool. Visit alumni.phoenix.edu/iGrad.

Academic Resources

- Complimentary online resources: Keep learning and brush up on skills you use in the workplace with continued 24/7 access to the University’s Alumni Library phoenix.edu/library, the Center for Mathematics Excellence phoenix.edu/mathematics-excellence and the Center for Writing Excellence found through the eCampus portal.
- Transcripts: Need a copy of your transcript? Visit phoenix.edu/students/transcripts to order one.

Additional Information

Visit us on the Web at phoenix.edu/alumni
800.795.2586
E-mail address: alumni@phoenix.edu
facebook.com/uopxalumni
instagram.com/uopxalumni
linkd.in/uopxalumni
pinterest.com/uopx
twitter.com/uopxalumni
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Admission Procedures

Application Process

Potential students applying for admission to the University's undergraduate degree programs begin the admission process by submitting a complete and accurate application. An application which is later verified to contain incomplete, false or misleading information may be grounds for dismissal and administrative withdrawal. Once the application has been received by the University, applicants are responsible for ensuring the completion of their admission file. No applicant will be formally accepted for admission until their admission file is complete and officially evaluated. Formal written notice is provided by the central Office of Admissions & Evaluation upon formal acceptance.

The University will advise students which admission file documents are required in order to begin a program of study. Students may attend their first four courses under Applicant status. Students, however, must submit all admission documentation and gain unconditional admission status prior to the start of their fifth course. Students failing to submit all documentation prior to the end of the required time frame will be administratively withdrawn until formally admitted by the central Office of Admissions & Evaluation. The University cannot guarantee that a student who begins course work under Applicant status will be admitted to the degree program.

Undergraduate students who have served in the United States military must submit their Joint Services Transcript (JST) or a transcript from a regionally accredited military university or college (Community College of the Air Force and US service academies). If these documents are unavailable, American Council on Education Registry Transcripts (AARTS and SMARTS) or discharge papers (DD-214) will be accepted. This is a requirement if students will be applying for VA educational assistance.

Applications of individuals who have not gained admission to, or enrolled in the University, will be kept on file for one year. After that time, the applicant is required to submit a new application and materials for admission review.

Transcript Requests of Other Institutions

Because institutions vary in the time they take to respond to transcript requests, all transcripts should be requested immediately upon submission of an application. University staff will process all requests for transcripts on behalf of the student unless the transferring institution does not accept third party requests. However, it remains the student's responsibility to ensure that all transcripts are submitted to the University. Students must sign a "Transcript Request Form" for each transcript being requested from educational institutions and national testing programs.

Official Transcript Time Limits

All official transcripts must show an issuance date not more than one year prior to receipt by the University. This is to ensure that all prior course work is reflected on the transcript.

Official foreign records do not have the same time limit issuance requirements, as these documents may be difficult to obtain. This exception does not apply to Canada or U.S. territories.

General International Admissions Information

Graduate applicants relying on educational credentials from an institution outside of the United States and territories to meet admission requirements may enroll in University of Phoenix courses prior to the student being officially admitted only if they meet all the following requirements:

- If residing in the United States, have an appropriate immigrant or nonimmigrant status which does not prohibit educational studies
- Graduate applicants, with academic records from a country evaluated in-house by the Office of Admissions and Evaluation, must have a pre-evaluation completed by the Office of Admissions and Evaluation indicating that the student has the appropriate academic background to meet the admission requirements, and
- All other program specific admission requirements must be met.

An applicant who has earned an undergraduate degree, or other transfer credit, from an institution outside of the United States, but has earned a Master's degree from a regionally accredited or approved nationally accredited institution is eligible to enroll in the University at the graduate level provided all program specific policies have been met by the previous credential earned without requiring an evaluation of the previous international credentials.

Undergraduate applicants relying on educational credentials from an institution outside of the United States may enroll in University of Phoenix courses upon the completion of their admission application and enrollment agreement provided that they meet all admission requirements for their selected program.

For applicants with academic records from colleges or universities earned outside of the United States, the University will accept copies of academic records issued from international institutions to conduct a pre-evaluation to determine comparability of previous academic studies for unofficial placement and advisement purposes.

For official admission and transfer credit evaluation purposes previous academic credentials earned outside of the United States must meet the University’s verification standards prior to an official admission or transfer credit decision being rendered. Verification of previous academic credentials earned outside of the United States can be satisfied by the following methods.

- Receipt and verification of official academic credentials issued directly to University of Phoenix by the student’s previous institution, or
- Receipt and verification of official academic credentials held in possession of the student as the official record of academic studies conducted in the student’s specific country, or
- Receipt and verification of official correspondence issued directly to University of Phoenix by the student’s previous institution indicating copies of academic credentials and/or level study is valid, or
- Receipt of an official professional evaluation issued directly from a professional evaluation agency that is approved to satisfy verification requirements as indicated by the Office of Admission and Records.
For applicants with academic records from colleges or universities earned outside of the United States from a regionally accredited or approved nationally accredited institution, academic credentials will be subject to the same policies as credentials issued from a domestic institution.

Secondary completion credentials earned outside of the United States are considered comparable to United States secondary completion credentials and do not need to be validated unless required by the student’s state or jurisdiction.

Applicants who completed high school/secondary school outside of the United States, in a country where English is not the official language, must meet the English language proficiency requirement for admission. Specific English language proficiency policies will be listed in the admission requirements section for each program. If documents are issued to University of Phoenix in a language other than English, the student will be required to obtain an official translation and submit it to University of Phoenix. Translations must be completed/verified by an official translation service, a foreign language department of an accredited college or university, the country’s embassy/consulate or by the Office of Admission and Records at University of Phoenix if translation services are provided for that specific language.

The University is authorized under Federal law to enroll nonimmigrant students. University of Phoenix only issues Forms I-20/A-B to Border Commuters and approved doctoral learners during their residency in the United States. Form I-20/A-B is required by students who need to obtain F-1 (Student) visas to attend school in the United States. The University is only authorized to issue the I-20 for students attending specific campus locations and programs recorded with DHS.

Admission of international students will only be made as permitted by U.S. law. University of Phoenix will not admit a resident of, or individual located in, a country that is subject to any of the sanctions programs administered by the U.S. Office of Foreign Assets Control ("OFAC") nor any individual that has been designated as: Specially Designated National ("SDN"), Foreign Sanctions Evader ("FSE"), Blocked Person, Denied Person or other similar classification, as defined by U.S. Law. For purposes of this policy an international student is defined as a non-US citizen or a student with a non-US (including US territories) address. Applicants fitting this definition must complete an International Student Acknowledgement, which includes consent for background screening and the applicant’s consent to allow the University to process the applicant's personal information.

University of Phoenix does not market to potential students in European Union (EU) member countries. Individuals who reside in an EU member country will not be enrolled or admitted unless they are a U.S. citizen or are affiliated with the U.S. Military.

Admission Deadlines

The University cannot guarantee that a student who begins coursework will be admitted to his/her degree or credit-bearing certificate program. Students in all programs must be officially admitted by the completion of their fourth University course. Students who are unable to be admitted by the completion of their fourth University course will be administratively withdrawn from the University and placed on Admission Deadline Exceeded (DE) admission status.

Admissions Appeal Process for Expelled Students

Expelled students are not eligible for admission to University of Phoenix. No appeals will be accepted for students expelled from University of Phoenix. Appeals will be reviewed for students who were expelled from other institutions. Applicants for admission are not eligible to begin classes until formal approval of the appeal is obtained. Students who fail to disclose all prior colleges and universities attended on their Application for Admission may result in a charge under the Student Code of Conduct if it is discovered after their admission to UOPX that they were expelled from an undisclosed institution.

Undergraduate Admission Requirements

Most undergraduate programs have additional admission requirements listed within the program specific information. All applicants are expected to meet the following admission requirements:

- High school graduation from an institution that holds state approval to confer high school diplomas, or that is accredited, or a candidate for accreditation at the time the student attended, by an acceptable accrediting body; a foreign secondary institution completion credential; or a successfully completed state sanctioned test to include TASC (Test Assessing Secondary Completion), GED (General Education Development), CHSPE (California High School Proficiency Examination), or HSET (High School Equivalency Test).

- Nevada: Applicants attending a local campus in Nevada must submit a copy of their high school diploma, high school transcript with graduation posted, GED certificate, GED transcript with successful completion posted, CHSPE examination results or a letter on letterhead from the high school records office confirming the date of graduation. Students may submit a college transcript which documents high school attended and date of completion or a copy of a DD-214 showing high school graduation or equivalency to satisfy this requirement. This Nevada requirement does not apply to College of Education programs.

- Applicants who completed high school/secondary school outside of the United States, in a country where English is not the official language, must meet one of the following exceptions in order to meet the English Language Proficiency Requirement:
  - achieved a minimum score of 213 on the computer-based test (cBT), or a score of 79 on the internet-based test (iBT), or a score of 550 on the written-based test (wBT) on the TOEFL; or
  - achieved a minimum passing score of 6.5 on the test of English as a Foreign Language (TOEIC) within two years of application to the University.
  -or-
  - achieved a minimum passing score of 750 on the Test of English as an International Communication (TOEIC) within two years of application to the University.
  -or-
  - achieved a minimum score of 69 on the Berlitz Online Test of Reading and Listening Skills - English or a minimum score of 550 on the Berlitz Online English Proficiency Exam within two years of application to the University.
- Students enrolled in programs that are not administered under the risk free period policy, who list less than 24 previous college credits as recognized by the University on the admissions application, are required to successfully complete a University Orientation Workshop (UNIV 100 or UNIV 101) to be officially admitted (AM).

* Programs administered under the risk free period policy are indicated as such in the “General Information” section of the program’s policy in the catalog.

**Residency Requirements and Course Waivers for Bachelor Programs**

Please see the program for any additional program specific residency requirements and course waivers. The following does not apply to nursing and education programs.

- Virginia local campus Enrollment agreements signed 1/1/2015 and after: Students must meet the established University residency requirement for degree conferral in the state of Virginia. Thirty percent of coursework (36 credits as part of the final 60 credits of the program) from a combination of Required Course of Study and General Education courses must be completed at UOPX.

- In order to be granted a waiver for a course in the required course of study, the student must have completed a previous credit bearing activity in transfer which meets the following criteria:
  - The activity must have been completed at a regionally or approved nationally accredited, or candidate for accreditation, college or university, or from an approved source of nontraditional transfer credit as listed in University transfer policy.
  - The activity must have been completed within the past ten (10) years (5 years for IS&T courses) from current program enrollment agreement sign date with a grade of "C" (2.0) or better or comparable passing benchmark for nontraditional credits.
  - The activity must be comparable in content and semester academic credits to the University course it is replacing and must be an equivalent level or higher level course (i.e. graduate level coursework may be used to waive graduate or undergraduate coursework). Course descriptions must be included with the course waiver form in order for the Office of Admissions and Evaluation to review the course waiver request.

- Experiential Learning (essay) credit is not eligible to waive courses in the required course of study.

- Providing that University residency policy is met, through an approved articulation agreement or Educational Partnership Pathway (EPP) students may be able to waive courses outside of standard course waiver policy requirements to facilitate seamless transfer for Associate degree completers.

- Nationally recognized and/or industry accepted certifications or training programs may be used to waive certain courses in the Required Course of Study upon approval by the appropriate college or school that the courses reside under, and will not require Prior Learning Assessment. All waivers using certifications must be verified by an official transcript or completion documentation from the certifying organization.
Residency Requirements and Course Waivers for Associate Programs

Please see the program for any additional program specific residency requirements and course waivers. The following does not apply to nursing and education programs in addition to the AACR.

- Virginia local campus Enrollment agreements signed 1/1/2015 and after: Students must meet the established University residency requirement for degree conferral in the state of Virginia. Thirty percent of coursework (18 credits as part of the final 30 credits of the program) from a combination of Required Course of Study and General Education courses must be completed at UOPX.
- In order to be granted a waiver for a course in the required course of study, the student must have completed a previous credit bearing activity in transfer which meets the following criteria:
  - The activity must have been completed at a regionally or approved nationally accredited, or candidate for accreditation, college or university, or from an approved source of nontraditional transfer credit as listed in University transfer policy.
  - The activity must have been completed within the past ten years (5 years for IS&T courses) from current program enrollment agreement sign date with a grade of “C” (2.0) or better or comparable passing benchmark for nontraditional credits.
  - The activity must be comparable in content and semester academic credits to the University course it is replacing and must be an equivalent level or higher level course (i.e. graduate level coursework may be used to waive graduate or undergraduate coursework). Course descriptions must be included with the course waiver form in order for the Office of Admissions and Evaluation to review the course waiver request.
  - Experiential Learning (essay) credit is not eligible to waive courses in the required course of study.
  - Nationally recognized and/or industry accepted certifications or training programs may be used to waive certain courses in the Required Course of Study upon approval by the appropriate college or school that the courses reside under, and will not require Prior Learning Assessment. All waivers using certifications must be verified by an official transcript or completion documentation from the certifying organization.

University Orientation Workshops

Applicants to designated undergraduate programs requiring the Workshop for admission who list less than 24 previous college credits as recognized by the University on the admissions application are required to successfully complete a three week University Orientation Workshop (UNIV 100 for Online or UNIV 101 for local campus) prior to attending a credit bearing degree applicable course.

The following define the University Orientation Workshop statuses:
- Orientation Complete (OC): Applicant has attended all three weeks and successfully submitted all assignments.
- Orientation Not Complete (ON): Applicant has not successfully completed all Orientation requirements and will remain on Orientation Pending (OP) admission status. Applicants will be allowed two attempts to successfully complete the Orientation. After a second unsuccessful attempt, participants are required to sit out for a period of six months after the last posted attendance in the second attempt.
- Orientation Extended (OX): An extension has been awarded to eligible applicants who require reasonable accommodations under Americans with Disabilities Act (ADA). If an applicant does not fulfill the Orientation Workshop requirements at the end of the extension period, the OX status will default to Orientation Not Complete (ON) status.

Orientation Complete (OC) and Orientation Not Complete (ON) completion statuses are not considered grades and will not be calculated in the grade point average (GPA).

Students who were previously admitted to the University are not required to complete the University Orientation Workshop.

Risk Free Period Policy

Students enrolled in programs that are eligible for the risk free period policy* are not required to complete a University Orientation Workshop.

The first three weeks of the first course constitute the trial period for programs that are eligible for the risk free period policy. First time attendees who indicate less than 24 previous college credits (as recognized by the University) on the admission application, who have not previously been admitted as a regular student to the University, and who are intending to pursue such programs will participate in the trial period and will be conditionally admitted. This trial period will apply to all repeated attempts to complete the first course in the program while students are in Admitted with Condition status. Students will be eligible for unconditional admission to the University after meeting class attendance requirements in the fourth week of their first course (or after the fourth week) and after having transfer credits evaluated.

Students who withdraw after the trial period and do not continue enrollment will not be eligible for Title IV, HEA program funds back to the beginning of the payment or loan period, as applicable, including the trial period. Students who decide not to continue in the trial period may opt out with no financial obligation prior to meeting class attendance requirements for their fourth week in their first course with the University. Students who withdraw after the trial period and do not continue enrollment will not be eligible for Title IV, HEA program funds for the trial period.

Students will indicate their intent to continue with their program by meeting class attendance requirements in the fourth week of their first course (or after the fourth week) at which point the trial period will end. Students completing the trial period that meet class attendance requirements for their fourth week or after will be financially responsible for all associated course charges. Students that record positive class attendance in at least one class that do not meet the class attendance requirements for the course due to exceeding maximum allowable absences will receive a “W” grade for the course which will be documented on the University of Phoenix transcript.

*Programs that are eligible for the risk free period policy are indicated as such in the ‘General Information’ section of the program’s policy in the catalog.
Academic Progression Requirements

Phoenix Success Series (Pathway A and Pathway B Programs)
- Students placed in Pathway A or Pathway B are required to successfully complete GEN 201 prior to proceeding into additional coursework in their programs.
- In addition to GEN 201, Pathway A students are required to complete 3 credits of College Composition which will contribute to fulfillment of General Education requirements.
- Following GEN 201, Pathway B students are required to complete coursework in the remaining Phoenix Success Series categories which will contribute to fulfillment of General Education requirements.

<table>
<thead>
<tr>
<th>Phoenix Success Series Categories</th>
<th>Credits</th>
<th>Course Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychology</td>
<td>3</td>
<td>PSY 110</td>
</tr>
<tr>
<td>College level research and writing</td>
<td>6</td>
<td>ENG 100, ENG 200</td>
</tr>
<tr>
<td>Economics</td>
<td>3</td>
<td>FP 100</td>
</tr>
<tr>
<td>Critical thinking</td>
<td>3</td>
<td>HUM 115</td>
</tr>
</tbody>
</table>

Phoenix Success Series Preferred Sequence and Prerequisites
- GEN 201................................................................. 3 credits
- Foundations for University Success
- PSY 110 ............................................................. 3 credits
- Psychology of Learning
- ENG 100 ............................................................. 3 credits
- Critical Reading and Composition
- HUM 115 ............................................................. 3 credits
- Critical Thinking in Everyday Life
- FP 100 ............................................................... 3 credits
- Everyday Economics and Finances
- ENG 200 ............................................................. 3 credits
- Research and Rhetoric

- Concurrent enrollment is prohibited during any of the Phoenix Success Series courses.
- The Phoenix Success Series must be completed within the first 6 courses upon enrollment and prior to beginning the required course of study. The Phoenix Success Series contributes to fulfillment General Education and elective requirements.

First-Year Sequence (A Track and B Track Programs)
- Applicants disclosing 24 or more previous college credits on the admissions application, enrolling in designated undergraduate programs must successfully complete the entry course as outlined in the individual program policy as the first course with University of Phoenix, and are not required to enroll in the First-Year Sequence.
- Applicants disclosing fewer than 24 previous college credits on the admissions application, enrolling in designated undergraduate programs, are required to complete the First-Year Sequence.
- Prior Learning Assessment and credits earned through National Testing Programs are not included as previous college credits when determining placement in the First-Year Sequence.
- First-Year Sequence students must satisfy all seven (7) required courses from the First-Year Sequence prior to enrolling in any other program applicable course.  

Preferred Sequence
- GEN 195................................................................. 3 credits
- Foundations of University Studies
- COM 170 ............................................................. 3 credits
- Elements of University Composition and Communication I
- COM 172 ............................................................. 3 credits
- Elements of University Composition and Communication II
- HUM 114 ............................................................. 3 credits
- Critical Thinking and Creative Problem Solving
- PSY 211 ............................................................... 3 credits
- Essentials of Psychology
- SCI 163 ............................................................... 3 credits
- Elements of Health and Wellness
- FP 120 ............................................................... 3 credits
- Essentials of Personal Finance
- SOC 110 is an optional course that may be taken prior to the completion of the First-Year Sequence. Students choosing to take SOC 110 may take the course any time after GEN 195.
- With the exception of GEN 195, FP 120, and HUM 114, First-Year Sequence course requirements may be satisfied by any of the following means:
  - University of Phoenix coursework,
  - Regionally or nationally accredited transfer coursework (C- or higher grade),
  - National Testing Programs
  - ACE evaluated Military credits.
- Transfer activity used to satisfy a First-Year Sequence course must be comparable in content to the University of Phoenix course it is replacing, must be at least 2.67 credits, and must be equivalent level or higher.
- Concurrent enrollment is prohibited during any of the courses in the First-Year Sequence.

Waivers

The University defines a waiver as the substitution of a required course at the University with a course of the same level listed on an official transcript from another institution. Students may find specific course waiver information for their program after the applicable required course of study. Students requesting course waivers must have formal written requests submitted to the central Office of Admissions & Evaluation, utilizing the Request for Course Waiver Form citing the courses requested to be waived, the courses to be transferred into the required course of study, and the university where the transfer courses were completed.

An official catalog course description must accompany the request. The official transcript from the institution where the course was completed must also be submitted, unless it has previously been submitted to the University as part of the application process.
**General Education**

In its commitment to help working adults achieve their professional and personal goals, the University of Phoenix endorses the role of General Education in ensuring student success in the classroom, the workplace, and the community. The General Education curriculum, which is developed through the College of Humanities and Sciences, provides instruction that focuses on Liberal Arts, Humanities, Science, and Mathematics.

Undergraduate General Education requirements emphasize exposure to and exploration of topics in a variety of General Education categories. This background provides students with the perspectives needed for meaningful self-examination of personal and social values, as well as enhanced ability to understand and navigate social, technological, scientific, and cultural change.

**General Education Student Learning Outcomes**

- In addition to the knowledge and skills related to the University Learning Goals, graduating students should attain certain knowledge, skills and abilities within the various General Education categories. Therefore, students should be able to demonstrate the following learning outcomes by the time they complete their General Education requirements:
  - Students will apply scientific reasoning and knowledge, and use basic research methods in science to explain key concepts in the physical and life sciences.
  - Students will develop the necessary writing skills to share knowledge, present analysis and engage effectively in daily workplace communication.
  - Students will employ appropriate technology to collect, analyze, synthesize, and disseminate information.
  - Students will use mathematical principles to interpret and represent information in various mathematical forms, and perform computation and quantitative analyses to solve problems and draw appropriate conclusions.
  - Students will incorporate essential knowledge, theories, and research methods in social sciences, history, and behavioral sciences to analyze and propose solutions for social, political, and economic problems.
  - Students will use information literacy principles to locate and evaluate information for relevancy, reliability, and currency.
  - Students will evaluate the role of diversity, including culture, class, ethnicity, and gender identity in human affairs.
  - Students will analyze works of art and literature as aesthetic and cultural expressions of specific historical and social contexts to demonstrate artistic involvement in society.

**General Education Categories**

The curriculum within the General Education catalog is comprised of traditional categories. The required number of credits in each category varies by program and may be found within the program specific requirements. The General Education categories and curriculum ensure that students are exposed to content essential to a baccalaureate experience. Categories within General Education curriculum are as follows:

- **Communication Arts**, credit requirements vary by program
  Course work in Communication Arts focuses on the development and application of writing, speaking, group process, and interpersonal communication skills.

- **English/Language Arts**, credit requirements vary by program
  Course work in English/Language Arts focuses on the development and application of writing, speaking, group process, and interpersonal communication skills.

- **Mathematics**, credit requirements vary by program
  Course work in Mathematics develops quantitative and analytical skills in the fields of mathematics and advanced logic. The area does not include courses in which mathematics is merely an applied component (such as finance and accounting), nor does it include mathematics foundation courses below the level of college algebra.

- **Social Sciences**, credit requirements vary by program
  Course work in Social Sciences promotes understanding of human behavior as well as the structure and dynamics of social systems. Emphasis is on the discovery of patterns in social processes and institutions, both past and present. Courses in anthropology, sociology, economics, ethnic and gender studies, geography, political science, psychology, history, and certain communications courses focusing on mass media and society typically satisfy these requirements.

In accord with the General Education requirements, Nevada students must take six units of social science credits. However, three of those units may be HIS 311 Nevada and the U.S. Constitutions, which is required for Nevada students.

- **Humanities**, credit requirements vary by program
  Course work in Humanities focuses on the development of ideas and values, appreciation of cultural and artistic achievements, and the evaluation of human experience. Courses in general humanities, philosophy, literature, fine arts, music, theater, and religious studies normally satisfy requirements in this area. Certain courses in political science and intellectual history emphasizing the development of cultural thought processes may also satisfy humanities requirements.

- **Science/Technology**, credit requirements vary by program
  Course work in Science/Technology provides students with an understanding of nature and the physical world, along with knowledge of the methods scientists use to study the world around them. Courses in astronomy, biology, chemistry, physics, anatomy and physiology, geology, and environmental science typically satisfy requirements in this area. All students must complete a minimum of three credits in the physical/biological sciences as part of the Science/Technology requirement. Certain courses in geography or aerospace studies that emphasize the earth's physical characteristics, weather, and climate are included in the science category, along with highly specialized course work in the social sciences such as physical anthropology, archaeological field methods, and psychology courses that focus on human physiological processes.

- **Technology**, includes engineering, materials science, electronics courses that emphasize theory and design, and computer science courses that focus on programming languages and hardware/software engineering. Courses that focus primarily on the social and environmental conflicts that arise over the uses of technology usually satisfy requirements in the social sciences and humanities.

- **Liberal Arts**, credit requirements vary by program
  Students will pursue additional breadth in the Liberal Arts by selecting courses from any of the categories listed above.

- **Interdisciplinary**, credit requirements vary by program
  To fulfill this requirement, students may select additional General Education courses, or any University courses other than those in...
their major field. The intent of this requirement is to further increase students' exposure to the categories listed and to facilitate their exposure to a field of study beyond the necessarily narrow scope of their professional interest. Students are encouraged to explore diverse content areas to add breadth to their academic and professional knowledge base.

**Prior Learning Assessment**

**Prior Learning Assessment Eligibility Guidelines**

University of Phoenix offers Prior Learning Assessment (PLA) as an option by which officially evaluated students can earn assessed credits toward degree completion requirements. All prior learning must have academic equivalence to college-level learning to be awarded credit.

- All coursework, professional training, and Experiential Learning must be of sufficient academic merit, and must be determined to have learning, rigor and breadth of knowledge at the post-secondary level as defined by the University’s acceptable transfer activity policy.
- Credit is granted for demonstrated knowledge, not for experience alone. Learning must be clearly differentiated from experience through the appropriate demonstration of knowledge application and supporting documentation.

Students are required to submit official and verifiable supporting documentation for all courses, professional training, and experiential learning essays upon applying to PLA. This documentation includes, but is not limited to, proof of completion, proof of course length, proof of course modality, course descriptions, and verification letters. Documentation of professional training submitted for evaluation must match the timeframe in which the license was completed.

The student must demonstrate college-level writing skills in Experiential Learning Essays conforming to the writing standards required of all students enrolled at University of Phoenix. Credit will be awarded for coursework, professional training, and experiential learning only when it does not duplicate credits previously applied as transfer activity, the UOXP required course of study, or topics from other submissions for credit.

The University of Phoenix recognizes credit recommendations of the American Council on Education ACE/CREDIT Guide, the American Council Guide to Educational Credit by Examination, and the National College Credit Recommendation Service (NCCRS). Credit is awarded using the recommendations as a guide and is not required to be assessed internally by the University’s PLA department.

Courses which have been transcripted for academic college-level credit by a regionally accredited institution are not eligible for evaluation through the assessment process, whether or not credit has been awarded, unless they are Continuing Education Units (CEU), professional training courses, extension courses, or courses that are generally considered less than degree applicable college-level credit. PLA may apply towards both the lower division and upper division credit requirements of the University’s undergraduate degree programs unless otherwise specified in policy or limited by the state or jurisdiction of a student’s residence. PLA may also apply towards graduate level requirements upon the assessment and review of the activity by the appropriate college or school in which the associated graduate level program or courses reside.

Students may not rewrite an Experiential Learning Essay more than once.

Students may submit a completed Experiential Learning Essay up to 90 days after an essay topic has been removed or modified from the Approved Essay Topic List. University of Phoenix Code of Academic Integrity Policy is applicable to all PLA submissions.

**Prior Learning Assessment Credit Assessment**

Credit is awarded based on clock hours or academic content equivalence as determined by PLA evaluators or one of the University’s Colleges, Schools, or the Provost’s Office. If an item submitted for professional training review is determined by the evaluator to be so extensive that it is worth more than three credits, the evaluator may recommend division of the content into multiple course titles.

Experiential Learning Essays shall be awarded one, two, or three lower division or upper division undergraduate semester credits as indicated on the Approved Essay Topics List. With an approved essay, the student will be awarded the credit as indicated in the essay submission documentation. Incomplete or unsatisfactory essays will not be awarded credit. No partial credit will be awarded for essays.

Experiential Learning Essays will be awarded credit limited in application to elective and/or general education options at the undergraduate level only.

Assessed credits will appear on the student’s University of Phoenix transcript after they are awarded.

Students have the right to challenge credit awards. Challenges must be submitted to PLA in writing by the student within six weeks of the date of the credit award letter. Challenges received after this date will not be considered.

A student enrolled in an associate degree program may earn a maximum of 15 credits for Experiential Learning Essays and a student enrolled in a baccalaureate program may earn a maximum of 30 credits for Experiential Learning Essays.

**Corporate Partnerships- Credit Recommendation Guide**

The University will endeavor to create Corporate Partnerships with other corporations as appropriate in order to enhance transfer credit options for students coming to University of Phoenix. Transfer credit recommendations will be created in the format of a Credit Recommendation Guide (CRG). CRGs will define transferability, applicability, and individual credit recommendations of partner corporations’ professional training/seminars, deemed by assessment as comparable to college level learning, to University undergraduate degree program credit requirements. Credits indicated on a CRG are only a recommendation and not a guarantee of credits to be awarded as professional training programs and content may change over time.

Evaluation and determination of credit award for activities listed on the CRG will follow the Credit Assessment Guidelines as indicated in Prior Learning Assessment Credit Assessment. A list of corporations with which University of Phoenix has established corporate partnerships can be viewed at http://www.phoenix.edu/admissions/prior_learning_assessment/corporate-credit-recommendation-guide.html.

**Prior Learning Assessment Submission and Posting & Fees**

Charges arising out of services and the posting of credit awarded for prior learning are separate and apart from tuition and curriculum fees.

When materials are complete, they are sent to Prior Learning Assessment in Phoenix and a non-refundable application fee is
required and collected. The evaluation and posting fees apply to credit awarded through Prior Learning Assessment.

Student portfolios are subject to fees related to evaluation and assessment of all portfolio inclusions. The fees may vary depending upon number of items reviewed. Fee structure and information may be viewed at: http://www.phoenix.edu/admissions/prior_learning_assessment.html.

**Standardized Credit Recommendations**

Credits awarded through the assessment process are applicable to University of Phoenix degrees, and may be transferable subject to the receiving institution’s discretion.

Credit awards are applied to Associate or Bachelor elective or general education areas within degree programs. Student degree program admission is required (all other transfer credit applied in the program) prior to portfolio submission.

**Program Length**

Associate Programs

The established “normal time” to complete a program is specified on the Gainful Employment Program Disclosure for that program. Generally, the “normal time” is as follows: Education - 90 to 104 weeks, Health Services Administration - 90 to 106 weeks, Humanities & Sciences - 90 to 109 weeks, Information Systems & Technology - 90 to 106 weeks, Business - 90 to 106 weeks. The ranges provided above account for possible concentrations and/or bridge versions available within the chosen degree program. The term “normal time” means the length of time it would take a student to complete this program if the student is continuously enrolled, takes a full course load, successfully completes each attempted course, and does not have any transfer credits. Students may exceed or complete prior to the anticipated “normal time” for a variety of reasons that are individual to the student.

Bachelor Programs

The established “normal time” to complete a program is specified on the Gainful Employment Program Disclosure for that program. Generally, the “normal time” is as follows: Education - 206 to 220 weeks, Health Services Administration - 200 to 204 weeks, Nursing - 202 to 215 weeks, Humanities & Sciences - 200 to 225 weeks, Information Systems & Technology - 200 to 204 weeks, Business - 200 to 204 weeks. The ranges provided above account for possible concentrations and/or bridge versions available within the chosen degree program. The term “normal time” means the length of time it would take a student to complete this program if the student is continuously enrolled, takes a full course load, successfully completes each attempted course, and does not have any transfer credits. Students may exceed or complete prior to the anticipated “normal time” for a variety of reasons that are individual to the student.
The College of Humanities and Sciences houses the Bachelor of Arts in English and Bachelor of Science in Environmental Science programs. In addition, the College supports the General Education catalog, which encompasses courses in Liberal Arts, Humanities, Sciences, and Mathematics. Courses in Liberal Arts and Humanities help students learn to think critically, express themselves effectively, and understand the complexities of diverse cultural identities. Students should learn to appreciate the power of words, images and ideas, and the role of lifelong learning in the human experience. Studying the Sciences gives students insight to the fundamental processes of nature and provides the basic knowledge necessary to understand modern scientific accomplishments, while courses in Mathematics help students develop analytical and quantitative skills.

**Bachelor of Science in Criminal Justice Administration**

The following Bachelor of Science in Criminal Justice Administration (BSCJA) program may be offered at all University of Phoenix campus locations: Arlington. The availability of programs and concentrations depend on student demand and other factors. Not all programs may be available to all residents of all states. Please contact your enrollment representative for more information.

The mission of the Bachelor of Science in Criminal Justice Administration is to provide students with a strong foundation in criminal justice principles, concepts, and theories, as well as a practice orientation to justice administration. The degree offers a global perspective, as well as specialty coursework in criminal justice services. Students will receive core instruction in criminal justice as it is represented in the domains of law enforcement, criminal courts, and corrections then advance to emphasis courses within the broad domains of criminal justice.

For more information about our graduation rates, the median debt of students who completed the program, and other important information, please visit our website at http://www.phoenix.edu/programs/bscja.

**Preferred Sequence and Prerequisites for the BSCJA - Pathway A and Pathway B**

Courses requiring prerequisites are identified by a ~ symbol following the course number. Course descriptions for all courses are listed in the Course Guide section of the catalog (page B-1).

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>CJS 241</td>
<td>Introduction to Police Theory and Practices</td>
<td>3 credits</td>
</tr>
<tr>
<td>CJS 251</td>
<td>Introduction to Criminal Court Systems</td>
<td>3 credits</td>
</tr>
<tr>
<td>CJS 255</td>
<td>Introduction to Corrections</td>
<td>3 credits</td>
</tr>
<tr>
<td>CJS 211</td>
<td>Ethics in Criminal Justice</td>
<td>3 credits</td>
</tr>
<tr>
<td>CJS 221</td>
<td>Cultural Diversity in Criminal Justice</td>
<td>3 credits</td>
</tr>
<tr>
<td>CJS 231</td>
<td>Criminal Justice Policy Analysis &amp; Program Evaluation</td>
<td>3 credits</td>
</tr>
<tr>
<td>CJS 245</td>
<td>Juvenile Justice Systems and Processes</td>
<td>3 credits</td>
</tr>
<tr>
<td>CJA 305</td>
<td>Criminal Law</td>
<td>3 credits</td>
</tr>
<tr>
<td>CJA 315</td>
<td>Criminal Procedure</td>
<td>3 credits</td>
</tr>
<tr>
<td>CJA 325</td>
<td>Criminal Procedure</td>
<td>3 credits</td>
</tr>
<tr>
<td>CJA 335</td>
<td>Criminal Organizations</td>
<td>3 credits</td>
</tr>
<tr>
<td>CJA 333</td>
<td>Research Statistics</td>
<td>3 credits</td>
</tr>
<tr>
<td>CJA 345</td>
<td>Research Methods and Evaluation</td>
<td>3 credits</td>
</tr>
<tr>
<td>CJA 355</td>
<td>Criminal Justice Policy Analysis &amp; Program Evaluation</td>
<td>3 credits</td>
</tr>
<tr>
<td>CJA 365</td>
<td>Budget, Finance, and Planning</td>
<td>3 credits</td>
</tr>
<tr>
<td>CJA 375</td>
<td>Interagency Communication</td>
<td>3 credits</td>
</tr>
<tr>
<td>CJA 385</td>
<td>Criminal Justice Policy Analysis &amp; Program Evaluation</td>
<td>3 credits</td>
</tr>
</tbody>
</table>

**Upper Division Criminal Justice Electives, 18 credits**

Students must take the following:

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>CJA 484</td>
<td>Criminal Justice Administration Capstone</td>
<td>3 credits</td>
</tr>
</tbody>
</table>

Students may satisfy the 18 credit Upper Division Criminal Justice Electives using the courses below and their respective equivalencies, including students earning an Associate of Arts in Criminal Justice en-route. Students earning a certificate en-route will fulfill the 18 credit Upper Division Criminal Justice Electives using the certificate coursework.
Students choose five of the following:

- BCC 395 - Contemporary Issues and Futures in Cybercrimes 3 credits
- BCC 400 - Information Systems Fundamentals 3 credits
- BCC 401 - Cybercrimes in the 21st Century 3 credits
- BCC 402 - Cybercrime and Role of Law Enforcement Security Personnel 3 credits
- BCC 403 - Global Technology and Cybercrime 3 credits
- BSS 395 - Contemporary Issues and Futures in Security 3 credits
- BSS 400 - Risk Management Perception and Communication 3 credits
- BSS 481 - Counterterrorism Intelligence and Analysis 3 credits
- BSS 482 - Securing Critical Infrastructure and Cyberspace 3 credits
- BSS 483 - World View of Homeland Security 3 credits
- CJA 395 - Issues/Futures in Criminal Justice Management 3 credits
- CJA 444 - Organizational Behavior and Management 3 credits
- CJA 454 - Criminal Justice Management Theory and Practice 3 credits
- CJH 475 - Managing Criminal Justice Personnel 3 credits
- CJA 475 - Forecasting and Strategic Planning 3 credits
- CJHS 395 - Issues and Futures in Human Services in Criminal Justice 3 credits
- CJHS 400 - Theory and Practice: Human Services in Criminal Justice 3 credits
- CJHS 410 - Mental Health and Crisis Interventions in Criminal Justice 3 credits
- CJHS 420 - Case Management and Services Provided in Criminal Justice 3 credits
- CJHS 430 - Collaborative Services in Criminal Justice 3 credits

The University reserves the right to modify the required course of study.

General Information for the BSCJA

- First time attendees with the University who indicate less than 24 previous college credits (as recognized by the university) on the admission application and who meet the requirements for "Admitted with Condition" status, will be admitted with condition to this program according to the risk free period policy.
- Prior Learning Assessment and credits earned through National Testing Programs are excluded from the calculation of previous college credits.

- Applicants who disclose a previously completed associate’s degree or higher from a regionally or nationally accredited institution on their admission application will be placed in Pathway A. Applicants who do not disclose a previously completed associate’s degree or higher from a regionally or approved nationally accredited institution on their admission application will be placed in Pathway B.
- Students who are placed in Pathway A may choose to complete courses from Pathway B and will not be required to change pathways. Students who are placed in Pathway B must appeal to pursue Pathway A.

En-Route Credentials for the BSCJA

- Students may declare and earn additional credentials that are approved in their state or jurisdiction en-route to completing the bachelor degree. Students must sign and submit the enrollment agreement that corresponds with the unique combination of desired credentials to be earned. Possible credentials include an associate degree and an upper division certificate. Listed below are all of the possible en-route credentials:
  - Associate of Arts in Criminal Justice
  - Bachelor of Science in Criminal Justice Administration
  - A minimum grade point average (GPA) of 2.0.
  - Successful completion of all the courses outlined in the enrollment agreement for the credential
  - Fulfillment of the minimum program GPA
  - Achievement of the minimum University residency requirement
  - Students may elect to update or remove the selected credentials by completing a new enrollment agreement reflecting the new selection of credentials.

Additional Admission Requirements for the BSCJA

All applicants are expected to meet the following admissions requirements:

- Applicants must be currently employed or have access to a work environment.
- Signed Acknowledgement Form

Degree Requirements for the BSCJA

- Completion of a minimum of 120 credits that include the following distribution:
  - General Education - 45 credits
  - Required Course of Study - 48 credits
  - Upper Division Criminal Justice Electives - 18 credits
  - Electives - 9 credits
  - A minimum of 45 upper division credits.
  - A minimum grade point average (GPA) of 2.0.
  - The diploma awarded for this program will read as: Bachelor of Science in Criminal Justice Administration

Academic Progression Requirements for the BSCJA

- Students placed in Pathway A or Pathway B are required to successfully complete GEN 201 prior to proceeding into additional coursework in their programs.
- Following GEN 201, Pathway B students must complete the requirements outlined in the Phoenix Success Series policy.
- Students must satisfy the proficiency requirements outlined in the University Proficiency Requirements policy.
Additional Residency Requirements and Course Waivers for the BSCJA

Students in this program may waive a maximum of 15 upper division credits from their required course of study. Students may also waive a maximum of 12 lower division credits from the required course of study.

Students earning a Criminal Justice Certificate-en-route to completing the undergraduate degree may waive a maximum of 3 credits within the certificate program in addition to the 15 upper division credits that can be waived in the BSCJA required course of study by meeting the following criteria:

- The activity must have been completed at a regionally or approved nationally accredited, or candidate for accreditation, college or university, or from an approved source of nontraditional transfer credit as listed in University transfer policy.
- The activity must have been completed within the past ten (10) years from current program enrollment agreement sign date with a grade of “C” (2.0) or better or comparable passing benchmark for nontraditional credits.
- The activity must be comparable in content and semester academic credits to the University course it is replacing and must be an equivalent level or higher level course (i.e. graduate level coursework may be used to waive graduate or undergraduate coursework). Course descriptions must be included with the course waiver form in order for the Office of Admissions and Evaluation to review the course waiver request.

Students earning a Criminal Justice Certificate-en-route must use the certificate coursework to fulfill the 18 credit Upper Division Criminal Justice Electives requirement.

Students not earning an additional credential or earning an Associate of Arts in Criminal Justice-en-route may satisfy the 18 credit Upper Division Criminal Justice Electives requirement through the following means:

- Choose from a selection of University of Phoenix Upper Division Criminal Justice courses, which must include CJA 484.
- Upper Division Criminal Justice transfer activity that is acceptable in transfer to the University and waivable. The activity must have been completed within the past ten (10) years from current program enrollment agreement sign date with a grade of “C” or better or comparable passing benchmark for nontraditional credits.

The following course in the Required Course of Study may not be waived: CJA 385, CJA 484

General Education Requirements for the BSCJA

A minimum of 45 of the 120 credits must be in the general education areas approved by the University.

Communication Arts, 6 credits

Pathway A must include: 3 credits of College Composition
Pathway B must include: 6 credits in college-level research and writing
Mathematics, 6 credits

Must include 6 credits of quantitative reasoning or higher; or 6 credits of statistics or higher

Science and Technology, 9 credits

Must include at least six (6) credits in the physical or biological sciences
Humanities, 6 credits

Pathway B must include: 3 credits in critical thinking
Must include: GEN 201
Social Science, 9 credits

Pathway B must include: 3 credits in economics
Pathway B must include: 3 credits in psychology
Additional Liberal Arts, 6 credits
Interdisciplinary Component, 3 credits

Any credit that is not being applied to the primary major as a waiver may be applied to the Interdisciplinary requirement. Physical Education activity credits are limited to four (4) credits.

With the exception of GEN 201, General Education and Elective course requirements may be satisfied using any of the following means:

- University of Phoenix coursework
- Activity that is acceptable in transfer to the University

Students who lack .67 or fewer general education credits may use interdisciplinary or elective credits to waive the balance. Students must use interdisciplinary or elective credits to waive the general education balance in order to complete the minimum general education credits required for their program.

Additional Liberal Arts, 6 credits

Pathway A must include: 3 credits of College Composition
Pathway B must include: 6 credits in college-level research and writing
Mathematics, 6 credits

Effective for Enrollment Agreements sign 6/1/2016 or later, must include 6 credits of quantitative reasoning or higher; or 6 credits of statistics or higher

Science and Technology, 9 credits

Must include at least six (6) credits in the physical or biological sciences
Must include: CJS 215
Humanities, 6 credits
Must include: GEN 201
Pathway B must include: 3 credits in critical thinking
Social Science, 9 credits
Pathway B must include: 3 credits in economics
Pathway B must include: 3 credits in psychology
Must include: CJS 235
Additional Liberal Arts, 6 credits
Interdisciplinary Component, 3 credits
Must include: CJS 205
Any credit that is not being applied to the primary major as a waiver may be applied to the Interdisciplinary requirement. Physical Education activity credits are limited to four (4) credits.

With the exception of GEN 201, General Education and Elective course requirements may be satisfied using any of the following means:

- University of Phoenix coursework
- Activity that is acceptable in transfer to the University

Students who lack .67 or fewer general education credits may use interdisciplinary or elective credits to waive the balance. Students must use interdisciplinary or elective credits to waive the general education balance in order to complete the minimum general education credits required for their program.

For students earning an associate degree en-route, CJS 201 is a prerequisite for the following General Education courses: CJS 215 and CJS 235.
Re-entry for the BSCJA

- Any student who has been out of attendance for more than 365 days from the last date of positive recorded attendance in a program applicable course is considered a re-entry student.

- Re-entry students may re-enroll into their program version without appeal if the program version is still the most current in their state or jurisdiction.

- Re-entry students whose program version is not the most current in their state or jurisdiction will be required to enroll into the most current version.

- Re-entry students not re-entering into the most current program version offered in their state or jurisdiction may submit an appeal to the Student Appeals Center to re-enter any program that is not yet expired.

- No appeals will be accepted for re-entry to an expired program.

- Select programs may have additional re-entry requirements/restrictions. Re-entry students should consult their Academic Advisor for guidance.
We prepare future leaders for business excellence. Consistent with the values, mission, and purpose of the University of Phoenix, the mission of the School of Business is to provide effective and accessible higher education that prepares its students to be ethical practitioners and leaders. Our goal is to make a difference in the lives of our students and their organizations. We achieve this by always acting with a sense of social responsibility and in a manner consistent with our core values.

In particular we:

- Define quality as standards-based, industry-aligned, career-relevant educational curriculum, linked to current and future business needs
- Commit to excellence in teaching and to leveraging innovative teaching methodologies
- Be relentless in driving institutional self-assessment and continuous quality improvement

Through its integrated network of faculty, staff and business collaborators, the University of Phoenix, School of Business strives to become a preferred source for finding and developing emerging leaders for organizations.

**The Bachelor of Science in Business**

The following Bachelor of Science in Business (BSB) program may be offered at these University of Phoenix campus locations: Arlington. The availability of programs and en-route credentials depend on student demand and other factors. Not all programs and en-route credentials may be available to all residents of all states. Please contact your enrollment representative for more information.

The Bachelor of Science in Business (BSB) undergraduate degree program is designed to prepare graduates with the requisite knowledge, skills, and values to effectively apply various business principles and tools in an organizational setting. The BSB foundation is designed to bridge the gap between theory and practical application, while examining the areas of accounting, critical thinking and decision-making, economics, finance, business law and ethics, management, marketing, organizational behavior, business statistical techniques, and information systems. Students are required to demonstrate a comprehensive understanding of the undergraduate business curricula through an integrated topics course.

For more information about our graduation rates, the median debt of students who completed the program, and other important information, please visit our website at http://www.phoenix.edu/programs/bsb.

**Program Student Learning Outcomes**

In addition to the knowledge and skills related to the University Learning Goals, School of Business graduating students are intended to attain certain program-specific knowledge, skills and abilities. Therefore, you should be able to demonstrate the following learning outcomes by the time you complete this program.

- Students will analyze the implications of operating in a changing global business environment.
- Students will apply knowledge attained from the following domains of the BSB program as practitioners in business:
  - Finance
  - Marketing
  - Information Systems
  - Research Methodologies
  - Economics
  - Business Law
  - Management
  - Accounting
- Students will examine the degree of alignment between their individual values and the organization’s values as reflected in the organization’s plans and actions.

**BSB Program Category Requirements- Pathway A and Pathway B**

Courses requiring prerequisites are identified by a ~ symbol following the course number. Course descriptions for all courses are listed in the Course Guide section of the catalog (page B-1).

**Communications, 3 total credits**

- COM 295 ~ ................................................................. 3 credits
  Business Communications

**Business Information Systems, 3 total credits**

- BIS 220 ~ ................................................................. 3 credits
  Introduction to Computer Applications and Systems

**Management, 6 total credits**

- PHL 320 ~ ................................................................. 3 credits
  Critical Thinking and Decision Making in Business
- MGT 312 ~ ................................................................. 3 credits
  Organizational Behavior for Managers

**Accounting, 6 total credits**

- ACC 290 ~ ................................................................. 3 credits
  Principles of Accounting I
- ACC 291 ~ ................................................................. 3 credits
  Principles of Accounting II

**Economics, 6 total credits**

- ECO 365 ~ ................................................................. 3 credits
  Principles of Microeconomics
- ECO 372 ~ ................................................................. 3 credits
  Principles of Macroeconomics

**Finance, 3 total credits**

- FIN 370 ~ ................................................................. 3 credits
  Finance for Business

**Marketing, 3 total credits**

- MKT 421 ~ ................................................................. 3 credits
  Marketing

**Business Statistics, 3 total credits**

- QNT 275 ~ ................................................................. 3 credits
  Statistics for Decision Making
En-Route Credentials for the BSB

- Students may apply for conferral of an en-route credential upon meeting the following program requirements:
  - Successful completion of all the courses outlined in the enrollment agreement for the credential
  - Achievement of the minimum program GPA
  - Fulfillment of the minimum University residency requirement
- Students may apply for conferral of an en-route credential by completing the following program requirements:
  - A minimum grade point average (GPA) of 2.0.
  - Completion of a minimum of 120 credits.
  - General Education - 45 credits
  - Required Course of Study (BSB) - 39 credits
  - Upper Division Business/Management Electives - 18 credits
  - Electives - 18 credits
- A minimum of 42 upper division credits.
- The diploma awarded for this program will read as: Bachelor of Science in Business.

Additional Admission Requirements for the BSB

- All applicants are expected to meet the following admissions requirements:
  - Applicants must be currently employed or have access to a work environment.
  - Students may elect to update or remove the selected credentials.
  - Students may declare and earn additional credentials that are desired credentials to be earned.
  - Possible credentials include an associate degree, lower division certificate, and/or upper division certificate.
  - Prior Learning Assessment and credits earned through National Testing Programs are excluded from the calculation of previous college credits.
  - Students who lack .67 or fewer general education credits may use interdisciplinary or elective credits to waive the balance.
  - Students who lack .67 or fewer general education credits may use interdisciplinary or elective credits to waive the balance.
  - Students who lack .67 or fewer general education credits may use interdisciplinary or elective credits to waive the balance.
  - General Education and Elective course requirements may be satisfied using any of the following means:
    - University of Phoenix coursework.
    - Activity that is acceptable in transfer to the University.
  - Any credit that is not being applied to the primary major as a waiver may be applied to the lower division electives/interdisciplinary requirement.
  - Physical Education activity credits are limited to four (4) credits.
  - With the exception of GEN 201, General Education and Elective course requirements may be satisfied using any of the following means:
    - University of Phoenix coursework.
    - Activity that is acceptable in transfer to the University.
  - Additional Liberal Arts, 6 credits
    - Interdisciplinary Component, 9 credits
  - Any credit that is not being applied to the primary major as a waiver may be applied to the lower division electives/interdisciplinary requirement.

General Education Requirements for the BSB for students obtaining an Associates En-Route Credential

- A minimum of 45 of the 120 credits must be in the general education areas approved by the University.
  - Liberal Arts Component, 36 credits
    - Communication Arts, 6 credits
    - Pathway A must include: 3 credits of College Composition
    - Pathway B must include: 6 credits in college-level research and writing
    - Mathematics, 6 credits
    - Pathway A must include: 6 credits of quantitative reasoning or higher; or 6 credits of statistics or higher
    - Science and Technology, 6 credits
    - Pathway B must include: 6 credits in college-level research and writing
    - Pathway B must include: 6 credits of quantitative reasoning or higher; or 6 credits of statistics or higher
    - Social Science, 6 credits
    - Pathway B must include: 3 credits in psychology
    - Additional Liberal Arts, 6 credits
    - Interdisciplinary Component, 9 credits
    - Any credit that is not being applied to the primary major as a waiver may be applied to the lower division electives/interdisciplinary requirement.
  - Physical Education activity credits are limited to four (4) credits.
  - With the exception of GEN 201, General Education and Elective course requirements may be satisfied using any of the following means:
    - University of Phoenix coursework.
    - Activity that is acceptable in transfer to the University.
    - Students who lack .67 or fewer general education credits may use interdisciplinary or elective credits to waive the balance.
    - Students who lack .67 or fewer general education credits may use interdisciplinary or elective credits to waive the balance.
    - Students who lack .67 or fewer general education credits may use interdisciplinary or elective credits to waive the balance.
    - General Education and Elective course requirements may be satisfied using any of the following means:
      - University of Phoenix coursework.
      - Activity that is acceptable in transfer to the University.

Degree Requirements for the BSB

- Completion of a minimum of 120 credits.
  - General Education - 45 credits
  - Required Course of Study (BSB) - 39 credits
  - Upper Division Business/Management Electives - 18 credits
  - Electives - 18 credits
  - A minimum of 42 upper division credits.
  - A minimum grade point average (GPA) of 2.0.
  - The diploma awarded for this program will read as: Bachelor of Science in Business.

Integrated Business Topics

- Pathway B must include: 6 credits in college-level research and writing
  - Mathematics, 6 credits
  - Pathway A must include: 6 credits of quantitative reasoning or higher; or 6 credits of statistics or higher
  - Science and Technology, 6 credits
  - Pathway B must include: 6 credits in college-level research and writing
  - Pathway B must include: 6 credits of quantitative reasoning or higher; or 6 credits of statistics or higher
  - Social Science, 6 credits
  - Pathway B must include: 3 credits in psychology
  - Additional Liberal Arts, 6 credits
  - Interdisciplinary Component, 9 credits
  - Any credit that is not being applied to the primary major as a waiver may be applied to the lower division electives/interdisciplinary requirement.
  - Physical Education activity credits are limited to four (4) credits.
  - With the exception of GEN 201, General Education and Elective course requirements may be satisfied using any of the following means:
    - University of Phoenix coursework.
    - Activity that is acceptable in transfer to the University.
    - Students who lack .67 or fewer general education credits may use interdisciplinary or elective credits to waive the balance.
    - Students who lack .67 or fewer general education credits may use interdisciplinary or elective credits to waive the balance.
    - Students who lack .67 or fewer general education credits may use interdisciplinary or elective credits to waive the balance.
    - General Education and Elective course requirements may be satisfied using any of the following means:
      - University of Phoenix coursework.
      - Activity that is acceptable in transfer to the University.
Science and Technology, 6 credits
Must include: 3 credits in the physical or biological sciences

Humanities, 6 credits
Pathway B must include: 3 credits in critical thinking
Must include: GEN 201

Social Science, 6 credits
Pathway B must include: 3 credits in economics
Pathway B must include: 3 credits in psychology

Additional Liberal Arts, 6 credits

Interdisciplinary Requirement, 9 credits
Any credit that is not being applied to the primary major as a waiver may be applied to the lower division electives/Interdisciplinary requirement.

Physical Education activity credits are limited to four (4) credits.

With the exception of GEN 201, General Education and Elective course requirements may be satisfied using any of the following means:

- University of Phoenix coursework
- Activity that is acceptable in transfer to the University
- Students who lack .67 or fewer general education credits may use interdisciplinary or elective credits to waive the balance. Students must use interdisciplinary or elective credits to waive the general education balance in order to complete the minimum general education credits required for their program.

Academic Progression Requirements for the BSB

- Students placed in Pathway A or Pathway B are required to successfully complete GEN 201 prior to proceeding into additional coursework in their programs.
- Following GEN 201, Pathway B students must complete the requirements outlined in the Phoenix Success Series policy.
- Students must satisfy the proficiency requirements outlined in the University Proficiency Requirements policy.
- Students transferring to University of Phoenix into an undergraduate Bachelor of Science in Business degree program with a previously completed Associate degree in Business under Direct Transfer Agreement (DTA) provisions from a Community or Technical College in the state of Washington will be considered as satisfying their lower division elective and general education requirements making the student Required Course of Study ready at University of Phoenix. Students utilizing this policy will still need to meet all pre-requisite or state specific content requirements as outlined in the Academic Progression and General Education Requirements policy sections for their Bachelor of Science in Business degree program.

Additional Residency Requirements and Course Waivers for the BSB

- Students in this program may waive a maximum of 30 credits from their required course of study.
- The 18 credit Upper Division Business/Management Elective requirement may be satisfied by any of the following means:
  - Upper Division University of Phoenix Business/Management coursework.
  - Previously completed Graduate UOPX Business/Management coursework.
  - Upper Division Certificate approved in the student’s state or jurisdiction.
  - Upper Division or Graduate Business/Management transfer activity that is acceptable for transfer and was completed within the past ten (10) years from current program enrollment agreement sign date.
- The following course(s) may not be waived: BUS 475

MBA Pathway for the BSB

Bachelor of Science in Business students who want to transition into the University’s Master of Business Administration (MBA) degree programs may complete the following three (3) courses as part of their Upper Division Business/Management electives or general electives which are required for degree completion. The MBA pathway courses may be taken only after completion of the required course of study.

MGT 521 ................................................................. 3 credits Management
HRM 531 ~ ............................................................. 3 credits Human Capital Management
LAW 531 ~............................................................... 3 credits Business Law

Re-entry for the BSB

- Any student who has been out of attendance for more than 365 days from the last date of positive recorded attendance in a program applicable course is considered a re-entry student.
- Re-entry students may re-enroll into their program version without appeal if the program version is still the most current in their state or jurisdiction.
- Re-entry students whose program version is not the most current in their state or jurisdiction will be required to enroll into the most current version.
- Re-entry students not re-entering into the most current program version offered in their state or jurisdiction may submit an appeal to the Student Appeals Center to re-enter any program that is not yet expired.
- No appeals will be accepted for re-entry to an expired program.
- Select programs may have additional re-entry requirements/restrictions. Re-entry students should consult their Academic Advisor for guidance.
Bachelor of Science in Management

The following Bachelor of Science in Management (BSM) program may be offered at these University of Phoenix campus locations: Arlington. The availability of programs and concentrations depend on student demand and other factors. Not all programs may be available to all residents of all states. Please contact your enrollment representative for more information.

The Bachelor of Science in Management (BSM) degree program is designed to develop the professional knowledge and skills of cross-functional managers in an organization. The BSM degree enhances skills necessary for improved organizational effectiveness in a dynamic and evolving workplace. The program focuses on the development of management roles and emphasizes skills necessary to align resources, and to improve communication, productivity, and effectiveness. Upon completion of the program, students will possess the skills and competencies needed to determine and implement key management decisions and develop skills in leadership, human resource management, change management, and core business functional areas.

For more information about our graduation rates, the median debt of students who completed the program, and other important information, please visit our website at http://www.phoenix.edu/programs/bsm.

Program Student Learning Outcomes

In addition to the knowledge and skills related to the University Learning Goals, School of Business graduating students are intended to attain certain program-specific knowledge, skills and abilities. Therefore, you should be able to demonstrate the following learning outcomes by the time you complete this program.

- Students will identify management principles necessary for organizational effectiveness.
- Students will evaluate the effectiveness of processes used to achieve organizational goals.
- Students will apply key problem-solving strategies in the analysis and recommendation of business decisions.
- Students will analyze the implications of diversity in a dynamic and evolving workplace. The program focuses on the development of management roles and emphasizes skills necessary to align resources, and to improve communication, productivity, and effectiveness. Upon completion of the program, students will possess the skills and competencies needed to determine and implement key management decisions and develop skills in leadership, human resource management, change management, and core business functional areas.

BSM Program Category Requirements - Pathway A and Pathway B

Courses requiring prerequisites are identified by a ~ symbol following the course number. Course descriptions for all courses are listed in the Course Guide section of the catalog (page B-1).

Business Communications, 3 total credits

COM 295 ~ .........................................................3 credits
Business Communications

Management, 12 total credits

MGT 312 ~ ..........................................................3 credits
Organizational Behavior for Managers
HRM 300 ~ ..........................................................3 credits
Fundamentals of Human Resource Management
LDR 300 ~ ..........................................................3 credits
Innovative Leadership
MGT 426 ~ ..........................................................3 credits
Managing Change in the Workplace

Economics, 3 total credits

ECO 372 ~ ..........................................................3 credits
Principles of Macroeconomics

Ethics and Social Responsibility, 3 total credits

ETH 321 ~ ..........................................................3 credits
Ethical and Social Responsibility

Quantitative Techniques/Statistics, 3 total credits

QNT 275 ~ ..........................................................3 credits
Statistics for Decision Making

Accounting, 3 total credits

ACC 290 ~ ..........................................................3 credits
Principles of Accounting I

Marketing, 3 total credits

MKT 421 ~ ..........................................................3 credits
Marketing

Finance, 3 total credits

FIN 419 ~ ..........................................................3 credits
Finance for Decision Making

Strategy, 3 total credits

MGT 498 ~ ..........................................................3 credits
Strategic Management

The University reserves the right to modify the required course of study.

General Information for the BSM

- First time attendees with the University who indicate less than 24 previous college credits (as recognized by the university) on the admission application and who meet the requirements for “Admitted with Condition” status, will be admitted with condition to this program according to the risk free period policy.
- Prior Learning Assessment and credits earned through National Testing Programs are excluded from the calculation of previous college credits.
- Applicants who disclose a previously completed associate’s degree or higher from a regionally or nationally accredited institution on their admission application will be placed in Pathway A. Applicants who do not disclose a previously completed associate’s degree or higher from a regionally or approved nationally accredited institution on their admission application will be placed in Pathway B.
- Students who are placed in Pathway A and Pathway B may choose to complete courses from Pathway B and will not be required to change pathways. Students who are placed in Pathway B must appeal to pursue Pathway A.

En-Rent Credentials for the BSM

- Students may declare and earn additional credentials that are approved in their state or jurisdiction en-route to completing the bachelor degree. Students must sign and submit the enrollment agreement that corresponds with the unique combination of desired credentials to be earned. Possible credentials include an associate degree. Listed below are all of the possible en-route credentials:
  - Associate of Arts Concentration in Business Fundamentals
  - Students may apply for conferment of an en-route credential upon meeting the following program requirements:
    - Successful completion of all the courses outlined in the enrollment agreement for the credential
    - Achievement of the minimum program GPA
    - Fulfillment of the minimum University residency requirement
  - Students may elect to update or remove the selected credentials by completing a new enrollment agreement reflecting the new selection of credentials.
Additional Admission Requirements for the BSM
All applicants are expected to meet the following admissions requirements:
- Applicants must be currently employed or have access to a work environment.

Degree Requirements for the BSM
- Completion of a minimum of 120 credits that include the following distribution:
  - General Education - 45 credits
  - Required Course of Study (BSM) - 36 credits
  - Electives - 39 credits
  - A minimum of 33 upper division credits.
  - A minimum grade point average (GPA) of 2.0.
  - The diploma awarded for this program will read as: Bachelor of Science in Management

General Education Requirements for the BSM
A minimum of 45 of the 120 credits must be in the general education areas approved by the University.
- Communication Arts, 6 credits
- Pathway A must include: 3 credits of College Composition
- Pathway B must include: 6 credits in college-level research and writing
- Mathematics, 6 credits
  - Must include 6 credits of quantitative reasoning or higher; or 6 credits of statistics or higher
- Science and Technology, 6 credits
  - Must include at least three (3) credits in the physical or biological sciences
- Humanities, 6 credits
  - Pathway B must include: 3 credits in critical thinking
  - Must include: 3 credits of upper division Humanities coursework
  - The preferred course is PHL 320
- Social Science, 6 credits
  - Pathway B must include: 3 credits in psychology
  - Must include: 3 credits of upper division Social Science coursework
  - The preferred course is SOC 315
- Additional Liberal Arts, 6 credits
  - Must include: GEN 201
- Interdisciplinary Component, 9 credits
  - Pathway B must include: 3 credits in economics

Any credit that is not being applied to the primary major as a waiver may be applied to the lower division electives/Interdisciplinary requirement. Physical Education activity credits are limited to four (4) credits.

With the exception of GEN 201, General Education and Elective course requirements may be satisfied using any of the following means:
- University of Phoenix coursework
- Activity that is acceptable in transfer to the University

Students who lack 67 or fewer general education credits may use interdisciplinary or elective credits to waive the balance. Students must use interdisciplinary or elective credits to waive the general education balance in order to complete the minimum general education credits required for their program.

Additional Residency Requirements and Course Waivers for the BSM
- Students must satisfy the proficiency requirements outlined in the University Proficiency Requirements policy.

Academic Progression Requirements for the BSM
- Students placed in Pathway A or Pathway B are required to successfully complete GEN 201 prior to proceeding into additional coursework in their programs.
- Following GEN 201, Pathway B students must complete the requirements outlined in the Phoenix Success Series policy.
- Students must satisfy the proficiency requirements outlined in the University Proficiency Requirements policy.

MBA Pathway for the BSM
Bachelor of Science in Management students who want to transition into the University’s Master of Business Administration (MBA) degree programs may complete the following three (3) courses as part of their elective credits which are required for degree completion. The MBA pathway courses may be taken only after completion of the required course of study.
- MGT 521 ................................................................. 3 credits
  - Management
- HRM 531 ................................................................. 3 credits
  - Human Capital Management
- LAW 531 ................................................................. 3 credits
  - Business Law

Re-entry for the BSM
- Any student who has been out of attendance for more than 365 days from the last date of positive recorded attendance in a program applicable course is considered a re-entry student.
- Re-entry students may re-enroll into their program version without appeal if the program version is still the most current in their state or jurisdiction.
- Re-entry students whose program version is not the most current in their state or jurisdiction will be required to enroll into the most current version.
- Re-entry students not re-entering into the most current program version offered in their state or jurisdiction may submit an appeal to the Student Appeals Center to re-enter any program that is not yet expired.
- No appeals will be accepted for re-entry to an expired program.
- Select programs may have additional re-entry requirements/ restrictions. Re-entry students should consult their Academic Advisor for guidance.

University of Phoenix, 2019-2020
SCHOOL OF BUSINESS
Bachelor of Science in Accounting

The following Bachelor of Science in Accounting (BSACC) program may be offered at these University of Phoenix campus locations: Arlington. The availability of programs and concentrations depend on student demand and other factors. Not all programs may be available to all residents of all states. Please contact your enrollment representative for more information.

The Bachelor of Science in Accounting (BSACC) promotes identification with, and orientation to, the accounting profession and is designed to provide knowledge and skills necessary to an accounting career. In addition to the key accounting course work at the introductory and intermediate levels, critical areas of study including auditing and taxation are required in the program. The importance of ethics and international issues are emphasized throughout the curriculum, along with core competencies in technology and communication. The program utilizes specific accounting problem-solving software to provide students with practical knowledge of the accounting field. The program also addresses the goals of professional values, communications and leadership skills, strategic and critical thinking skills, and technology skills of the professional accounting environment and provides additional coverage on the International Financial Reporting Standards (IFRS). Students are also exposed to varied business disciplines including economics, statistics, law, corporate finance, and marketing to provide the general business overview and context necessary for accounting studies. This program is consistent with generally accepted accounting principles, including the accounting processes and knowledge areas that lead to professional certification.

For more information about our graduation rates, the median debt of students who completed the program, and other important information, please visit our website at http://www.phoenix.edu/programs/bsacc.

Each state sets forth standards required to be eligible to take the CPA exam and apply for licensure or certification as a CPA. While this program was designed with consideration for the standards proposed by the National Association of State Boards of Accounting (NASBA), the University of Phoenix cannot, and will not, provide any assurance that completion of this program will allow a successful student to qualify within the student’s specific jurisdiction. Potential applicants should check with the appropriate organization within their jurisdiction to determine requirements. States frequently change their requirements for examination. There is no assurance that at the time of degree completion the specific jurisdiction’s requirements will be consistent with the requirements at the time of admission.

Program Student Learning Outcomes

In addition to the knowledge and skills related to the University Learning Goals, School of Business graduating students are intended to attain certain program-specific knowledge, skills and abilities. Therefore, you should be able to demonstrate the following learning outcomes by the time you complete this program.

- Students will analyze accounting financial statements to support effective financial decision making.
- Students will apply business issues in the application of generally accepted accounting principles, government and not-for-profit accounting, international transactions, taxation, and auditing.
- Students will evaluate various accounting activities in relation to ethical, legal, and professional standards.
- Students will apply business issues in the application of generally accepted accounting principles, government and not-for-profit accounting, international transactions, taxation, and auditing.

Program Category Requirements - Pathway A and Pathway B

Courses requiring prerequisites are identified by a ~ symbol following the course number. Course descriptions for all courses are listed in the Course Guide section of the catalog (page B-1).

Communications, 3 total credits
- COM 295 ~ 3 credits
  Business Communications

Business Information Systems, 3 total credits
- ACC 210 ~ 3 credits
  Accounting Information Systems

Quantitative Techniques/Statistics, 3 total credits
- QNT 275 ~ 3 credits
  Statistics for Decision Making

Accounting Principles, 6 total credits
- ACC 290 ~ 3 credits
  Principles of Accounting I
- ACC 291 ~ 3 credits
  Principles of Accounting II
- ACC 295 ~ 3 credits
  Principles of Accounting I for Accountants
- ACC 296 ~ 3 credits
  Principles of Accounting II for Accountants

Management, 6 total credits
- PHL 320 ~ 3 credits
  Critical Thinking and Decision Making in Business
- MGT 312 ~ 3 credits
  Organizational Behavior for Managers

Ethics and Legal Topics in Business, 3 total credits
- ETH 321 ~ 3 credits
  Ethical and Legal Topics in Business

Economics, 6 total credits
- ECO 365 ~ 3 credits
  Principles of Microeconomics
- ECO 372 ~ 3 credits
  Principles of Macroeconomics

Marketing, 3 total credits
- MKT 421 ~ 3 credits
  Marketing

Finance, 3 total credits
- FIN 370 ~ 3 credits
  Finance for Business

Strategy, 3 total credits
- BUS 475 ~ 3 credits
  Integrated Business Topics

Cost Accounting, 3 total credits
- ACC 349 ~ 3 credits
  Cost Accounting
Students must choose one of the following courses:

**Tax, 3 total credits**
- ACC 350 ~.................................................................3 credits
- Intermediate Accounting, 9 total credits
  - ACC 421 ~.................................................................3 credits
  - Intermediate Financial Accounting I
  - ACC 422 ~.................................................................3 credits
  - Intermediate Financial Accounting II
  - ACC 423 ~.................................................................3 credits
  - Intermediate Financial Accounting III
- Tax, 3 total credits
  - ACC 455 ~.................................................................3 credits
  - Corporate Taxation
  - ACC 456 ~.................................................................3 credits
  - Individual/Estate Taxation
- Government & Non-Profit Accounting, 3 total credits
  - ACC 460 ~.................................................................3 credits
  - Government and Non-Profit Accounting
  - ACC 466 ~.................................................................3 credits
  - Advanced Accounting
- Auditing, 6 total credits
  - ACC 491 ~.................................................................3 credits
  - Contemporary Auditing I
  - ACC 492 ~.................................................................3 credits
  - Contemporary Auditing II
- Accounting Research, 3 total credits
  - ACC 497 ~.................................................................3 credits
  - Advanced Topics in Accounting Research
  - ACC 498 ~.................................................................3 credits
  - Advanced Topics in Accounting Research Capstone
- The University reserves the right to modify the required course of study.

**Additional Admission Requirements for the BSACC**
- All applicants are expected to meet the following admissions requirements:
  - Students must be currently employed or have access to a work environment.

**Degree Requirements for the BSACC**
- A minimum of 45 of the 120 credits must be in the general education areas approved by the University.
  - Communication Arts, 6 credits
  - Pathway A must include: 3 credits of College Composition
  - Pathway B must include: 6 credits in college-level research and writing
  - Mathematics, 6 credits
    - Must include 6 credits of quantitative reasoning or higher; or 6 credits of statistics or higher
  - Science and Technology, 6 credits
    - Must include at least three (3) credits in the physical or biological sciences
  - Humanities, 6 credits
    - Pathway B must include: 3 credits in critical thinking
    - Must include: GEN 201
  - Social Science, 6 credits
    - Pathway B must include: 3 credits in economics
    - Pathway B must include: 3 credits in psychology
  - Additional Liberal Arts, 6 credits
  - Interdisciplinary Component, 9 credits
  - Any credit that is not being applied to the primary major as a waiver may be applied to the lower division electives/Interdisciplinary requirement.
  - Physical Education activity credits are limited to four (4) credits.

**General Education Requirements for the BSACC**
- A minimum of 51 of the 120 credits must be in the general education areas approved by the University.
  - Communication Arts, 6 credits
  - Pathway A must include: 3 credits of College Composition
  - Pathway B must include: 6 credits in college-level research and writing
  - Mathematics, 6 credits
    - Must include 6 credits of quantitative reasoning or higher; or 6 credits of statistics or higher
  - Science and Technology, 6 credits
    - Must include at least three (3) credits in the physical or biological sciences
  - Humanities, 6 credits
    - Pathway B must include: 3 credits in critical thinking
    - Must include: GEN 201
  - Social Science, 6 credits
    - Pathway B must include: 3 credits in economics
    - Pathway B must include: 3 credits in psychology
  - Additional Liberal Arts, 6 credits
  - Interdisciplinary Component, 9 credits
  - Any credit that is not being applied to the primary major as a waiver may be applied to the lower division electives/Interdisciplinary requirement.
  - Physical Education activity credits are limited to four (4) credits.

With the exception of GEN 201, General Education and Elective course requirements may be satisfied using any of the following means:
- University of Phoenix coursework
- Activity that is acceptable in transfer to the University

Students who lack 67 or fewer general education credits may use interdisciplinary or elective credits to waive the balance. Students
must use interdisciplinary or elective credits to waive the general education balance in order to complete the minimum general education credits required for their program.

Academic Progression Requirements for the BSACC

- Students placed in Pathway A or Pathway B are required to successfully complete GEN 201 prior to proceeding into additional coursework in their programs.
- Following GEN 201, Pathway B students must complete the requirements outlined in the Phoenix Success Series policy.
- Students must satisfy the proficiency requirements outlined in the University Proficiency Requirements policy.

Additional Residency Requirements and Course Waivers for the BSACC

- Students in this program may waive a maximum of 30 credits from their required course of study.
- The following courses in the Required Course of Study may not be waived: ACC 497, BUS 475, ACC 498

Re-entry for the BSACC

- Any student who has been out of attendance for more than 365 days from the last date of positive recorded attendance in a program applicable course is considered a re-entry student.
- Re-entry students may re-enroll into their program version without appeal if the program version is still the most current in their state or jurisdiction.
- Re-entry students whose program version is not the most current in their state or jurisdiction will be required to enroll into the most current version.
- Re-entry students not re-entering into the most current version may submit an appeal to the Student Appeals Center to re-enter any program that is not yet expired.
- No appeals will be accepted for re-entry to an expired program.
- Select programs may have additional re-entry requirements/restrictions. Re-entry students should consult their Academic Advisor for guidance.

Bachelor of Science in Communication

The following Bachelor of Science in Communication (BS/COM) program may be offered at these University of Phoenix campus locations: Arlington. The availability of programs and concentrations depend on student demand and other factors. Not all programs may be available to all residents of all states. Please contact your enrollment representative for more information.

The Bachelor of Science in Communication (BS/COM) degree program is designed to develop knowledge and skills for effective communication in a variety of public and private work environments. The program was created specifically to build upon personal and professional communication experiences. The BS/COM degree enhances the communication skills necessary for the development of professional competence and values; critical thinking and problem solving; information utilization; and collaboration. The curriculum focuses on the development of core communication competencies. It emphasizes theory and application in the domains of interpersonal, small group, organizational, mass communication, culture, and communication technology. Specific areas of focus include business communication, diversity, intercultural communication, conflict resolution, legal and ethical issues, media, and future trends in communication technology.

For more information about our graduation rates, the median debt of students who completed the program, and other important information, please visit our website at http://www.phoenix.edu/programs/bs-com.

Program Student Learning Outcomes

In addition to the knowledge and skills related to the University Learning Goals, School of Business graduating students are intended to attain certain program-specific knowledge, skills and abilities. Therefore, you should be able to demonstrate the following learning outcomes by the time you complete this program.

- Students will develop knowledge and skills in the domain of effective communication.
- Students will apply the theoretical concepts and techniques of communication in their professional and personal environments.
- Students will apply interaction strategies in interpersonal, intercultural, and organizational settings.
- Students will evaluate communication effectiveness in the workplace.
- Students will collect and analyze data to understand and solve communication problems.
- Students will apply interaction strategies in interpersonal, intercultural, and organizational settings.
- Students will assess the historical foundations of communication and forecast trends in contemporary society.
- Students will apply ethical principles to all communication channels and strategies.
- Students will demonstrate the legal implications of the use of all types of communication.
- Students will apply research methods in the field of communication.

Program Category Requirements and Course Selections for the BS/COM

Courses requiring prerequisites are identified by a ~ symbol following the course number. Course descriptions for all courses are listed in the Course Guide section of the catalog (page B-1).

Foundations of Human Communication, 3 total credits
BSCOM 100 ~ ................................................................. 3 credits
Introduction to Communication

Interpersonal, 3 total credits
BSCOM 234 ~ ................................................................. 3 credits
Foundations of Interpersonal Communication

Mass Communication, 6 total credits
BSCOM 268 ~ ................................................................. 3 credits
Foundations of Mass Communication
BSCOM 410 ~ ................................................................. 3 credits
Media and Society

Communication Research, 3 total credits
BSCOM 324 ~ ................................................................. 3 credits
Communication Research

Communication Theory, 3 total credits
BSCOM 336 ~ ................................................................. 3 credits
Communication Theories and Practice

Group Communication, 3 total credits
BSCOM 348 ~ ................................................................. 3 credits
Small Group and Team Communication

Organizational, 3 total credits
BSCOM 360 ~ ................................................................. 3 credits
Organizational Communication

Intercultural, 3 total credits
BSCOM 390 ~ ................................................................. 3 credits
Intercultural Communication

Communication Law, 3 total credits
BSCOM 415 ~ ................................................................. 3 credits
Communication Law
**Communication Ethics, 3 total credits**
BSCOM 460 ~ ................................................................. 3 credits
Ethics and Communication

**Mediation/Conflict Resolution, 3 total credits**
BSCOM 465 ~ ................................................................. 3 credits
Communication in Mediation and Conflict Resolution

**Communication Capstone, 3 total credits**
BSCOM 485 ~ ................................................................. 3 credits
Capstone in Communication

**Upper Division Communication Electives, 18 total credits**

**General Information for the BS/COM**
- First time attendees with the University who indicate less than 24 previous college credits (as recognized by the university) on the admission application and who meet the requirements for "Admitted with Condition" status, will be admitted with condition to this program according to the risk free period policy.
- Prior Learning Assessment and credits earned through National Testing Programs are excluded from the calculation of previous college credits.
- Applicants who disclose a previously completed associate’s degree or higher from a regionally or nationally accredited institution on their admission application will be placed in Pathway A. Applicants who do not disclose a previously completed associate’s degree or higher from a regionally or approved nationally accredited institution on their admission application will be placed in Pathway B.
- Students who are placed in Pathway A may choose to complete courses from Pathway B and will not be required to change pathways. Students who are placed in Pathway B must appeal to pursue Pathway A.

**En-Route Credentials for the BS/COM**
- Students may declare and earn additional credentials that are approved in their state or jurisdiction en-route to completing the bachelor degree. Students must sign and submit the enrollment agreement that corresponds with the unique combination of desired credentials to be earned.
- Students may apply for conferment of an en-route credential upon meeting the following program requirements:
  - Successful completion of all the courses outlined in the enrollment agreement for the credential
  - Achievement of the minimum program GPA
  - Fulfillment of the minimum University residency requirement
- Students may elect to update or remove the selected credentials by completing a new enrollment agreement reflecting the new selection of credentials.

**Degree Requirements for the BS/COM**
- Completion of a minimum of 120 credits that include the following distribution:
  - General Education - 45 credits
  - Required Course of Study - 39 credits
  - Upper Division Communication Electives - 18 credits
  - Electives - 18 credits
- A minimum of 48 upper division credits.
- A minimum grade point average (GPA) of 2.0.
- The diploma awarded for this program will read as: Bachelor of Science in Communication

**General Education Requirements for the BS/COM**
A minimum of 45 of the 120 credits must be in the general education areas approved by the University.
- Communication Arts, 6 credits
- Pathway A must include: 3 credits of College Composition
- Pathway B must include: 6 credits in college-level research and writing
- Mathematics, 6 credits
  - Must include 6 credits of quantitative reasoning or higher
- Science and Technology, 6 credits
  - Must include at least 3 credits in the physical or biological sciences
- Humanities, 6 credits
- Pathway B must include: 3 credits in critical thinking
- Must include: GEN 201
- Social Science, 6 credits
- Pathway B must include: 3 credits in economics
- Pathway B must include: 3 credits in psychology
- Additional Liberal Arts, 6 credits
- Interdisciplinary Component, 9 credits
Any credit that is not being applied to the primary major as a waiver may be applied to the lower division electives/Interdisciplinary requirement.
- Physical Education activity credits are limited to four (4) credits.
- With the exception of GEN 201, General Education and Elective course requirements may be satisfied using any of the following means:
  - University of Phoenix coursework
  - Activity that is acceptable in transfer to the University

**Academic Progression Requirements for the BS/COM**
- Students placed in Pathway A or Pathway B are required to successfully complete GEN 201 prior to proceeding into additional coursework in their programs.
- Following GEN 201, Pathway B students must complete the requirements outlined in the Phoenix Success Series policy.
- Students must satisfy the proficiency requirements outlined in the University Proficiency Requirements policy.

**Additional Residency Requirements and Course Waivers for the BS/COM**
- Students in this program may waive a maximum of 12 credits from their required course of study.
- The 18 credit Upper Division Communication Electives requirement may be satisfied by any of the following means:
  - Upper Division UOPX Communication coursework.
  - Previously completed Graduate UOPX Communication coursework.
  - Upper Division Certificate approved in the student’s state or jurisdiction.
  - Upper Division or Graduate Communication transfer activity that is acceptable for transfer and was completed within the past ten (10) years from current program enrollment agreement sign date.
- The following courses in the Required Course of Study may not be waived: BSCOM 485
Re-entry for the BS/COM

- Any student who has been out of attendance for more than 365 days from the last date of positive recorded attendance in a program applicable course is considered a re-entry student.
- Re-entry students may re-enroll into their program version without appeal if the program version is still the most current in their state or jurisdiction.
- Re-entry students whose program version is not the most current in their state or jurisdiction will be required to enroll into the most current version.
- Re-entry students not re-entering into the most current program version offered in their state or jurisdiction may submit an appeal to the Student Appeals Center to re-enter any program that is not yet expired.
- No appeals will be accepted for re-entry to an expired program.
- Select programs may have additional re-entry requirements/ restrictions. Re-entry students should consult their Academic Advisor for guidance.
The College of Information Systems and Technology prepares students for professional and management-related career opportunities in multiple different IT pathways and provides the knowledge students need to successfully apply information systems theory and principles that address real world business opportunities and challenges that meet the needs of today’s information economy. Students will be prepared to work in core technologies such as systems integration, web systems, network architecture, database design, information security, programming and other IT principles.

Our mission is to provide industry-relevant education through innovative learning pathways, which will prepare learners for career success. The College of Information Systems and Technology delivers real-time, IT education solutions that are experiential, relevant and applicable to solving IT challenges anywhere, any place, and at any time. The curriculum in the College of Information Systems and Technology is delivered by experts who relate both theory and practice in this evolving, fast paced industry. Each degree and certificate program is aligned to one or more of just under 50 industry certifications so students are provided the relevant, hands-on learning they need to be successful in this industry.

The College of Information Systems and Technology is continuously updating curriculum, staying relevant in the industry and evolving with the always changing world of technology, all of which is accomplished through dedication, creativity and teamwork of the college faculty and staff. The College of Information Systems and Technology is an innovative, education leader in the IT industry and proud to partner with Fortune 1000 companies and other entities and creators of emerging IT standards nationwide.

**Bachelor of Science in Information Technology**

The following Bachelor of Science in Information Technology (BSIT) program may be offered at these University of Phoenix campus locations: Arlington. The availability of programs and on-route credentials depend on student demand and other factors. Not all programs and on-route credentials may be available to all residents of all states. Please contact your enrollment representative for more information.

The Bachelor of Science in Information Technology (BSIT) program provides the knowledge to successfully apply information technology theory and principles to address real world business opportunities and challenges. The program covers fundamental and advanced knowledge in core technologies such as systems integration, network and cloud infrastructure, database design and integration, cybersecurity, programming and other supporting IT principles. The program provides the opportunity to specialize through the selection of coursework and/or University of Phoenix certificates, aligned to industry certifications, to support IT career goals.

For more information about our graduation rates, the median debt of students who completed the program, and other important information, please visit our website at http://www.phoenix.edu/programs/bsit

**Program Student Learning Outcomes**

In addition to the knowledge and skills related to the University Learning Goals, College of Information Systems and Technology graduating students are intended to attain certain program-specific knowledge, skills and abilities. Therefore, you should be able to demonstrate the following learning outcomes by the time you complete this program.

- **Business Information Systems**: Students will be able to apply key principles of systems analysis and design to selected business processes within the organization in order to implement effective information systems.
- **Network and Cloud Infrastructure**: Students will be able to design selected network and cloud infrastructures that will comply with key requirements of accepted industry best practices to improve organizational network operation.
- **Database Design and Integration**: Students will be able to design and develop key database models aligning with business requirements for storage, retrieval and use of data.
- **Cybersecurity**: Students will be able to implement cybersecurity solutions that comply with global governance best practices.
- **Programming**: Students will be able to demonstrate an ability to evaluate, design, and implement application programs to meet business processes.

**Program Category Requirements for the BSIT**

Some courses require prerequisites. Prerequisites and course descriptions for all courses are listed in the Course Guide section of the catalog (page B-1).

**Core Topics, 6 total credits**

- **CIS 207** .......................................................... 3 credits
- Information Systems Fundamentals
- **CMGT 410** ......................................................... 3 credits
- Project Planning & Implementation

**Business Systems, 9 total credits**

- **BSA 375** .......................................................... 3 credits
- Fundamentals of Business Systems Development
- **DAT 380** ........................................................... 3 credits
- Advanced Database Architecture
- **DAT 390** ........................................................... 3 credits
- Database Integration with Other Systems

**Networking, 6 total credits**

- **CYB 205** .......................................................... 3 credits
- Infrastructure Administration
- **NTC 362** .......................................................... 3 credits
- Fundamentals of Networking

**Data Management, 6 total credits**

- **DAT 210** .......................................................... 3 credits
- Data Programming Languages
- **DAT 305** .......................................................... 3 credits
- Data Structures for Problem Solving
Cybersecurity, 9 total credits

- CYB 100 ~ ................................................................. 3 credits
- Cyber Domain
- CYB 110 ~ ................................................................. 3 credits
- Foundations of Security
- CMGT 400 ~ ............................................................. 3 credits
- Intro to Information Assurance & Security

Programming, 6 total credits

- CYB 130 ~ ................................................................. 3 credits
- Object-Oriented Scripting Language
- PRG 211 ~ ................................................................. 3 credits
- Algorithms and Logic for Computer Programming

Capstone, 3 total credits

- BSA 425 ~ ................................................................. 3 credits
- BSIT Capstone

Upper Division Information Systems and Technology Electives, 18 total credits

The University reserves the right to modify the required course of study.

General Information for the BSIT

- First time attendees with the University who indicate less than 24 previous college credits (as recognized by the university) on the admission application and who meet the requirements for “Admitted with Condition” status, will be admitted with condition to this program according to the risk free period policy.
- Prior Learning Assessment and credits earned through National Testing Programs are excluded from the calculation of previous college credits.
- Applicants who disclose a previously completed associate’s degree or higher from a regionally or nationally accredited institution on their admission application will be placed in Pathway A. Applicants who do not disclose a previously completed associate’s degree or higher from a regionally or approved nationally accredited institution on their admission application will be placed in Pathway B.
- Students who are placed in Pathway A may choose to complete courses from Pathway B and will not be required to change pathways. Students who are placed in Pathway B must appeal to pursue Pathway A.

En-Route Credentials for the BSIT

Students may declare and earn additional credentials that are approved in their state or jurisdiction en-route to completing the bachelor degree. Students must sign and submit the enrollment agreement that corresponds with the unique combination of desired credentials to be earned. Possible credentials include an associate degree, lower division certificate, and/or upper division certificate. Listed below are all of the possible en-route credentials:

- Associate of Arts Concentration in Information Technology
- Advanced Networking Certificate (Undergraduate)
- Advanced Cyber Security Certificate (Undergraduate)
- Advanced Software Developer Certificate (Undergraduate)
- Advanced Virtualization Administration Certificate (Undergraduate)

Students may apply for conferral of an en-route credential upon meeting the following program requirements:

- Successful completion of all the courses outlined in the enrollment agreement for the credential
- Achievement of the minimum program GPA
- Fulfillment of the minimum University residency requirement

Students may elect to update or remove the selected credentials by completing a new enrollment agreement reflecting the new selection of credentials.

Additional Admission Requirements for the BSIT

All applicants are expected to meet the following admissions requirements:

- Applicants must be currently employed or have access to a work environment.
- Signed Hardware/Software Agreement
- Students who have previously completed a regionally accredited Associate of Arts or Associate of Science degree will be eligible to apply all of the credits earned for the associate degree towards the lower division general education and elective requirements at University of Phoenix. The transfer coursework will be applied as a block at the time of admission to the program.

Students utilizing this policy will need to meet the following conditions:

- Satisfy Pathway A entry course sequence (GEN/201), unless otherwise stated in policy.
- Satisfy the MTH/220 General Education requirement.
- Complete a minimum of 18 credits of upper division Information Technology elective coursework or enroll in an en-route upper division Information Technology certificate approved in the student’s state or jurisdiction.
- Meet all prerequisite or state specific content requirements as outlined in the Academic Progression, Preferred Course Sequence, and General Education Requirements policy sections for their BSIT 009 program.

Degree Requirements for the BSIT

- Completion of a minimum of 120 credits that include the following distribution:
  - General Education - 42 credits
  - Required Course of Study - 45 credits
  - Upper Division Information Systems and Technology Electives - 18 credits
  - Electives - 15 credits
- A minimum of 42 upper division credits.
- A minimum grade point average (GPA) of 2.00.

The diploma awarded for this program will read as: Bachelor of Science in Information Technology
General Education Requirements for the BSIT
A minimum of 42 of the 120 credits must be in the general education areas approved by the University.

Communication Arts, 6 credits
Pathway A must include: 3 credits of College Composition
Pathway B must include: 6 credits in college-level research and writing
Mathematics, 6 credits
Must include 6 credits of college algebra or higher
Science & Technology, 3 credits
Must include at least three (3) credits in the physical or biological sciences
Humanities, 6 credits
Pathway B must include: 3 credits in critical thinking
Must include: GEN 201
Social Science, 6 credits
Pathway B must include: 3 credits in economics
Pathway B must include: 3 credits in psychology
Additional Liberal Arts, 6 credits
Interdisciplinary Component, 9 credits
Any credit that is not being applied to the primary major as a waiver may be applied to the lower division electives/Interdisciplinary requirement.
Physical Education activity credits are limited to four (4) credits.

With the exception of GEN 201, General Education and Elective course requirements may be satisfied using any of the following means:
• University of Phoenix coursework
• Activity that is acceptable in transfer to the University Students who lack .67 or fewer general education credits may use interdisciplinary or elective credits to waive the balance. Students must use interdisciplinary or elective credits to waive the general education balance in order to complete the minimum general education credits required for their program.
Graduate coursework from the College of Information Systems and Technology may be completed as an option to satisfy credits within the Upper Division Information Systems and Technology Electives requirement.

Academic Progression Requirements for the BSIT
• Students placed in Pathway A or Pathway B are required to successfully complete GEN 201 prior to proceeding into additional coursework in their programs.
• Following GEN 201, Pathway B students must complete the requirements outlined in the Phoenix Success Series policy.
• Students must satisfy the proficiency requirements outlined in the University Proficiency Requirements policy.

Residency Requirements and Course Waivers for the BSIT
• Students must meet the established University residency requirement for degree conferral in the state of Virginia. Thirty percent of coursework (36 credits as part of the final 60 credits of the program) from a combination of Required Course of Study and General Education courses must be completed at UOPX.
• In order to be granted a waiver for a course in the required course of study, the student must have completed a previous credit bearing activity in transfer which meets the following criteria:
  • The activity must have been completed at a regionally or approved nationally accredited, or candidate for accreditation, college or university, or from an approved source of nontraditional transfer credit as listed in University transfer policy.
  • The activity must have been completed within the past ten (10) years (5 years for IS&T courses) from current program enrollment agreement sign date with a grade of "C" (2.0) or better or comparable passing benchmark for nontraditional credits.
  • The activity must be comparable in content and semester academic credits to the University course it is replacing and must be an equivalent level or higher level course (i.e. graduate level coursework may be used to waive graduate or undergraduate coursework). Course descriptions must be included with the course waiver form in order for the Office of Admissions and Evaluation to review the course waiver request.
  • Experiential Learning (essay) credit is not eligible to waive courses in the required course of study.
  • Providing that University residency policy is met, through an approved articulation agreement or Educational Partnership Pathway (EPP) students may be able to waive courses outside of standard course waiver policy requirements to facilitate seamless transfer for Associate degree completers.
  • Nationally recognized and/or industry accepted certifications or training programs may be used to waive certain courses in the Required Course of Study upon approval by the appropriate college or school that the courses reside under, and will not require Prior Learning Assessment. All waivers using certifications must be verified by an official transcript or completion documentation from the certifying organization.
  • Students in this program may waive a maximum of 21 credits from their required course of study.
  • The 18 credit Upper Division Information Systems and Technology Electives requirement may be satisfied by any of the following means:
    • Upper Division or Graduate IS&T UOPX coursework.
    • Previously completed Graduate coursework from the College of IS&T.
    • Upper Division Certificate approved in the student’s state or jurisdiction.
    • Upper Division or Graduate Information Technology transfer coursework that is acceptable for transfer and was completed within the past five (5) years from current program enrollment agreement sign date with a grade of C- or better.
    • Upper Division Information Technology National Testing Program exams that are acceptable for transfer and were completed within the past five (5) years from current program enrollment agreement sign date.
• Upper Division Information Technology American Council on Education recommended (Military) credits that are acceptable for transfer and were completed within the past five (5) years from current program enrollment agreement sign date.
• Upper Division Information Technology Prior Learning Assessment (PLA) credits awarded to activities completed within the past five (5) years from current program enrollment agreement sign date.

Re-entry for the BSIT

• Any student who has been out of attendance for more than 365 days from the last date of positive recorded attendance in a program applicable course is considered a re-entry student.
• Re-entry students may re-enroll into their program version without appeal if the program version is still the most current in their state or jurisdiction.
• Re-entry students whose program version is not the most current in their state or jurisdiction will be required to enroll into the most current version.
• Re-entry students not re-entering into the most current program version offered in their state or jurisdiction may submit an appeal to the Student Appeals Center to re-enter any program that is not yet expired.
• No appeals will be accepted for re-entry to an expired program.
• Select programs may have additional re-entry requirements/restrictions. Re-entry students should consult their Academic Advisor for guidance.
COLLEGE OF HEALTH PROFESSIONS

University of Phoenix College of Health Professions offers leading-edge graduate, undergraduate, certificate, and non-degree programs aimed at preparing students to improve the quality of healthcare in their communities and the industry. The College of Health Professions is helping to ensure that today’s graduates can effectively tackle tomorrow’s healthcare challenges. For more information, visit [http://www.phoenix.edu/chp](http://www.phoenix.edu/chp) and [https://www.phoenix.edu/colleges/school-of-nursing.html](https://www.phoenix.edu/colleges/school-of-nursing.html).

**School of Health Services Administration**

As the health care industry expands and evolves at a rapid rate, jobs in health care administration business functions are expected to increase by 23 percent between 2012 and 2022. Whether you are already working in the field and looking to deepen your knowledge and advance in your profession, or if you are new to health care and want to gain the skills needed to launch a new career, The University of Phoenix® School of Health Services Administration will equip you with the leading-edge training you need to succeed in today’s dynamic health care environment—and to effectively tackle all of tomorrow’s challenges.

**The Bachelor of Science in Health Administration**

The following Bachelor of Science in Health Administration (BSHA) program may be offered at these University of Phoenix campus locations: Arlington. The availability of programs and concentrations depends on student demand and other factors. Not all programs are available to all residents of all states. Please contact your enrollment representative for more information.

The Bachelor of Science in Health Administration (BSHA) Program is designed to integrate a framework of general education courses with a health care curriculum that prepares the graduate with the foundational knowledge needed to enter today’s challenging health industry. The BSHA curriculum addresses the basic body of knowledge, understanding, and skills identified as relevant to an ever-expanding and diverse health care arena. Coursework includes content in some of the following areas: management, finance, legal and ethical parameters, risk and quality management, human resources, and information systems. Upon completion of the core curriculum health care students have the opportunity to select an area of focus that is designed to expand their professional opportunities.

For more information about our graduation rates, the median debt of students who completed the program, and other important information, please visit our website at [http://www.phoenix.edu/programs/bsha](http://www.phoenix.edu/programs/bsha).

**Program Student Learning Outcomes**

In addition to the knowledge and skills related to the University Learning Goals, School of Health Services Administration graduating students are intended to attain certain program-specific knowledge, skills and abilities. Therefore, you should be able to demonstrate the following learning outcomes by the time you complete this program.

- Learners will be able to analyze a health care organization from a market-based perspective.
- Learners will be able to analyze financial issues in the health care industry.
- Learners will be able to explain the application of risk and quality management concepts in the health care industry.
- Learners will be able to analyze the utilization and application of technology within a health care organization.
- Learners will be able to apply management and adaptable leadership skills in the health care industry.

**BSHA Foundation Courses**

Courses requiring prerequisites are identified by a ~ symbol following the course number. Course descriptions for all courses are listed in the Course Guide section of the catalog (page B-1).

- HCS 120 ~ ................................................................. 3 credits
- Medical Terminology for Health Care Professionals
- HCS 131 ~ ................................................................. 3 credits
- Business Communication Skills for Health Care Professionals
- HCS 235 ~ ................................................................. 3 credits
- Health Care Delivery in the U.S.
- HCIS 140 ~ ................................................................. 3 credits
- Fundamentals of Electronic Health Records

**BSHA Core Courses**

- HCS 305 ~ ................................................................. 3 credits
- Health Care Professional Development
- HCS 335 ~ ................................................................. 3 credits
- Health Care Ethics and Social Responsibility
- HCS 325 ~ ................................................................. 3 credits
- Health Care Management
- HCS 370 ~ ................................................................. 3 credits
- Organizational Behavior
- HCS 341 ~ ................................................................. 3 credits
- Human Resources in Health Care
- HCS 380 ~ ................................................................. 3 credits
- Health Care Accounting
- HCS 385 ~ ................................................................. 3 credits
- Health Care Finance
- HCS 490 ~ ................................................................. 3 credits
- Health Care Consumer - Trends and Marketing
- HCS 457 ~ ................................................................. 3 credits
- Public and Community Health
HS 483 ~ ................................................................. 3 credits
Health Care Information Systems
HS 451 ~ ................................................................. 3 credits
Health Care Quality Management and Outcomes Analysis
HS 465 ~ ................................................................. 3 credits
Health Care Research Utilization
HS 499 ~ ................................................................. 3 credits
Health Care Strategy Capstone

**BSHA Health Administration Electives**

The electives below are intended for students earning their Associate en-route to the BSHA or students pursuing the BSHA with no en-route credential.

Students may select the 15 credit Upper Division Health Administration Electives using the courses below and their respective equivalencies. Students earning a certificate en-route will fulfill the 15 credit Upper Division Health Administration Electives using the certificate coursework.

The School of Health Service Administration recommends students select and complete all courses within one elective track.

**General Health Administration Elective Track:**

- HS 430 ~ ................................................................. 3 credits
- Legal Issues in Health Care: Regulation and Compliance
- HS 446 ~ ................................................................. 3 credits
- Facility Planning
- HS 455 ~ ................................................................. 3 credits
- Health Care Policy: The Past and the Future
- HS 456 ~ ................................................................. 3 credits
- Risk Management
- HS 475 ~ ................................................................. 3 credits
- Leadership and Performance Development

**Health Information Systems Track:**

- HCIS 410 ~ ................................................................. 3 credits
- Project Planning and Implementation in Health Care
- BSA 370 ~ ................................................................. 3 credits
- Systems Analysis and Design
- NTC 361 ~ ................................................................. 3 credits
- Network and Telecommunications Concepts
- DBM 381~ ................................................................. 3 credits
- Database Concepts
- HCIS 420 ~ ................................................................. 3 credits
- Information Systems Risk Management in Health Care

**Retail Health Management Track:**

- RHM 410 ~ ................................................................. 3 credits
- The Landscape of Health Care in Retail Health Clinics
- RHM 420 ~ ................................................................. 3 credits
- The Management of Retail Health Clinics
- RHM 430 ~ ................................................................. 3 credits
- Technology and Digital Health Care in Retail Health Clinics
- RHM 440 ~ ................................................................. 3 credits
- Regulatory and Compliance in the Retail Health Environment
- RHM 450 ~ ................................................................. 3 credits
- Retail Health Financial Strategies

**Lifespan Management Track**

- LSM 404 ~ ................................................................. 3 credits
- Introduction to Lifespan Management
- LSM 412 ~ ................................................................. 3 credits
- Management within the Lifespan Industry
- LSM 417 ~ ................................................................. 3 credits
- Regulations in Lifespan Management
- LSM 423 ~ ................................................................. 3 credits
- Financial Strategies for Lifespan Management
- LSM 429 ~ ................................................................. 3 credits
- Lifespan Management Capstone

The University reserves the right to modify the required course of study as necessary.

**General Information for the BSHA**

- First time attendees with the University who indicate less than 24 previous college credits (as recognized by the university) on the admission application and who meet the requirements for "Admitted with Condition" status, will be admitted with condition to this program according to the risk free period policy.
- Prior Learning Assessment and credits earned through National Testing Programs are excluded from the calculation of previous college credits.
- Applicants who disclose a previously completed associate’s degree or higher from a regionally or nationally accredited institution on their admission application will be placed in Pathway A. Applicants who do not disclose a previously completed associate’s degree or higher from a regionally or approved nationally accredited institution on their admission application will be placed in Pathway B.
- Students who are placed in Pathway A may choose to complete courses from Pathway B and will not be required to change pathways. Students who are placed in Pathway B must appeal to pursue Pathway A.

**En-Route Credentials for the BSHA**

- Students may declare and earn additional credentials that are approved in their state or jurisdiction en-route to completing the bachelor degree. Students must sign and submit the enrollment agreement that corresponds with the unique combination of desired credentials to be earned. Possible credentials include an associate degree and/or upper division certificate.
- Students may apply for conferral of an en-route credential upon meeting the following program requirements:
  - Successful completion of all the courses outlined in the enrollment agreement for the credential
  - Achievement of the minimum program GPA
  - Fulfillment of the minimum University residency requirement
- Students may elect to update or remove the selected credentials by completing a new enrollment agreement reflecting the new selection of credentials.

**Additional Admission Requirements for the BSHA**

All applicants are expected to meet the following admissions requirements:

- Applicants must be currently employed or have access to a work environment.
Degree Requirements for the BSHA
- Completion of a minimum of 120 credits that include the following distribution:
  - General Education - 45 credits
  - Required Course of Study (BSHA) - 51 credits
  - Upper Division Health Administration Electives - 15 credits
  - Electives - 9 credits
- A minimum of 42 upper division credits.
- A minimum grade point average (GPA) of 2.0.
- The diploma awarded for this program will read as:
  Bachelor of Science in Health Administration

General Education Requirements for the BSHA
A minimum of 45 of the 120 credits must be in the general education areas approved by the University.

Pathway A must include:
- 3 credits of College Composition

Pathway B must include:
- 6 credits in college-level research and writing
- Mathematics, 6 credits
  - Must include 6 credits of quantitative reasoning or higher; or 6 credits of statistics or higher
- Science and Technology, 6 credits
  - Must include: HCS 245
- Humanities, 6 credits
  - Pathway B must include: 3 credits in critical thinking
  - Must include: GEN 201
- Social Science, 6 credits
  - Pathway B must include: 3 credits in economics
  - Pathway B must include: 3 credits in psychology
- Additional Liberal Arts, 6 credits
- Interdisciplinary Component, 9 credits

Any credit that is not being applied to the primary major as a waiver may be applied to the lower division electives/Interdisciplinary requirement.

Physical Education activity credits are limited to four (4) credits.

With the exception of GEN 201, General Education and Elective course requirements may be satisfied using any of the following means:
- University of Phoenix coursework
- Activity that is acceptable in transfer to the University

Students who lack .67 or fewer general education credits may use interdisciplinary or elective credits to waive the balance. Students must use interdisciplinary or elective credits to waive the general education balance in order to complete the minimum general education credits required for their program.

MHA Pathway Policy for the BSHA
Bachelor of Science in Health Administration (BSHA) students who want to transition into the Masters of Health Administration (MHA) degree program may complete a maximum of six (6) graduate-level credits as part of their Elective requirement. These courses may only be taken after the completion of the required course of study.

MHA 505 ................................................................. 3 credits
- Systems Thinking in health care environments
MHA 507 ................................................................. 3 credits
- Leveraging informatics in the health sector
MHA 508 ................................................................. 3 credits
- Navigating the regulatory environment in health care

MHA 542 ................................................................. 3 credits
- Leading with authenticity in the health sector
MHA 560 ................................................................. 3 credits
- Creating a sustainable legacy: healthy communities

Academic Progression Requirements for the BSHA
- Students placed in Pathway A or Pathway B are required to successfully complete GEN 201 prior to proceeding into additional coursework in their programs.
- Following GEN 201, Pathway B students must complete the requirements outlined in the Phoenix Success Series policy.
- Students must satisfy the proficiency requirements outlined in the University Proficiency Requirements policy.
- Students must successfully complete a minimum of 24 general education credits prior to entry into the first required course of study. The 24 credits may be satisfied using UOPX coursework or applied transfer credit.
- The 24 general education credits must consist of:
  - 6 credits in Communication Arts
  - 3 credits in Humanities
  - 6 credits in Social Science
  - 3 credits in Science/Technology
  - 3 credits in Physical/Biological Science
  - 3 credits in Liberal Arts

Minimum Grade Requirements for the BSHA
- Students in this program are required to achieve a minimum grade of "C" (2.0) in course listed below. A "C-" grade is not acceptable. Students who fail to receive a minimum grade of "C" will be scholastically disqualified from the University.
  - HCS 499 Health Care Strategy Capstone
- Students who fail to meet the minimum grade requirement and have been scholastically disqualified will not be allowed to continue in the program until the course has been successfully repeated. Students will be allowed to repeat each class in which the minimum grade was not achieved one time. Students who fail to meet the minimum grade requirement after the second attempt will be Scholastically Suspended and will not be able to continue in the BSHA program.

Additional Residency Requirements and Course Waivers for the BSHA
Students in this program may waive a maximum of 15 upper division credits from their required course of study.

Students may also waive 12 lower division credits from the required course of study. The Upper Division Health Administration Elective requirement may be satisfied by any of the following means:
- Approved UOPX Health Administration Elective coursework.
- Upper division Certificate approved in the student’s state or jurisdiction.

The following course(s) may not be waived: HCS 305, HCS 499

Re-entry for the BSHA
- Any student who has been out of attendance for more than 365 days from the last date of positive recorded attendance in a program applicable course is considered a re-entry student.
- Re-entry students may re-enroll into their program version without appeal if the program version is still the most current in their state or jurisdiction.
• Re-entry students whose program version is not the most current in their state or jurisdiction will be required to enroll into the most current version.
• Re-entry students not re-entering into the most current program version offered in their state or jurisdiction may submit an appeal to the Student Appeals Center to re-enter any program that is not yet expired.
• No appeals will be accepted for re-entry to an expired program.
• Select programs may have additional re-entry requirements/restrictions. Re-entry students should consult their Academic Advisor for guidance.
Admission Procedures

Application Process
Students seeking admission to the University’s graduate programs in business, management, information systems, nursing, counseling, or education begin the admission process by submitting a complete and accurate application. An application which is later verified to contain incomplete, false or misleading information may be grounds for dismissal and administrative withdrawal. Once the application has been received by the University, applicants are responsible for ensuring the completion of their admission file. No applicant will be formally accepted for admission until their admission file is complete and officially evaluated. Formal written notice is provided by the central Office of Admissions & Evaluation upon formal acceptance.

The University will advise students which admission file documents are required in order to begin a program of study. Students may attend their first four courses under Applicant status. Students, however, must submit all admission documentation and gain unconditional admission status prior to the start of their fifth course. Students failing to submit all documentation prior to the end of the required time frame will be administratively withdrawn until formally admitted by the central Office of Admissions & Evaluation. The University cannot guarantee that a student who begins course work under Applicant status will be admitted to the degree program.

Applications of individuals who have not gained admission or enrolled in the University will be kept on file for one year. After that time, the applicant is required to submit a new application and material. A second application fee (if applicable) is not required.

Transcript Requests of Other Institutions
Because institutions vary in the time they take to respond to transcript requests, all transcripts should be requested immediately upon submission of an application and application fee (if applicable). University staff will process all requests for transcripts on behalf of the student unless the transferring institution does not accept third party requests. However, it remains the student’s responsibility to ensure that all transcripts are submitted to the University. The student must sign a “Transcript Request Form” for each transcript being requested from educational institutions. The University’s application fee (if applicable) covers the student’s expense for requesting official transcripts.

General International Admissions Information
Graduate applicants relying on educational credentials from an institution outside of the United States to meet admission requirements must have a pre-evaluation completed by the Office of Admissions and Evaluation indicating that the student has the appropriate academic background to meet the admission requirements, and

- All other program specific admission requirements must be met.

An applicant who has earned an undergraduate degree, or other transfer credit, from an institution outside of the United States, but has earned a Master’s degree from a regionally accredited or approved nationally accredited institution is eligible to enroll in the University at the graduate level provided all program specific policies have been met by the previous credential earned without requiring an evaluation of the previous international credentials.

Undergraduate applicants relying on educational credentials from an institution outside of the United States may enroll in University of Phoenix courses upon the completion of their admission application and enrollment agreement provided that they meet all admission requirements for their selected program.

For applicants with academic records from colleges or universities earned outside of the United States, the University will accept copies of academic records issued from international institutions to conduct a pre-evaluation to determine comparability of previous academic studies for unofficial placement and advisement purposes.

For official admission and transfer credit evaluation purposes previous academic credentials earned outside of the United States must meet the University’s verification standards prior to an official admission or transfer credit decision being rendered. Verification of previous academic credentials earned outside of the United States can be satisfied by the following methods:

- Receipt and verification of official academic credentials issued directly to University of Phoenix by the student’s previous institution, or
- Receipt and verification of official academic credentials held in possession of the student as the official record of academic studies conducted in the student’s specific country, or
- Receipt and verification of official correspondence issued directly to University of Phoenix by the student’s previous institution indicating copies of academic credentials and/or level study is valid, or
- Receipt of an official professional evaluation issued directly from a professional evaluation agency that is approved to satisfy verification requirements as indicated by the Office of Admission and Records.

For applicants with academic records from colleges or universities earned outside of the United States from a regionally accredited or approved nationally accredited institution, academic credentials will be subject to the same policies as credentials issued from a domestic institution.

- If residing in the United States, have an appropriate immigrant or nonimmigrant status which does not prohibit educational studies

- Graduate applicants, with academic records from a country evaluated in-house by the Office of Admissions and Evaluation, must have a pre-evaluation completed by the Office of Admissions and Evaluation indicating that the student has the appropriate academic background to meet the admission requirements, and
Secondary completion credentials earned outside of the United States are considered comparable to United States secondary completion credentials and do not need to be validated unless required by the student's state or jurisdiction.

Applicants who completed high school/secondary school outside of the United States, in a country where English is not the official language, must meet the English language proficiency requirement for admission. Specific English language proficiency policies will be listed in the admission requirements section for each program.

If documents are issued to University of Phoenix in a language other than English, the student will be required to obtain an official translation and submit it to University of Phoenix. Translations must be completed/verified by an official translation service, a foreign language department of an accredited college or university, the country's embassy/consulate or by the Office of Admission and Records at University of Phoenix if translation services are provided for that specific language.

The University is authorized under Federal law to enroll nonimmigrant students. University of Phoenix only issues Forms I-20/A-B to Border Commuters and approved doctoral learners during their residency in the United States. Form I-20/A-B is required by students who need to obtain F-1 (Student) visas to attend school in the United States. The University is only authorized to issue the I-20 for students attending specific campus locations and programs recorded with DHS.

Admission of international students will only be made as permitted by U.S. law. University of Phoenix will not admit a resident of, or individual located in, a country that is subject to any of the sanctions programs administered by the U.S. Office of Foreign Assets Control ("OFAC") or any individual that has been designated a: Specially Designated National ("SDN"), Foreign Sanctions Evader ("FSE"), Blocked Person, Denied Person or other similar classification, as defined by U.S. Law. For purposes of this policy an international student is defined as a non-US citizen or a student with a non-US (including US territories) address. Applicants fitting this definition must complete an International Student Acknowledgement, which includes consent for background screening and the applicant's consent to allow the University to process the applicant's personal information.

University of Phoenix does not market to potential students in European Union (EU) member countries. Individuals who reside in an EU member country will not be enrolled or admitted unless they are a U.S. citizen or are affiliated with the U.S. Military.

**Admission Deadlines**

The University cannot guarantee that a student who begins coursework will be admitted to his/her degree or credit-bearing certificate program. Students in all programs must be officially admitted by the completion of their fourth University course. Students who are unable to be admitted by the completion of their fourth University course will be administratively withdrawn from the University and placed on Admission Deadline Exceeded (DE) admission status.

**Admissions Appeal Process for Expelled Students**

Expelled students are not eligible for admission to University of Phoenix. No appeals will be accepted for students expelled from University of Phoenix. Appeals will be reviewed for students who were expelled from other institutions. Applicants for admission are not eligible to begin classes until formal approval of the appeal is obtained.

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**Graduate Admission Requirements**

For graduate education and doctoral admission requirements please refer to the education and doctoral section(s) of the catalog. Most graduate programs have additional admission requirements listed within the program specific information. All applicants are expected to meet the following admission requirements:

- Applicants who completed high school/secondary school outside of the United States, in a country where English is not the official language, must meet one of the following exceptions in order to meet the English Language Proficiency Requirement:
  - achieved a minimum score of 213 on the computer-based test (cBT), or a score of 79 on the internet-based test (iBT), or a score of 550 on the written-based test (wBT) on the Test of English as a Foreign Language (TOEFL) within two years of application to the University.
  - or-
  - achieved a minimum passing score of 750 on the Test of English as an International Communication (TOEIC) within two years of application to the University.
  - or-
  - achieved a minimum score of 69 on the Berlitz Online Test of English as an International Communication (TOEIC) within two years of application to the University.
  - or-
  - achieved a minimum score of 5 on the Pearson Test of English Academic Exam within two years of application to the University.
  - or-
  - achieved a minimum score of 5 on the Pearson Test of English Academic Exam within two years of application to the University.

The following may exempt a non-native speaker from having to take the TOEFL/TOEIC/IELTS, however official documentation may be required:

- The applicant has successfully completed thirty (30) transferable, academic semester credits at a regionally or nationally accredited college or university in the United States.
- The applicant has successfully completed the equivalent of thirty (30) transferable, academic semester credits at a recognized college or university in a country in which English is the official language.
- The applicant has successfully completed the equivalent of thirty (30) transferable, academic semester credits at a recognized institution where English is the medium of instruction.
- The applicant has previously earned, prior to applying for admission to the University of Phoenix, a U.S. high school diploma or G.E.D. Applicants that list any language other than English as their native language on the admission application and G.E.D is taken, must submit a copy of the G.E.D to verify it was taken in the English version format.
• The applicant has earned the equivalent of a U.S. high school diploma in a country in which English is the official language.
• The applicant has earned the equivalent of a U.S. high school diploma at an institution where English is the medium of instruction.
• Applicants who reside in the United States must meet one of the following requirements:
  • Be a legal resident of the United States
  • Have been granted permanent residency
  • Have a valid visa that does not prohibit educational studies
  • Have been granted temporary protected status and has been verified through Citizenship and Immigration Service that the country is eligible for TPS status at the time of application sign date. Student must list TPS as the visa type on the admissions application in order for US to verify TPS status.
  • Have been granted asylum or refugee status.
• Applicants who reside in Canada must meet one of the following requirements:
  • Be a legal resident of Canada
  • Be a landed immigrant
  • Have a valid visa that does not prohibit educational studies
• Students may not receive a graduate degree and a graduate-level certificate in the same area of focus.
• A signed Enrollment/Disclosure Agreement.
• Completion of any state-specific required documents or forms.
• Applicants who have been expelled from other institutions are not eligible for admission to University of Phoenix.
• Students who have been expelled from University of Phoenix are not eligible for readmission to University of Phoenix. No appeals will be accepted.

Program Length

The anticipated “normal time” to complete a master level program is specified on the Gainful Employment Program Disclosure for that program. Generally, the “normal time” is as follows: Education - 71 to 90 weeks, Health Services Administration (single degree) - 87 to 102 weeks, Health Services Administration (dual degree) - 117 to 147 weeks, Nursing (single degree) - 92 to 100 weeks, Nursing (MSN/FNP) - 165 weeks, Nursing (dual degree) - 140 to 164 weeks, Humanities & Sciences (Criminal Justice, Psychology, Public Administration) - 72 to 114 weeks, Humanities & Sciences (Counseling) - 132 to 179 weeks, Information Systems & Technology - 84 weeks, Business - 84 to 102 weeks. The term “normal time” means the length of time it would take a student to complete this program if the student is continuously enrolled, takes a full course load, successfully completes each attempted course, and does not have any transfer credits. Students may exceed or complete prior to the anticipated “normal time” for a variety of reasons that are individual to the student.
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We prepare future leaders for business excellence. Consistent with the values, mission, and purpose of the University of Phoenix, the mission of the School of Business is to provide effective and accessible higher education that prepares its students to be ethical practitioners and leaders. Our goal is to make a difference in the lives of our students and their organizations. We achieve this by always acting with a sense of social responsibility and in a manner consistent with our core values.

In particular we:

- Define quality as standards-based, industry-aligned, career-relevant educational curriculum, linked to current and future business needs
- Commit to excellence in teaching and to leveraging innovative teaching methodologies
- Be relentless in driving institutional self-assessment and continuous quality improvement
- Mitigate ethical dilemmas and resolve them in a manner consistent with our core values
- Be relentless in driving institutional self-assessment and continuous quality improvement
- Become a preferred source for finding and developing emerging leaders for organizations.

**Master of Business Administration**

The following Master of Business Administration (MBA) program may be offered at these University of Phoenix campus locations: Arlington. The availability of programs and concentrations depend on student demand and other factors. Not all programs may be available to all residents of all states. Please contact your enrollment representative for more information.

The Master of Business Administration (MBA) program prepares students in the functional areas of business allowing them to develop managerial skills necessary to be effective in a rapidly changing business environment. The program is designed for students with an interest in entering or advancing their careers in business. The program reflects current research of managerial competencies as well as graduate business standards as reflected by existing national standardized graduate business tests.

In addition to the University learning goals, the MBA program prepares students to do the following:

- Recognize and solve problems systematically to make better business decisions.
- Manage, develop, and motivate personnel to meet changing organizational needs. Discover how diversity and values strengthen working relationships and contribute to effective problem solving.
- Leverage technology in a global environment to create sustainable competitive advantage.
- Evaluate risks and develop plans to lessen or eliminate their impact.
- Develop awareness of one's own personal values and how they affect business decision making.
- Assess whether an organization’s plans and actions are aligned to meet its values.
- Integrate knowledge and reach decisions with incomplete or limited information.

- Understand a broad range of theoretical and practical applications in business. The MBA consists of 36-54 credit hours. Thirty-six credit hours constitute the core curriculum which covers the following areas of business: management, human capital management, business law, organizational leadership, economics, accounting, applied business research & statistics, operations management, corporate finance, marketing, and strategic planning & implementation.

For more information about our graduation rates, the median debt of students who completed the program, and other important information, please visit our website at [http://www.phoenix.edu/programs/mba](http://www.phoenix.edu/programs/mba).

**Program Student Learning Outcomes**

In addition to the knowledge and skills related to the University Learning Goals, School of Business graduating students are intended to attain certain program-specific knowledge, skills and abilities. Therefore, you should be able to demonstrate the following learning outcomes by the time you complete this program:

- Students will apply key systematic and analytical decision-making skills to solve complex organizational problems.
- Students will create strategies for business growth based on the alignment of their personal values against the organization's values.
- Students will apply key managerial skills to foster innovation and lead change in a dynamic business environment.
- Students will evaluate the implications of changing environmental factors on organizational choices within a global business environment.
- Students will apply key disciplinary skills as practitioners in business to critical business issues in the following domains of the MBA program:
  - Management
  - Human Capital Management
  - Business Law
  - Organizational Leadership
  - Economics
  - Accounting
  - Research & Statistics
  - Operations Management
  - Corporate Finance
  - Marketing
  - Strategic Planning & Implementation
MBA Program Category Requirements
Courses requiring prerequisites are identified by a ~ symbol following the course number. Course descriptions for all courses are listed in the Course Guide section of the catalog (page B-1).

Seminar in Business Topics, 3 total credits
BUS 515.................................................................3 credits
Seminar in Business Topics

Management and Leadership, 9 total credits
MGT 521 .................................................................3 credits
Management
HRM 531 ~ .........................................................3 credits
Human Capital Management
LDR 531 .................................................................3 credits
Organizational Leadership

Business Environment, 6 total credits
LAW 531 ~ .............................................................3 credits
Business Law
ECO 561 ~ .............................................................3 credits
Economics

Business Functional Areas, 9 total credits
ACC 561 ~ .............................................................3 credits
Accounting
FIN 571 ~ .............................................................3 credits
Corporate Finance
MKT 571 ~ .............................................................3 credits
Marketing

Business Technical Skills, 6 total credits
OPS 571 ~ .............................................................3 credits
Operations Management
QNT 561 ~ .............................................................3 credits
Applied Business Research & Statistics

Integrative Business Capstone, 3 total credits
STR 581 ~ .............................................................3 credits
Strategic Planning & Implementation

The University reserves the right to modify the required course of study. Please note that within each state, concentration availability may vary by campus location.

Additional Admission Requirements for the MBA
All applicants are expected to meet the following admissions requirements:

• An undergraduate degree from a regionally or approved nationally accredited, or candidate for accreditation, college or university or comparable undergraduate bachelor’s degree earned at a recognized foreign institution or a graduate degree from an ABA accredited institution (i.e. JD, LLB, LLM). If the institution became accredited while the student was attending, a minimum of 75% of the coursework taken toward the degree must have been completed while the institution was accredited or during the candidacy period.
• No work experience is required for this program.
• A cumulative grade point average (GPA) of 2.5 for all undergraduate coursework on the undergraduate degree posted transcript is required for admission.

Degree Requirements for the MBA
The degree requirements for this program are the following:
• Completion of a minimum of 36 credits
• A minimum grade point average (GPA) of 3.0
• Students must take courses within a sequence specified by course prerequisite requirements.
• The diploma awarded for this program will read as: Master of Business Administration

Academic Progression Requirements for the MBA
• The Seminar in Business Topics (BUS 515) requirement must be satisfied within the first 12 semester credits of the MBA program.
• Strategic Planning & Implementation (STR 581 or an alternative strategy course) must be taken as the last core course in the program.

Residency Requirements and Course Waivers for the MBA
• Virginia Local Campus: To satisfy residency in the state of Virginia, students must complete a minimum of 30% of their program at UOPX (or 24 graduate-level credits, whichever is greater).
• Students who are pursuing multiple UOPX degrees must complete 30 unique credits within the MBA program to satisfy residency for MBA degree conferral.
• Eligible students may satisfy Seminar in Business Topics (BUS 515) requirement using the below methods:
  • Successful completion of BUS/515, Seminar in Business Topics.
  • Undergraduate degree or higher in Business, Management, Accounting completed within 10 years from current program enrollment agreement sign date.
• In order to waive a course in the required course of study, the student must have completed a previous course that meets the following criteria:
  • The course must have been completed at a regionally or approved nationally accredited, or candidate for accreditation, college or university.
  • The course must have been completed within the past ten (10) years with a “B” (3.0) or better; and
  • The course must be comparable in content and credits to the University course it is replacing and must be an equivalent level or higher level course (i.e. graduate level coursework may be used to waive graduate or undergraduate coursework). Course descriptions must be included with the course waiver form in order for the Office of Admissions and Evaluation to review the course waiver request.
• Nationally recognized and/or industry accepted certifications or training programs may be used to waive certain courses in the Required Course of Study upon approval by the appropriate college or school that the courses reside under, and will not require Prior Learning Assessment. All waivers using certifications must be verified by an official transcript or completion documentation from the certifying organization.
• The following courses may not be waived: MGT 521, STR 581
The School of Advanced Studies offers a pathway opportunity for master’s degree students who are interested in taking doctoral courses as part of the master’s degree program.

**Re-entry for the MBA**
- Any student who has been out of attendance for more than 365 days from the last date of positive recorded attendance in a program applicable course is considered a re-entry student.
- Re-entry students may re-enroll into their program version without appeal if the program version is still the most current in their state or jurisdiction.
- Re-entry students whose program version is not the most current in their state or jurisdiction will be required to enroll into the most current version.
- Re-entry students not re-entering into the most current program version offered in their state or jurisdiction may submit an appeal to the Student Appeals Center to re-enter any program that is not yet expired.
- No appeals will be accepted for re-entry to an expired program.
- Select programs may have additional re-entry requirements/restrictions. Re-entry students should consult their Academic Advisor for guidance.

**Master of Business Administration (Certificate Track)**

The following Master of Business Administration (MBA) program may be offered at these University of Phoenix campus locations: Arlington. The availability of programs and concentrations depend on student demand and other factors. Not all programs may be available to all residents of all states. Please contact your enrollment representative for more information.

The Master of Business Administration (MBA) program prepares students in the functional areas of business allowing them to develop managerial skills necessary to be effective in a rapidly changing business environment. The program is designed for students with an interest in entering or advancing their careers in business. The program reflects current research of managerial competencies as well as graduate business standards as reflected by existing national standardized graduate business tests.

In addition to the University learning goals, the MBA program prepares students to do the following:
- Recognize and solve problems systematically to make better business decisions.
- Manage, develop, and motivate personnel to meet changing organizational needs. Discover how diversity and values strengthen working relationships and contribute to effective problem solving.
- Leverage technology in a global environment to create sustainable competitive advantage.
- Evaluate risks and develop plans to lessen or eliminate their impact.
- Develop awareness of one's own personal values and how they affect business decision making.
- Assess whether an organization’s plans and actions are aligned to meet its values.
- Integrate knowledge and reach decisions with incomplete or limited information.

Understand a broad range of theoretical and practical applications in business. The MBA consists of 36-54 credit hours. Thirty-six credit hours constitute the core curriculum which covers the following areas of business: management, human capital management, business law, organizational leadership, economics, accounting, applied business research & statistics, operations management, corporate finance, marketing, and strategic planning & implementation.

For more information about our graduation rates, the median debt of students who completed the program, and other important information, please visit our website at http://www.phoenix.edu/programs/mba.

**Program Student Learning Outcomes**

In addition to the knowledge and skills related to the University Learning Goals, School of Business graduating students are intended to attain certain program-specific knowledge, skills and abilities. Therefore, you should be able to demonstrate the following learning outcomes by the time you complete this program.
- Students will apply key systematic and analytical decision-making skills to solve complex organizational problems.
- Students will create strategies for business growth based on the alignment of their personal values against the organization's values.
- Students will apply key managerial skills to foster innovation and lead change in a dynamic business environment.
- Students will evaluate the implications of changing environmental factors on organizational choices within a global business environment.
- Students will apply key disciplinary skills as practitioners in business to critical business issues in the following domains of the MBA program:
  - Management
  - Human Capital Management
  - Business Law
  - Organizational Leadership
  - Economics
  - Accounting
  - Research & Statistics
  - Operations Management
  - Corporate Finance
  - Marketing
  - Strategic Planning & Implementation
MBA Program Category Requirements
Courses requiring prerequisites are identified by a ~ symbol following the course number. Course descriptions for all courses are listed in the Course Guide section of the catalog (page B-1).

Seminar in Business Topics, 3 total credits
BUS 515 ~..................................................................................3 credits

Management and Leadership, 9 total credits
MGT 521..........................................................3 credits
Management
HRM 531 ~ .........................................................3 credits
Human Capital Management
LDR 531 ........................................................3 credits
Organizational Leadership

Business Environment, 6 total credits
LAW 531 ~ ........................................................3 credits
Business Law
ECO 561 ~ .........................................................3 credits
Economics

Business Functional Areas, 9 total credits
ACC 561 ~ ........................................................3 credits
Accounting
FIN 571 ~ ........................................................3 credits
Corporate Finance
MKT 571 ~ ........................................................3 credits
Marketing

Business Technical Skills, 6 total credits
OPS 571 ~ ........................................................3 credits
Operations Management
QNT 561 ~ ........................................................3 credits
Applied Business Research & Statistics

Integrative Business Capstone, 3 total credits
STR 581 ~ ........................................................3 credits
Strategic Planning & Implementation

The University reserves the right to modify the required course of study. Please note that within each state, concentration availability may vary by campus location.

Accounting Concentration
Students in the Master of Business Administration Concentration in Accounting (Certificate Track) will develop an understanding of accounting concepts and applications. Students will also become competent in the use of appropriate analytical tools and technologies. They will be sensitive to legal, ethical, and social values in the conduct and communication of accounting practice and decisions. In addition, students will have an understanding of a portion of the topics required in preparation for the CPA exam: Audit & Attestation, Financial Accounting & Reporting, Regulation, and Business Environment & Concepts. The program is designed for students who want to enhance their accounting management skills, enter the accounting profession, or complete additional coursework required for the CPA exam. While completing this program, students who may be planning to take the CPA exam will utilize CPA Test Preparation software in conjunction with their course work.

For more information about our graduation rates, the median debt of students who completed the program, and other important information, please visit our website at http://www.phoenix.edu/programs/mba-acc.

MBA students may earn a concentration in Accounting (ACC) by satisfying all the requirements for the concentration. Students must earn a minimum of 12 unique and concentration-area specific credits beyond the standard MBA required course of study.

Students earning an ACC concentration will complete a minimum of 48 credits, which includes 36 credits from the MBA required course of study and 12 credits from the ACC concentration coursework (3 of which must include ACC/541-Accounting Theory & Research).

Foundational Coursework:
ACC 541 ~ .........................................................3 credits
Accounting Theory & Research

Graduate Accounting Electives (Select 3):
ACC 542 ~ .........................................................3 credits
Accounting Information Systems
ACC 543 ~ .........................................................3 credits
Managerial Accounting & Legal Aspects of Business
ACC 544 ~ .........................................................3 credits
Internal Control Systems
ACC 545 ~ .........................................................3 credits
Financial Reporting
ACC 546 ~ .........................................................3 credits
Auditing
ACC 547 ~ .........................................................3 credits
Taxation
ACC 548 ~ .........................................................3 credits
Not-for-Profit & Government Accounting
ACC 556 ~ .........................................................3 credits
Forensic Accounting
ETH 557 ~ .........................................................3 credits
Accounting Ethics

Human Resource Management Concentration
The Master of Business Administration Concentration in Human Resource Management (Certificate Track) program addresses issues which the human resource professional faces daily, from legal matters to staff recruitment and development. This program is designed for those who have functional responsibility to carry out the duties of an organization’s human resource department; seasoned human resource staff members wishing to keep current; newcomers to the field requiring new knowledge and skills; and specialists wanting to broaden their knowledge. Major topic areas covered include the role of human resources, employment practices, employee and labor relations, compensation, benefits, safety and health, and employee development. Participants acquire knowledge and skills that are essential in addressing the challenges of the human resource profession.

For more information about our graduation rates, the median debt of students who completed the program, and other important information, please visit our website at http://www.phoenix.edu/programs/mba-hrmc.

MBA students may earn a concentration in Human Resource Management (HRM) by satisfying all the requirements for the concentration. Students must earn a minimum of 12 unique and concentration-area specific credits beyond the standard MBA required course of study.

For more information about our graduation rates, the median debt of students who completed the program, and other important information, please visit our website at http://www.phoenix.edu/programs/mba-acc.
Students earning a HRM concentration will complete a minimum of 48 credits, which includes 36 credits from the MBA required course of study and 12 credits from the HRM concentration coursework (3 of which must include HRM/595-Human Resource Capstone Course).

**Graduate Human Resource Management Electives (Select 3):**
- HRM 546 ~ Human Resource Law ........................................ 3 credits
- HRM 558 ~ Research in Human Resource Management .......... 3 credits
- HRM 548 ~ Recruitment and Retention Practices ............... 3 credits
- HRM 552 ~ Organizational Training and Development .......... 3 credits

**Foundational Coursework:**
- HRM 595 ~ Human Resource Capstone Course .................. 3 credits

**Marketing Concentration**

Students in the Master of Business Administration Concentration in Marketing (Certificate Track) program will develop an understanding of marketing concepts and applications. Students will develop and communicate innovative approaches to stakeholders in a socially responsible manner and will be well positioned for several professionally recognized marketing certification exams. The program is designed for students who want to enhance their marketing skills, enter the marketing profession, or complete additional coursework required for several professionally recognized marketing certification exams.

For more information about our graduation rates, the median debt of students who completed the program, and other important information, please visit our website at http://www.phoenix.edu/programs/mba-mkt. MBA students may earn a concentration in Project Management (PM) by completing at least 15 credit hours of coursework in Project Management.

Students earning a PM concentration will complete a minimum of 51 credits, which includes 36 credits from the MBA required areas and 15 credits from the PM concentration coursework.

PM 571 ~ Project Management .................................................. 3 credits
PM 582 ~ Project Leadership ...................................................... 3 credits
PM 584 ~ Project Risk Management .......................................... 3 credits
PM 586 ~ Project Quality Management ................................. 3 credits
PM 598 ~ Project Management Capstone ......................... 3 credits

The University reserves the right to modify the required course of study.

**General Information for the MBA**

- The Certificate Track graduate program is designed to be an option for students to earn a certificate en-route to earning the graduate degree.
- Students who completed a certificate in its entirety and who later choose to enroll in a graduate program with a concentration in the same area of focus as the completed certificate will not be required to enroll in the Certificate Track and will not earn a second certificate en-route to completing the graduate program.

**Additional Admission Requirements for the MBA**

All applicants are expected to meet the following admissions requirements:

- An undergraduate degree from a regionally or approved nationally accredited, or candidate for accreditation, college or university or comparable undergraduate bachelor's degree earned at a recognized foreign institution or a graduate degree from an ABA accredited institution (i.e.- JD, LLB, LLM). If the institution became accredited while the student was attending, a minimum of 75% of the coursework taken toward the degree must have been completed while the institution was accredited or during the candidacy period.
- No prior work experience is required for this program.
- Applicants must have access to a suitable work environment for the completion of course assignments.
- A cumulative grade point average (GPA) of 2.5 for all undergraduate coursework on the undergraduate degree posted transcript is required for admission.

**Degree Requirements for the MBA**

The degree requirements for this program are the following:

- Completion of a minimum of 48-51 credits.
- A minimum grade point average (GPA) of 3.0.
- Students must take courses within a sequence specified by course prerequisite requirements.
• Students may earn a certificate in the same area of focus as the concentration en-route to completing the graduate degree. Students may apply for certificate conferral meeting the following program requirements:
  • Successful completion of all courses outlined in the enrollment agreement for the certificate.
  • Achievement of the minimum program GPA.
  • Fulfillment of the minimum University residency requirement.

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• Students can only earn one certificate en-route to completing the graduate program.
• Concentrations are reflected on the transcript only and will not appear on the diploma. The diploma awarded for this program will read as:
  Master of Business Administration

**Academic Progression Requirements for the MBA**
• The Seminar in Business Topics (BUS/515) requirement must be satisfied within the first 12 semester credits of the MBA program.
• Strategic Planning & Implementation (STR/581 or an alternative strategy course) must be taken as the last core course in the program.

**Residency Requirements and Course Waivers for the MBA**
• Virginia Local Campus: To satisfy residency in the state of Virginia, students must complete a minimum of 30% of their program at UOPX (or 24 graduate-level credits, whichever is greater).
• Students who are pursuing multiple UOPX degrees must complete 30 unique credits within the MBA 023 program to satisfy residency for MBA degree conferral.
• Eligible students may satisfy Seminar in Business Topics (BUS 515) requirement using the below methods:
  • Successful completion of BUS/515, Seminar in Business Topics.
  • Undergraduate degree or higher in Business, Management, Accounting completed within 10 years from current program enrollment agreement sign date.

• In order to waive a course in the required course of study, the student must have completed a previous course that meets the following criteria:
  • The course must have been completed at a regionally or approved nationally accredited, or candidate for accreditation, college or university;
  • The course must have been completed within the past ten (10) years with a “B” (3.0) or better; and
  • The course must be comparable in content and credits to the University course it is replacing and must be an equivalent level or higher level course (i.e. graduate level coursework may be used to waive graduate or undergraduate coursework). Course descriptions must be included with the course waiver form in order for the Office of Admissions and Evaluation to review the course waiver request.

• Nationally recognized and /or industry accepted certifications or training programs may be used to waive certain courses in the Required Course of Study upon approval by the appropriate college or school that the courses reside under, and will not require Prior Learning Assessment. All waivers using certifications must be verified by an official transcript or completion documentation from the certifying organization.
• The following courses may not be waived: ACC 541, HRM 595, MGT 521, MKT 593, PM 598, STR 581
• The School of Advanced Studies offers a pathway opportunity for master’s degree students who are interested in taking doctoral courses as part of the master’s degree program.

**Re-entry for the MBA**
• Any student who has been out of attendance for more than 365 days from the last date of positive recorded attendance in a program applicable course is considered a re-entry student.
• Re-entry students may re-enroll into their program version without appeal if the program version is still the most current in their state or jurisdiction.
• Re-entry students whose program version is not the most current in their state or jurisdiction will be required to enroll into the most current version.
• Re-entry students not re-entering into the most current program version offered in their state or jurisdiction may submit an appeal to the Student Appeals Center to re-enter any program that is not yet expired.
• No appeals will be accepted for re-entry to an expired program.
• Select programs may have additional re-entry requirements/restrictions. Re-entry students should consult their Academic Advisor for guidance.
The University of Phoenix offers Professional Certificate programs to organizations and individuals with professional development or specialized training needs. The programs effectively blend theory and practice, enabling the individual to rapidly become a more effective manager or specialist.

Certificate programs are currently available in several fields: technology, education, call center professional, human resource management, health care, and project management.

A Credit Bearing Certificate program is one that bears University of Phoenix credits. Credit Bearing Certificate programs are developed and maintained by the Dean of each College.

Admission Requirements

All applicants are expected to meet the following admission requirements:

- A completed and signed certificate application and application fee
- Applicants whose native language is not English must have either:
  - achieved a minimum score of 213 on the computer-based test (cBT), or a score of 79 on the internet-based test (iBT), or a score of 550 on the written-based test (wBT) on the Test of English as a Foreign Language (TOEFL) within two years of application to the University.
  - or-
  - achieved a minimum passing score of 750 on the Test of English as an International Communication (TOEIC) within two years of application to the University.
  - or-
  - achieved a minimum passing score of 6.5 on the test of the International English Language Testing System (IELTS) within two years of application to the University.
  - or-
  - achieved a minimum score of 69 on the Berlitz Online Test of Reading and Listening Skills - English or a minimum score of 550 on the Berlitz Online English Proficiency Exam within two years of application to the University.
  - or-
  - successful completion of the approved ESL series of courses completed at: Canadian College of English Language (CCEL), International Language Schools of Canada (ILSC) or Kaplan.
  - or-
  - achieved a minimum score of 59 on the Pearson Test of English Academic Exam within two years of application to the University.

The following may exempt a non-native speaker from having to take the TOEFL/TOEIC/IELTS, however official documentation may be required:

- The applicant has successfully completed thirty (30) transferable, academic semester credits at a regionally or nationally accredited college or university in the United States.
- The applicant has successfully completed the equivalent of thirty (30) transferable, academic semester credits at a recognized college or university in a country in which English is the official language.
- The applicant has successfully completed the equivalent of thirty (30) transferable, academic semester credits at a recognized institution where English is the medium of instruction.
- The applicant has previously earned, prior to applying for admission to the University of Phoenix, a U.S. high school diploma or G.E.D. Applicants that list any language other than English as their native language on the admission application and G.E.D is taken, must submit a copy of the G.E.D to verify it was taken in the English version format.
- The applicant has earned the equivalent of a U.S. high school diploma in a country in which English is the official language.
- The applicant has earned the equivalent of a U.S. high school diploma at an institution where English is the medium of instruction.

Only students who reside within the United States and its territories are eligible to enroll into a University of Phoenix bachelor or master of education program.

Applicants who reside in the United States must meet one of the following requirements:

- Be a legal resident of the United States
- Have been granted permanent residency
- Have a valid visa that does not prohibit educational studies
- Have been granted temporary protected status and has been verified through Citizenship and Immigration Service that the country is eligible for TPS status at the time of application sign date. Student must list TPS as the visa type on the admissions application in order for US to verify TPS status.
- Have been granted asylum or refugee status.

Applicants who reside in Canada must meet one of the following requirements:

- Be a legal resident of Canada
- Be a landed immigrant
- Have a valid visa that does not prohibit educational studies

Applicants who reside in the United States or Canada must meet one of the following requirements:
• A signed Enrollment/Disclosure Agreement.
• Completion of any state-specific required documents or forms.
• Applicants who have been expelled from other institutions are not eligible for admission to University of Phoenix.
• Students who have been expelled from University of Phoenix are not eligible for readmission to University of Phoenix. No appeals will be accepted.
• Students are subject to all other University policies and procedures and additional requirements may be applied to specific programs at the discretion of the Dean

**Program Length**

The established “normal time” to complete a certificate program is specified on the Gainful Employment Program Disclosure for that program. Generally, the “normal time” is as follows: Education - 45 to 55 weeks, Health Services Administration - 21 to 40 weeks, Nursing (FNP certificate) - 138 weeks, Nursing (general) - 36 weeks, Humanities & Sciences - 30 to 40 weeks, Information Systems & Technology - 30 to 40 weeks, Business - 30 to 36 weeks. The term “normal time” means the length of time it would take a student to complete this program if the student is continuously enrolled, takes a full course load, successfully completes each attempted course, and does not have any transfer credits. Students may exceed or complete prior to the anticipated “normal time” for a variety of reasons that are individual to the student.
CERTIFICATE PROGRAMS FOR SCHOOL OF BUSINESS - UNDERGRADUATE

Marketing Certificate (Undergraduate)

The following certificate program may be offered at these University of Phoenix campus locations: Arlington. The availability of programs and concentrations depend on student demand and other factors. Not all programs may be available to all residents of all states. Please contact your enrollment representative for more information.

This certificate is only available as an en-route credential to the Bachelor of Science in Business and must be completed via the Online modality.

The Marketing certificate addresses how to identify customer needs, how to communicate information about products and services to customers and potential customers, where to market, the pricing of products and services, and how to respond to growing demands in different countries and cultures. The program builds upon the foundational marketing course and allows further study in the areas of consumer behavior, marketing research, public relations, product and brand management, and small business marketing. Marketing managers need creative, analytical, and leadership abilities to manage the marketing function of the business enterprise.

For more information about our graduation rates, the median debt of students who completed the program, and other important information, please visit our website at http://www.phoenix.edu/programs/cert-mkt.

Required Course of Study for the CERT/MKT

Courses requiring prerequisites are identified by a ~ symbol following the course number. Course descriptions for all courses are listed in the Course Guide section of the catalog (page B-1).

MKT 421 ................................. 3 credits
Marketing
MKT 435 ~ ................................................. 3 credits
Consumer Behavior
MKT 498 ~ ................................................. 3 credits
Integrated Marketing Strategies

Students must choose 3 of the following:

BRM 353 ................................................. 3 credits
Product and Brand Management
MKT 411 ................................................. 3 credits
Green Marketing
MKT 438 ~ ................................................. 3 credits
Public Relations
MKT 441 ~ ................................................. 3 credits
Marketing Research
MKT 444 ~ ................................................. 3 credits
Hospitality Marketing
MKT 440 ................................................. 3 credits
Fundamentals of Digital Marketing

The University reserves the right to modify the required course of study.

Additional Admission Requirements for the CERT/MKT

A Credit Bearing Certificate program is one that bears UOPX credits. Credit Bearing Certificate programs are developed and maintained by the Dean of each School.

All applicants are expected to meet the following admissions requirements:

• High school graduation from an institution that holds state approval to confer high school diplomas, or that is accredited, or a candidate for accreditation at the time the student attended, by an acceptable accrediting body; a foreign secondary institution completion credential; or a successfully completed state sanctioned test to include TASC (Test Assessing Secondary Completion), GED (General Education Development), CHSPE (California High School Proficiency Examination), or HiSET (High School Equivalency Test).
• Applicants must have access to a suitable work environment for the completion of course assignments.

Certificate Completion Requirements for the CERT/MKT

• Completion of a minimum of 18 credits.
• A minimum grade point average (GPA) of 2.0.

Residency Requirements and Course Waivers for the CERT/MKT

• Students must meet established University residency requirement for certificate conferral. The University requires that the majority of coursework, 15 credits in the Required Course of Study, must be completed at University of Phoenix.
• Students in this program may waive a maximum of 3 credits from their required course of study.
• In order to be granted a waiver with credit for a course in the Required Course of Study, a student must have completed a previous credit bearing activity in transfer which meets the following criteria:
  • The activity must have been completed at a regionally or approved nationally accredited, or candidate for accreditation, college or university, or from an approved source of nontraditional transfer credit as listed in University transfer policy.
  • The activity must have been completed within the past ten (10) years (5 years for IS&T courses) from current program enrollment agreement sign date with a grade of “C” (2.0) or better or comparable passing benchmark for nontraditional credits.
The activity must be comparable in content and semester academic credits to the University course it is replacing and must be an equivalent level or higher level course (i.e. graduate level coursework may be used to waive graduate or undergraduate coursework). Course descriptions must be included with the course waiver form in order for the Office of Admissions and Evaluation to review the course waiver request.

- Experiential Learning (essay) credit is not eligible to waive courses in the required course of study.
- The following course may not be waived: MKT 498

Re-entry for the CERT/MKT

With the exception of AAEE, BSED/E, BSLS, LVN/BSN, LPN/BSN, and BSN, students who have been out of attendance for a period of more than 365 days from the last date of positive recorded attendance in a program applicable course, and who have less than 24 credits from a combination of UOPX credits, previous college credits listed on the initial application for admission, and any additional college credits listed on the re-entry paperwork, are required to enroll in the First-Year Sequence upon re-entry.

Students who have been out of attendance for a period of more than 365 days from the last date of positive recorded attendance in a program applicable course, and who have 24 or more credits from a combination of UOPX credits, previous college credits listed on the initial application for admission, and any additional college credits listed on the re-entry paperwork, are not required to enroll in the First-Year Sequence upon re-entry.

Students who have been out of attendance for a period of more than 365 days from the last date of positive recorded attendance in a program applicable course, and who have 12 or more UOPX credits, and a total of 24 or more credits from a combination of UOPX credits, previous college credits listed on the initial application for admission, and any additional college credits listed on the re-entry paperwork will not be required to complete GEN 200 (or equivalent) upon re-entry.

Any student who has been out of attendance for more than 365 days from the last date of positive recorded attendance in a program applicable course is considered a re-entry student. Re-entry students may re-enroll into their program version without appeal if the program version is still the most current in their state or jurisdiction.

Re-entry students whose program version is not the most current in their state or jurisdiction will be required to enroll into the most current version.

Select programs may have additional re-entry requirements/restrictions. Re-entry students should consult their Academic Advisor for guidance.

Human Resource Management Certificate (Undergraduate)

The following certificate program may be offered at these University of Phoenix campus locations: Arlington. The availability of programs and concentrations depend on student demand and other factors. Not all programs may be available to all residents of all states. Please contact your enrollment representative for more information.

This certificate is only available as an en-route credential to the Bachelor of Science in Business and must be completed via the Online modality.

The Human Resource Management certificate prepares students to develop an understanding of the fundamentals of human resource management and its strategic relevance in business. The program addresses the legal and ethical components of the decision making process involved in the human resources environment. Students will also develop an understanding of the critical business implications for human resource professionals today and in the future. HR practitioners and managers must be equipped with a solid understanding of the fundamentals of human resource management, along with strong skills in the areas of systems thinking, problem solving, influencing, negotiating, communications, and leadership. This program is consistent with generally accepted human resource management principles, including the professional certification knowledge areas.

For more information about our graduation rates, the median debt of students who completed the program, and other important information, please visit our website at http://www.phoenix.edu/programs/cert-hrm.

Required Course of Study for the CERT/HRM

Courses requiring prerequisites are identified by a ~ symbol following the course number. Course descriptions for all courses are listed in the Course Guide section of the catalog (page B-1).

HRM 300 .................................................................3 credits
Fundamentals of Human Resource Management

MGT 434 ~ ...............................................................3 credits
Employment Law

HRM 324 ~ ...............................................................3 credits
Human Resource Risk Management

HRM 326 ~ ...............................................................3 credits
Employee Development

HRM 498 ~ ...............................................................3 credits
Strategic Human Resource Management and Emerging Issues

The University reserves the right to modify the required course of study.
Additional Admission Requirements for the CERT/HRM
A Credit Bearing Certificate program is one that bears UOPX credits. Credit Bearing Certificate programs are developed and maintained by the Dean of each School. All applicants are expected to meet the following admissions requirements:

- High school graduation from an institution that holds state approval to confer high school diplomas, or that is accredited, or a candidate for accreditation at the time the student attended, by an acceptable accrediting body; a foreign secondary institution completion credential; or a successfully completed state sanctioned test to include TASC (Test Assessing Secondary Completion), GED (General Education Development), CHSPE (California High School Proficiency Examination), or HiSET (High School Equivalency Test).
- Applicants must have access to a suitable work environment for the completion of course assignments.

Certificate Completion Requirements for the CERT/HRM
- Completion of a minimum of 18 credits.
- A minimum grade point average (GPA) of 2.0.
- Students earning the certificate en-route will only be placed on Academic Probation if their bachelor program GPA falls below the minimum requirement.
- Students earning this certificate en-route to completion of a degree program must meet the minimum GPA requirement at the conclusion of all required coursework for the certificate to be eligible for certificate conferral.
- The activity awarded for this program will read as: Human Resource Management (Undergraduate)

Residency Requirements and Course Waivers for the CERT/HRM
- Students must meet established University residency requirement for certificate conferral. The University requires that the majority of coursework, 15 credits in the Required Course of Study, must be completed at University of Phoenix.
- Students in this program may waive a maximum of 3 credits from their required course of study.
- In order to be granted a waiver with credit for a course in the Required Course of Study, a student must have completed a previous credit bearing activity in transfer which meets the following criteria:
  - The activity must have been completed at a regionally or approved nationally accredited, or candidate for accreditation, college or university, or from an approved source of nontraditional transfer credit as listed in University transfer policy.
  - The activity must have been completed within the past ten (10) years (5 years for IS&T courses) from current program enrollment agreement sign date with a grade of “C” (2.0) or better or comparable passing benchmark for nontraditional credits.
- The activity must be comparable in content and semester academic credits to the University course it is replacing and must be an equivalent level or higher level course (i.e. graduate level coursework may be used to waive graduate or undergraduate coursework). Course descriptions must be included with the course waiver form in order for the Office of Admissions and Evaluation to review the course waiver request.
- Experiential Learning (essay) credit is not eligible to waive courses in the required course of study.
- The following course may not be waived: HRM 498

Re-entry for the CERT/HRM
With the exception of AAEE, BSED/E, BSLS, LVN/BSN, LPN/BSN, and BSN, students who have been out of attendance for a period of more than 365 days from the last date of positive recorded attendance in a program applicable course, and who have less than 24 credits from a combination of UOPX credits, previous college credits listed on the initial application for admission, and any additional college credits listed on the re-entry paperwork, are required to enroll in the First-Year Sequence upon re-entry. Students who have been out of attendance for a period of more than 365 days from the last date of positive recorded attendance in a program applicable course, and who have 24 or more credits from a combination of UOPX credits, previous college credits listed on the initial application for admission, and any additional college credits listed on the re-entry paperwork, are not required to enroll in the First-Year Sequence upon re-entry. Students who have been out of attendance for a period of more than 365 days from the last date of positive recorded attendance in a program applicable course, and who have 12 or more UOPX credits, and a total of 24 or more credits from a combination of UOPX credits, previous college credits listed on the initial application for admission, and any additional college credits listed on the re-entry paperwork will not be required to complete GEN 200 (or equivalent) upon re-entry.

Any student who has been out of attendance for more than 365 days from the last date of positive recorded attendance in a program applicable course, and who have less than 24 credits from a combination of UOPX credits, previous college credits listed on the initial application for admission, and any additional college credits listed on the re-entry paperwork, are required to enroll in the First-Year Sequence upon re-entry. Re-entry students whose program version is not the most current in their state or jurisdiction.

Re-entry students whose program version is not the most current in their state or jurisdiction will be required to enroll into the most current version. Select programs may have additional re-entry requirements/restrictions. Re-entry students should consult their Academic Advisor for guidance.
General Management Certificate (Undergraduate)

This certificate program may be offered at these University of Phoenix campus locations: Arlington. The availability of programs and concentrations depend on student demand and other factors. Not all programs may be available to all residents of all states. Please contact your enrollment representative for more information.

This certificate is only available as an en-route credential to the Bachelor of Science in Business and must be completed via the Online modality.

The Management certificate emphasizes managing human and financial resources within the structure, culture, and missions of any organization. The program provides students with the opportunity to examine the areas of innovation in business, human resource management, change management, organizational negotiations, and strategic management. Students will integrate advanced topics in management through real-world business applications.

For more information about our graduation rates, the median debt of students who completed the program, and other important information, please visit our website at http://www.phoenix.edu/programs/cert-mgt.

Required Course of Study for the CERT/MGT

Courses requiring prerequisites are identified by a ~ symbol following the course number. Course descriptions for all courses are listed in the Course Guide section of the catalog (page B-1).

MGT 312 ~ Organization Behavior for Managers
MGT 498 ~ Strategic Management
Students must choose 4 of the following:

ACC 400 ~ Accounting for Decision Making
BRM 353 ~ Product and Brand Management
CPMG 300 ~ Project Management
FIN 419 ~ Finance for Decision Making
HM 370 ~ Hospitality Management
HRM 300 ~ Fundamentals of Human Resource Management
HRM 326 ~ Employee Development
ISCOM 305 ~ Systems Operations Management
ISCOM 370 ~ Strategic Supply Chain Management
LDR 300 ~ Innovative Leadership
MGT 317 ~ Critical Skills in Management
MGT 411 ~ Innovative and Creative Business Thinking
MGT 418 ~ Evaluating New Business Opportunities
MGT 420 ~ Managing Quality in the Supply Chain
MGT 426 ~ Managing Change in the Workplace
MKT 445 ~ Sales, Tools and Strategies
MKT 448 ~ Web Analytics for Digital Marketing
OF 370 ~ Innovation for the 21st Century
MGT 445 ~ Organizational Negotiations
MUS 320 ~ The Music Business Today

The University reserves the right to modify the required course of study.

Additional Admission Requirements for the CERT/MGT

A Credit Bearing Certificate program is one that bears UOPX credits. Credit Bearing Certificate programs are developed and maintained by the Dean of each School.

All applicants are expected to meet the following admissions requirements:

- High school graduation from an institution that holds state approval to confer high school diplomas, or that is accredited, or a candidate for accreditation at the time the student attended, by an acceptable accrediting body; a foreign secondary institution completion credential; or a successfully completed state sanctioned test to include TASC (Test Assessing Secondary Completion), GED (General Education Development), CHSPE (California High School Proficiency Examination), or HiSET (High School Equivalency Test).
- Students earning the certificate en-route will only be placed on Academic Probation if their bachelor program GPA falls below the minimum requirement.
- Students earning this certificate en-route to completion of a degree program must meet the minimum GPA requirement at the conclusion of all required coursework for the certificate to be eligible for certificate conferral.

Certificate Completion Requirements for the CERT/MGT

- Completion of a minimum of 18 credits.
- A minimum grade point average (GPA) of 2.0.
  - Students earning the certificate en-route will only be placed on Academic Probation if their bachelor program GPA falls below the minimum requirement.
  - Students earning this certificate en-route to completion of a degree program must meet the minimum GPA requirement at the conclusion of all required coursework for the certificate to be eligible for certificate conferral.
- The certificate awarded for this program will read as: General Management (Undergraduate)
Residency Requirements and Course Waivers for the CERT/ MGT

- Students must meet established University residency requirement for certificate conferral. The University requires that the majority of coursework, 15 credits in the Required Course of Study, must be completed at University of Phoenix.
- Students in this program may waive a maximum of 3 credits from their required course of study.
- In order to be granted a waiver with credit for a course in the Required Course of Study, a student must have completed a previous credit bearing activity in transfer which meets the following criteria:
  - The activity must have been completed at a regionally or approved nationally accredited, or candidate for accreditation, college or university, or from an approved source of nontraditional transfer credit as listed in University transfer policy.
  - The activity must have been completed within the past ten (10) years (5 years for IS&T courses) from current program enrollment agreement sign date with a grade of “C” (2.0) or better or comparable passing benchmark for nontraditional credits.
  - The activity must be comparable in content and semester academic credits to the University course it is replacing and must be an equivalent level or higher level course (i.e. graduate level coursework may be used to waive graduate or undergraduate coursework). Course descriptions must be included with the course waiver form in order for the Office of Admissions and Evaluation to review the course waiver request.
  - Experiential Learning (essay) credit is not eligible to waive courses in the required course of study.
  - The following course may not be waived: MGT 498

Re-entry for the CERT/MGT

With the exception of AAEE, BSED/E, BLS, LVN/BSN, LPN / BSN, and BSN, students who have been out of attendance for a period of more than 365 days from the last date of positive recorded attendance in a program applicable course, and who have less than 24 credits from a combination of UOPX credits, previous college credits listed on the initial application for admission, and any additional college credits listed on the re-entry paperwork, are required to enroll in the First-Year Sequence upon re-entry.

Students who have been out of attendance for a period of more than 365 days from the last date of positive recorded attendance in a program applicable course, and who have 24 or more credits from a combination of UOPX credits, previous college credits listed on the initial application for admission, and any additional college credits listed on the re-entry paperwork, are not required to enroll in the First-Year Sequence upon re-entry.

Students who have been out of attendance for a period of more than 365 days from the last date of positive recorded attendance in a program applicable course, and who have 12 or more UOPX credits, and a total of 24 or more credits from a combination of UOPX credits, previous college credits listed on the initial application for admission, and any additional college credits listed on the re-entry paperwork will not be required to complete GEN 200 (or equivalent) upon re-entry.

Any student who has been out of attendance for more than 365 days from the last date of positive recorded attendance in a program applicable course is considered a re-entry student.

Re-entry students may re-enroll into their program version without appeal if the program version is still the most current in their state or jurisdiction.

Re-entry students whose program version is not the most current in their state or jurisdiction will be required to enroll into the most current version.

Select programs may have additional re-entry requirements/ restrictions. Re-entry students should consult their Academic Advisor for guidance.

Financial Planning Certificate (Undergraduate)

The following certificate program may be offered at these University of Phoenix campus locations: Arlington. The availability of programs and concentrations depend on student demand and other factors. Not all programs may be available to all residents of all states. Please contact your enrollment representative for more information.

This certificate is only available as an en-route credential to the Bachelor of Science in Business and must be completed via the Online modality.

The Finance Planning certificate emphasizes fundamental and advanced financial planning concepts, theories, and practices to promote well-informed personal financial decision making. Upon completion of this program, students will be able to examine the areas of personal finance planning, investment analysis and portfolio management, retirement and benefit planning, and insurance planning. Students will integrate advanced topics in financial planning through practical application.

For more information about our graduation rates, the median debt of students who completed the program, and other important information, please visit our website at http://www.phoenix.edu/programs/cert-finp.

Required Course of Study for the CERT/FINP

Courses requiring prerequisites are identified by a ~ symbol following the course number. Course descriptions for all courses are listed in the Course Guide section of the catalog (page B-1).

FIN 370 ........................................................................................................ 3 credits
Finance for Business
FIN 420 ~ .................................................................................................. 3 credits
Personal Financial Planning
FIN 486 ~ .................................................................................................. 3 credits
Strategic Financial Management
Students must choose 3 of the following:
FIN 366 ~ .................................................................................................. 3 credits
Financial Institutions
FIN 402 ~ .................................................................................................. 3 credits
Investment Fundamentals and Portfolio Management
FIN 467 ~ .................................................................................................. 3 credits
Real Estate Investment
FIN 422 ~ .................................................................................................. 3 credits
Retirement and Benefit Planning
FIN 428 ~ .................................................................................................. 3 credits
Insurance for Financial Planning

The University reserves the right to modify the required course of study.
Additional Admission Requirements for the CERT/FINP

A Credit Bearing Certificate program is one that bears UOPX credits. Credit Bearing Certificate programs are developed and maintained by the Dean of each School. All applicants are expected to meet the following admissions requirements:

- High school graduation from an institution that holds state approval to confer high school diplomas, or that is accredited, or a candidate for accreditation at the time the student attended, by an acceptable accrediting body; a foreign secondary institution completion credential; or a successfully completed state sanctioned test to include TASC (Test Assessing Secondary Completion), GED (General Education Development), CHSPE (California High School Proficiency Examination), or HiSET (High School Equivalency Test).
- Applicants must have access to a suitable work environment for the completion of course assignments.

Certificate Completion Requirements for the CERT/FINP

- Completion of a minimum of 18 credits.
- A minimum grade point average (GPA) of 2.0.
  - Students earning the certificate en-route will only be placed on Academic Probation if their bachelor program GPA falls below the minimum requirement.
  - Students earning this certificate en-route to completion of a degree program must meet the minimum GPA requirement at the conclusion of all required coursework for the certificate to be eligible for certificate conferral.
- The certificate awarded for this program will read as: Financial Planning (Undergraduate)

Residency Requirements and Course Waivers for the CERT/FINP

- Students must meet established University residency requirement for certificate conferral. The University requires that the majority of coursework, 15 credits in the Required Course of Study, must be completed at University of Phoenix.
- Students in this program may waive a maximum of 3 credits from their required course of study.
- In order to be granted a waiver with credit for a course in the Required Course of Study, a student must have completed a previous credit bearing activity in transfer which meets the following criteria:
  - The activity must have been completed at a regionally or approved nationally accredited, or candidate for accreditation, college or university, or from an approved source of nontraditional transfer credit as listed in University transfer policy.
  - The activity must have been completed within the past ten (10) years (5 years for IS&T courses) from current program enrollment agreement sign date with a grade of “C” (2.0) or better or comparable passing benchmark for nontraditional credits.
  - The activity must be comparable in content and semester academic credits to the University course it is replacing and must be an equivalent level or higher level course (i.e., graduate level coursework may be used to waive graduate or undergraduate coursework). Course descriptions must be included with the course waiver form in order for the Office of Admissions and Evaluation to review the course waiver request.
  - Experiential Learning (essay) credit is not eligible to waive courses in the required course of study.
  - The following course may not be waived: FIN 486

Re-entry for the CERT/FINP

With the exception of AAEE, BSED/E, BSLS, LVN/BSN, LPN/BSN, and BSN, students who have been out of attendance for a period of more than 365 days from the last date of positive recorded attendance in a program applicable course, and who have less than 24 credits from a combination of UOPX credits, previous college credits listed on the initial application for admission, and any additional college credits listed on the re-entry paperwork, are required to enroll in the First-Year Sequence upon re-entry.

Students who have been out of attendance for a period of more than 365 days from the last date of positive recorded attendance in a program applicable course, and who have 24 or more credits from a combination of UOPX credits, previous college credits listed on the initial application for admission, and any additional college credits listed on the re-entry paperwork, are not required to enroll in the First-Year Sequence upon re-entry.

Students who have been out of attendance for a period of more than 365 days from the last date of positive recorded attendance in a program applicable course, and who have 12 or more UOPX credits, a total of 24 or more credits from a combination of UOPX credits, previous college credits listed on the re-entry paperwork will not be required to complete GEN 200 (or equivalent) upon re-entry.

Any student who has been out of attendance for more than 365 days from the last date of positive recorded attendance in a program applicable course is considered a re-entry student.

Re-entry students may re-enroll into their program version without appeal if the program version is still the most current in their state or jurisdiction.

Re-entry students whose program version is not the most current in their state or jurisdiction will be required to enroll into the most current version.

Select programs may have additional re-entry requirements/restrictions. Re-entry students should consult their Academic Advisor for guidance.
Certificate Awards

Upon completion of all courses in a certificate program and submission of the Request for Certificate form, a certificate of completion and a certificate posted transcript will be processed.

Accreditation and Affiliations

The following agencies have supported the development of the certificate program that relates to their specific field:

- The Society for Human Resource Management (SHRM)
- Project Management Institute (PMI), Globally Registered Education Provider (R.E.P)
- Call Center Industry Advisory Council (CIAC)
TUITION AND FEES - GROUND CLASSROOM RATES

Tuition and fees are listed in the price tables in the ensuing pages. Tuition charged can vary based on whether a student is considered "new" or "continuing" for purposes of tuition and fees.

NEW STUDENTS

New Students enrolled on or after 1/17/2018, who meet one of the following criteria as of 1/17/2018, will be charged the rates listed in the "Standard Tuition Cost Per Credit" column of the table below, and students in this category will be given a guarantee of these tuition rates until their program completion deadline, unless they change programs or program versions: 1) individuals enrolling at University of Phoenix who do not have any positive attendance in any degree or credit-bearing certificate program course at the University, 2) University of Phoenix students who have graduated (degree/certificate conferred) from a University of Phoenix degree or credit-bearing certificate (not an en-route certificate) and are enrolling in a new program, and have not attempted any other program, with positive attendance (i.e. "Y" posted), since graduating from the previous program, 3) students returning to a University of Phoenix program after having no positive attendance ("Y" posted) in any degree or credit-bearing-certificate program course for longer than 365 days from the last positive attendance ("Y" posted), 4) University of Phoenix students who are changing from a bachelor or master degree program (from which they have not graduated) to another program at a higher degree level (e.g., bachelor to master, master to doctoral), or 5) University of Phoenix students who met any of the preceding New Student criteria on or after 1/17/2018, who subsequently change from a program (from which they have not graduated) to another program at any level, and who have at least one recorded positive attendance ("Y" posted) within 365 days of the last recorded positive attendance ("Y" posted).

Tuition

<table>
<thead>
<tr>
<th>Program/Offering Type</th>
<th>Standard Tuition Cost Per Credit</th>
<th>Military Cost Per Credit</th>
<th>Alumni Cost Per Credit</th>
<th>Associate Transfer Cost Per Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor Degree Programs</td>
<td>$398.00</td>
<td>$250.00</td>
<td>$350.00</td>
<td>$350.00</td>
</tr>
<tr>
<td>Master Degree Programs (except MSN- see below)</td>
<td>$698.00</td>
<td>$475.00</td>
<td>N/A</td>
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<tr>
<td>MSN programs</td>
<td>$540.00</td>
<td>$475.00</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>MAED programs</td>
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<td>$390.00</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Undergraduate Certificate Programs</td>
<td>$398.00</td>
<td>$250.00</td>
<td>$350.00</td>
<td>N/A</td>
</tr>
</tbody>
</table>
CONTINUING STUDENTS

All Continuing Students as of 2/16/2018, (who meet one of the criteria 1-4 listed below) will be charged the same tuition rates listed in the table ABOVE and will be given a guarantee of these tuition rates until their program completion deadline, unless they change programs or program versions, EXCEPT those continuing students who fall into any of the following exception categories:

a) Continuing Students who have chosen to opt out of the "Continuing Students Effective 2/16/2018" tuition rates

b) Continuing Students who are actively receiving and part of any of the following tuition reduction agreements, that were entered into prior to 1/17/2018, and who have chosen to remain with their tuition agreement rate: the Phoenix Scholarship Rewards Program (PSRP), the Phoenix Academic Achievers Scholarship (PAAS), the PAAS for MBA, the Advancing Nurse Leadership Scholarship, the Non Degree Alumni Discount, and/or employer tuition reductions

c) Continuing Students who are participating in the Near Graduation Tuition Reduction program

d) Continuing Students in any MSC program

All Continuing Students must meet one of the following criteria:

1) University of Phoenix students who have been pursuing a degree or credit-bearing-certificate program when the first positive attendance ("Y" posted) was prior to 1/17/2018, who have not been out of attendance (no positive attendance "Y" posted) within 365 days from the last recorded positive attendance ("Y" posted), 2) University of Phoenix students who are changing from a program (from which they have not graduated) to another at the same or lower level, who started the former program prior to 1/17/2018, and who have at least one recorded positive attendance ("Y" posted) within 365 days of the last recorded positive attendance ("Y" posted), 3) University of Phoenix students who are changing from an associate program (from which they have not graduated) to a bachelor program, who started the associate program prior to 1/17/2018, and who have at least one recorded positive attendance ("Y" posted) within 365 days of the last recorded positive attendance ("Y" posted), or 4) University of Phoenix students who are changing from a credit-bearing certificate program from which they have not graduated, or from an en-route credit-bearing certificate program from which they have graduated, to an associate or bachelor program, when the first positive attendance ("Y" posted) for the credit-bearing certificate program was prior to 1/17/2018 and when there is positive attendance ("Y" posted) in the credit-bearing certificate program within 365 days of enrollment in the associate or bachelor program.

MILITARY‡

Students who are affiliated with the U.S. Armed Forces, as active-duty service members and family members of active duty and selected reserve will be charged the tuition rates listed in the 'Military Cost Per Credit' column of the table above.

ALUMNI‡

All alumni students who are applying to a new University of Phoenix bachelor program, undergraduate certificate program, or undergraduate non-degree single course; who have previously completed a degree program with University of Phoenix; whose account with the University is in good standing; and who didn’t earn the previous degree as an en-route credential, will be charged the tuition rates listed in the 'Alumni Cost Per Credit' column of the table above. Students in this category will be given a guarantee of these tuition rates until their program completion deadline, unless they change programs or program versions.

An “N/A” designation for a particular program/offering type means there is no applicable alumni rate for this category and the standard tuition rate applies.

ASSOCIATE TRANSFER‡

Students who are applying to a University of Phoenix bachelor’s degree program for the first time and who have earned an associate’s degree from another regionally accredited institution (or nationally accredited nursing program), or who are concurrent enrollment program (CEP) cohort students completing their Associate Degree in Nursing (ADN) and Bachelor of Science in Nursing (BSN) simultaneously, will be charged the tuition rates listed in the ‘Associate Transfer Cost Per Credit’ column of the table above, effective as of the date the associate’s degree is verified on an official transcript by the Office of Admissions and Evaluation (except for CEP cohort students, who are eligible while still completing their ADN). Students in this category will be given a guarantee of these tuition rates until their program completion deadline, unless they change programs or program versions.

An “N/A” designation for a particular program/offering type means there is no applicable associate transfer rate for this category and the standard tuition rate applies.
‡Students who receive a reduced tuition rate in one of the categories described above will not be eligible for any other tuition and/or fee reduction, waiver, benefit or offer. If a student wishes to use any other tuition and/or fee reduction, waiver, benefit or offer, it will only be applied to the University’s standard tuition rate.

The three tuition pricing categories defined below are for tuition rates that were in effect prior to 2/16/2018, and which are now only applicable to Continuing Students who have chosen to remain on their tuition reduction program (listed in subsection ‘b’ in the Continuing Students section above), continuing students who are participating in the Near Graduation Tuition Reduction program (see subsection ‘c’ in the Continuing Students section above), or continuing students who have chosen to opt out of the “Continuing Students Effective 2/16/2018” tuition rates. The tuition rates for these categories are listed by program in the pricing table that follows these pricing category descriptions.

Continuing Students Enrolled Between 11/1/2016 and 1/16/2018: The rates and fees shown below are applicable to students who meet one of the following criteria: 1) individuals who enrolled at University of Phoenix between 11/1/2016 and 1/16/2018 who did not previously have any positive attendance (i.e. “Y” posted) in any degree or credit-bearing-certificate program course at the University, 2) University of Phoenix students who graduated (degree conferred) from a University of Phoenix degree program and subsequently enrolled in a new program between 11/1/2016 and 1/16/2018, and had not attempted any other program, with positive attendance (i.e. “Y” posted), since graduating from the previous program, 3) students who returned to a University of Phoenix program between 11/1/2016 and 1/16/2018 after having no positive attendance (“Y” posted) in any degree or credit-bearing-certificate program course for longer than 365 days from the last positive attendance (“Y” posted), or 4) University of Phoenix students who changed from a bachelor or master degree program (from which they had not graduated) to another program at a higher degree level (e.g., bachelor to master, master to doctoral) between 11/1/2016 and 1/16/2018.

Continuing Students Enrolled Between 3/17/2015 and 10/31/2016: The rates shown below are applicable to students who meet one of the following criteria: 1) individuals who enrolled at University of Phoenix between 3/17/2015 and 10/31/2016, who did not previously have any positive attendance (i.e. “Y” posted) in any degree or credit-bearing-certificate program course at the University, 2) University of Phoenix students who graduated (degree conferred) from a University of Phoenix degree program and subsequently enrolled in a new program between 3/17/2015 and 10/31/2016, and had not attempted any other program, with positive attendance (i.e. “Y” posted), since graduating from the previous program, 3) students who returned to a University of Phoenix program between 3/17/2015 and 10/31/2016 after having no positive attendance (“Y” posted) in any degree or credit-bearing-certificate program course for longer than 365 days from the last positive attendance (“Y” posted), or 4) University of Phoenix students who changed from a bachelor or master degree program (from which they had not graduated) to another program at a higher degree level (e.g., bachelor to master, master to doctoral) between 3/17/2015 and 10/31/2016.

Continuing Students Enrolled Prior to 3/17/2015: The rates shown below are those charged for students signing an enrollment agreement prior to 3/17/2015, who meet one of the following criteria: 1) University of Phoenix students who have been pursuing a degree or credit-bearing-program when the first positive attendance (“Y” posted) was prior to 3/17/2015, who have not been out of attendance (no positive attendance “Y” posted) within 365 days from the last recorded positive attendance (“Y” posted), 2) University of Phoenix students who are changing from a program (from which they have not graduated) to another at the same or lower level, who started the former program prior to 3/17/2015, and who have at least one recorded positive attendance (“Y” posted) within 365 days of the last recorded positive attendance (“Y” posted), 3) University of Phoenix students who are changing from an associate program (from which they have not graduated) to a bachelor program, who started the associate program prior to 3/17/2015, and who have at least one recorded positive attendance (“Y” posted) within 365 days of the last recorded positive attendance (“Y” posted), or 4) University of Phoenix students who are changing from a credit-bearing certificate program from which they have not graduated, or from an en-route credit-bearing certificate program from which they have graduated, to an associate or bachelor program, when the first positive attendance (“Y” posted) for the credit-bearing certificate program was prior to 3/17/2015 and when there is positive attendance (“Y” posted) in the credit-bearing certificate program within 365 days of enrollment in the associate or bachelor program.
UNDERGRADUATE TUITION PER CREDIT (Arlington)

<table>
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<tr>
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</thead>
<tbody>
<tr>
<td>BS/OSM (Level 100 and Level 200)</td>
<td>$410.00</td>
<td>$410.00</td>
<td>$410.00</td>
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<tr>
<td>BS/OSM (Level 300 and Level 400)</td>
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<td>BS/P (Level 100 and Level 200)</td>
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</tr>
<tr>
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<td>BSB (Level 300 and Level 400)</td>
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<td>School of Continuing Education (Level 300 and Level 400)</td>
<td>$635.00</td>
<td>$635.00</td>
<td>$635.00</td>
</tr>
</tbody>
</table>

*Note: All fees are subject to change. Where applicable, sales tax will be added to fees, tuition and material payments.

**See introductory page of the Tuition and Fees section for definitions of new and continuing students

+Resource fees are mandatory and encompass course electronic textbooks and materials, the University library, eBook collection, math labs, programming software, the Centers for Math and Writing Excellence, and PhoenixLink.
### GRADUATE TUITION PER CREDIT (Arlington)

<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>MBA</td>
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## FEES (Arlington)

<table>
<thead>
<tr>
<th>Type of Fee</th>
<th>Amount*</th>
<th>When Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admission Application Fee (applicable to graduate level certificate applications only)</td>
<td>$ 45.00</td>
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<tr>
<td>Directed Study Administrative Charge (non-refundable)</td>
<td>$ 75.00</td>
<td>When Directed Study course is scheduled.</td>
</tr>
<tr>
<td>Book and Material Charges</td>
<td>Varies by course</td>
<td>When books and materials are purchased.</td>
</tr>
<tr>
<td>Resource Fees+ (if applicable)</td>
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<tr>
<td>Undergraduate</td>
<td>$ 170.00</td>
<td>Due in accordance with the payment option chosen in Financial Options Guide.</td>
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<tr>
<td>Graduate</td>
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<tr>
<td>CLEP® / DSST Examination++</td>
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<tr>
<td>Prior Learning Assessment Fees</td>
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<tr>
<td>Portfolio Submission Fee</td>
<td>$ 150.00</td>
<td>If additional or missing material is needed to render an assessment decision, the student will be given 20 days to submit the documentation. All fees are due and payable within 30 days of portfolio completion and invoicing. Fees are non-refundable and subject to change.</td>
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<tr>
<td>Per Assessed Credit Fee</td>
<td>$ 75.00</td>
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<tr>
<td>Check Return Fee</td>
<td>$ 25.00</td>
<td>Upon notification.</td>
</tr>
<tr>
<td>Late Payment Fee</td>
<td>$ 25.00</td>
<td>Upon notification.</td>
</tr>
<tr>
<td>Diploma Rush</td>
<td>$ 45.00</td>
<td>Upon request.</td>
</tr>
<tr>
<td>Duplicate Diploma</td>
<td>$ 30.00</td>
<td>Upon request.</td>
</tr>
<tr>
<td>Duplicate Certificate</td>
<td>$ 15.00</td>
<td>Upon request.</td>
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<tr>
<td>Transcript</td>
<td>$ 15.00</td>
<td>Upon request.</td>
</tr>
<tr>
<td>Transcript Rush</td>
<td>$ 30.00</td>
<td>Upon request.</td>
</tr>
</tbody>
</table>

*Note: All fees are subject to change. Where applicable, sales tax will be added to fees, tuition and material payments.**

**See introductory page of the Tuition and Fees section for definitions of new and continuing students**

+Resource fees are mandatory and encompass course electronic textbooks and materials, the University library, eBook collection, math labs, programming software, the Centers for Math and Writing Excellence, and PhoenixLink.

++This fee represents the amount charged for students who choose to take a CLEP® or DSST exam administered at University of Phoenix locations. Other charges may apply as charged by CLEP® and DSST that are not collected by the University.
TUITION AND FEES - ONLINE RATES

Tuition and fees are listed in the price tables in the ensuing pages. Tuition charged can vary based on whether a student is considered "new" or "continuing" for purposes of tuition and fees.

NEW STUDENTS

New Students enrolled on or after 1/17/2018, who meet one of the following criteria as of 1/17/2018, will be charged the rates listed in the "Standard Tuition Cost Per Credit" column of the table below, and students in this category will be given a guarantee of these tuition rates until their program completion deadline, unless they change programs or program versions: 1) individuals enrolling at University of Phoenix who do not have any positive attendance in any degree or credit-bearing certificate program course at the University, 2) University of Phoenix students who have graduated (degree/certificate conferred) from a University of Phoenix degree or credit-bearing certificate (not an en-route certificate) and are enrolling in a new program, and have not attempted any other program, with positive attendance (i.e. "Y" posted), since graduating from the previous program, 3) students returning to a University of Phoenix program after having no positive attendance ("Y" posted) in any degree or credit-bearing-certificate program course for longer than 365 days from the last positive attendance ("Y" posted), 4) University of Phoenix students who are changing from a bachelor or master degree program (from which they have not graduated) to another program at a higher degree level (e.g., bachelor to master, master to doctoral), or 5) University of Phoenix students who met any of the preceding New Student criteria on or after 1/17/2018, who subsequently change from a program (from which they have not graduated) to another program at any level, and who have at least one recorded positive attendance ("Y" posted) within 365 days of the last recorded positive attendance ("Y" posted).

Tuition

<table>
<thead>
<tr>
<th>Program/Offering Type</th>
<th>Standard Tuition Cost Per Credit</th>
<th>Military Cost Per Credit</th>
<th>Alumni Cost Per Credit</th>
<th>Associate Transfer Cost Per Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate Degree Programs</td>
<td>$398.00</td>
<td>$250.00</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Bachelor Degree Programs</td>
<td>$398.00</td>
<td>$250.00</td>
<td>$350.00</td>
<td>$350.00</td>
</tr>
<tr>
<td>Master Degree Programs (except MSC, MSN, and MAED - see below)</td>
<td>$698.00</td>
<td>$575.00</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>MSC programs</td>
<td>$698.00</td>
<td>$550.00</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>MSN programs</td>
<td>$540.00</td>
<td>$475.00</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>MAED programs</td>
<td>$540.00</td>
<td>$475.00</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Undergraduate Certificate Programs (except the programs listed below)</td>
<td>$398.00</td>
<td>$250.00</td>
<td>$350.00</td>
<td>N/A</td>
</tr>
<tr>
<td>CCNA (students in CERT/CCNA see Bachelor Degree programs rates above)</td>
<td>$290.00</td>
<td>$250.00</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>CERT/APLUS</td>
<td>$290.00</td>
<td>$250.00</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>NETPLUS</td>
<td>$290.00</td>
<td>$250.00</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Graduate Certificate Programs (except the programs listed below)</td>
<td>$698.00</td>
<td>$575.00</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>All School of Nursing Graduate Certificate Programs</td>
<td>$540.00</td>
<td>$475.00</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>ASC Program</td>
<td>$540.00</td>
<td>$475.00</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>CERT/CTEL Program (For CA residents only)</td>
<td>$175.00</td>
<td>$175.00</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>CERT/T2T-E Program</td>
<td>$280.00</td>
<td>$280.00</td>
<td>N/A</td>
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<td>CERT/T2T-S Program</td>
<td>$280.00</td>
<td>$280.00</td>
<td>N/A</td>
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</tr>
<tr>
<td>Program/Offering Type</td>
<td>Standard Tuition Cost Per Credit</td>
<td>Military Cost Per Credit</td>
<td>Alumni Cost Per Credit</td>
<td>Associate Transfer Cost Per Credit</td>
</tr>
<tr>
<td>-----------------------------------------------------------</td>
<td>----------------------------------</td>
<td>--------------------------</td>
<td>------------------------</td>
<td>------------------------------------</td>
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<tr>
<td>CERT/ECH Program</td>
<td>$400.00</td>
<td>$400.00</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>CERT/ALT-E Program (For FL residents only)</td>
<td>$275.00</td>
<td>$275.00</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>CERT/ALT-S Program (For FL residents only)</td>
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<td>$275.00</td>
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</tr>
<tr>
<td>CERT/SPE</td>
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<td>$475.00</td>
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<td>N/A</td>
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<tr>
<td>Doctoral</td>
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<td>$650.00</td>
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<td>N/A</td>
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<tr>
<td>Non-Degree Single Courses - Undergraduate Level</td>
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<td>$250.00</td>
<td>$350.00</td>
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</tr>
<tr>
<td>Non-Degree Single Courses - Graduate Level (except the course types listed below)</td>
<td>$698.00</td>
<td>$575.00</td>
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<td>N/A</td>
</tr>
<tr>
<td>Nursing Single Courses - Graduate Level</td>
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<tr>
<td>Education Single Courses - Graduate Level</td>
<td>$540.00</td>
<td>$475.00</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Continuing Education for Educators</td>
<td>$175.00</td>
<td>$175.00</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>
CONTINUING STUDENTS

All Continuing Students as of 2/16/2018, (who meet one of the criteria 1-4 listed below) will be charged the same tuition rates listed in the table ABOVE and will be given a guarantee of these tuition rates until their program completion deadline, unless they change programs or program versions, EXCEPT those continuing students who fall into any of the following exception categories:

a) Continuing Students who have chosen to opt out of the "Continuing Students Effective 2/16/2018" tuition rates

b) Continuing Students who are actively receiving and part of any of the following tuition reduction agreements, that were entered into prior to 1/17/2018, and who have chosen to remain with their tuition agreement rate: the Phoenix Scholarship Rewards Program (PSRP), the Phoenix Academic Achievers Scholarship (PAAS), the PAAS for MBA, the Advancing Nurse Leadership Scholarship, the Non Degree Alumni Discount, and/or employer tuition reductions

c) Continuing Students who are participating in the Near Graduation Tuition Reduction program

All Continuing Students must meet one of the following criteria:

1) University of Phoenix students who have been pursuing a degree or credit-bearing-certificate program when the first positive attendance ("Y" posted) was prior to 1/17/2018, who have not been out of attendance (no positive attendance "Y" posted) within 365 days from the last recorded positive attendance ("Y" posted), 2) University of Phoenix students who are changing from a program (from which they have not graduated) to another at the same or lower level, who started the former program prior to 1/17/2018, and who have at least one recorded positive attendance ("Y" posted) within 365 days of the last recorded positive attendance ("Y" posted), 3) University of Phoenix students who are changing from an associate program (from which they have not graduated) to a bachelor program, who started the associate program prior to 1/17/2018, and who have at least one recorded positive attendance ("Y" posted) within 365 days of the last recorded positive attendance ("Y" posted), or 4) University of Phoenix students who are changing from a credit-bearing certificate program from which they have not graduated, or from an en-route credit-bearing certificate program from which they have graduated, to an associate or bachelor program, when the first positive attendance ("Y" posted) for the credit-bearing certificate program was prior to 1/17/2018 and when there is positive attendance ("Y" posted) in the credit-bearing certificate program within 365 days of enrollment in the associate or bachelor program.

MILITARY‡

Students who are affiliated with the U.S. Armed Forces, as active-duty service members and family members of active duty and selected reserve will be charged the tuition rates listed in the 'Military Cost Per Credit' column of the table above.

ALUMNI‡

All alumni students who are applying to a new University of Phoenix bachelor program, undergraduate certificate program, or undergraduate non-degree single course; who have previously completed a degree program with University of Phoenix; whose account with the University is in good standing; and who didn’t earn the previous degree as an en-route credential; will be charged the tuition rates listed in the 'Alumni Cost Per Credit' column of the table above. Students in this category will be given a guarantee of these tuition rates until their program completion deadline, unless they change programs or program versions.

An “N/A” designation for a particular program/offering type means there is no applicable alumni rate for this category and the standard tuition rate applies.

ASSOCIATE TRANSFER‡

Students who are applying to a University of Phoenix bachelor’s degree program for the first time and who have earned an associate’s degree from another regionally accredited institution (or nationally accredited nursing program), or who are concurrent enrollment program (CEP) cohort students completing their Associate Degree in Nursing (ADN) and Bachelor of Science in Nursing (BSN) simultaneously, will be charged the tuition rates listed in the 'Associate Transfer Cost Per Credit' column of the table above, effective as of the date the associate's degree is verified on an official transcript by the Office of Admissions and Evaluation (except for CEP cohort students, who are eligible while still completing their ADN). Students in this category will be given a guarantee of these tuition rates until their program completion deadline, unless they change programs or program versions.

An “N/A” designation for a particular program/offering type means there is no applicable associate transfer rate for this category and the standard tuition rate applies.

‡Students who receive a reduced tuition rate in one of the categories described above will not be eligible for any other tuition and/
or fee reduction, waiver, benefit or offer. If a student wishes to use any other tuition and/or fee reduction, waiver, benefit or offer, it will only be applied to the University’s standard tuition rate.

The two tuition pricing categories defined below are for tuition rates that were in effect prior to 2/16/2018, and which are now only applicable to Continuing Students who have chosen to remain on their tuition reduction program (listed in subsection 'b' in the Continuing Students section above), continuing students who are participating in the Near Graduation Tuition Reduction program (see subsection 'c' in the Continuing Students section above), or continuing students who have chosen to opt out of the "Continuing Students Effective 2/16/2018" tuition rates. The tuition rates for these categories are listed by program in the pricing table that follows these pricing category descriptions.

Continuing Students Enrolled Between 11/1/2016 and 1/16/2018: The rates and fees shown below are applicable to students who meet one of the following criteria: 1) individuals who enrolled at University of Phoenix between 11/1/2016 and 1/16/2018 who did not previously have any positive attendance (i.e. "Y" posted) in any degree or credit-bearing-certificate program course at the University, 2) University of Phoenix students who graduated (degree conferred) from a University of Phoenix degree program and subsequently enrolled in a new program between 11/1/2016 and 1/16/2018, and had not attempted any other program, with positive attendance (i.e. "Y" posted), since graduating from the previous program, 3) students who returned to a University of Phoenix program between 11/1/2016 and 1/16/2018 after having no positive attendance ("Y" posted) in any degree or credit-bearing-certificate program course for longer than 365 days from the last positive attendance ("Y" posted), or 4) University of Phoenix students who changed from a bachelor or master degree program (from which they had not graduated) to another program at a higher degree level (e.g., bachelor to master, master to doctoral) between 11/1/2016 and 1/16/2018.

Continuing Students Enrolled Prior to 11/1/2016: The rates and fees shown below are applicable to continuing students who meet one of the following criteria: 1) University of Phoenix students who have been pursuing a degree or credit-bearing-certificate program when the first positive attendance ("Y" posted) was prior to 11/1/2016, who have not been out of attendance (no positive attendance "Y" posted) within 365 days from the last recorded positive attendance ("Y" posted), 2) University of Phoenix students who are changing from a program (from which they have not graduated) to another at the same or lower level, who started the former program prior to 11/1/2016, and who have at least one recorded positive attendance ("Y" posted) within 365 days of the last recorded positive attendance ("Y" posted), 3) University of Phoenix students who are changing from an associate program (from which they have not graduated) to a bachelor program, who started the associate program prior to 11/1/2016, and who have at least one recorded positive attendance ("Y" posted) within 365 days of the last recorded positive attendance ("Y" posted), or 4) University of Phoenix students who are changing from a credit-bearing certificate program from which they have not graduated, or from an enroute credit-bearing certificate program from which they have graduated, to an associate or bachelor program, when the first positive attendance ("Y" posted) for the credit-bearing certificate program was prior to 11/1/2016 and when there is positive attendance ("Y" posted) in the credit-bearing certificate program within 365 days of enrollment in the associate or bachelor program.
## UNDERGRADUATE TUITION PER CREDIT (ONLINE)

<table>
<thead>
<tr>
<th>College</th>
<th>Amount* - Continuing** Students Enrolled Between 11/1/2016-1/16/2018</th>
<th>Amount* - Continuing** Students Enrolled Prior to 11/1/2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Recognition Program</td>
<td>$ 250.00</td>
<td>$ 250.00</td>
</tr>
<tr>
<td>Associates</td>
<td>$ 410.00</td>
<td>$ 410.00</td>
</tr>
<tr>
<td>School of Business (Level 100 and Level 200)</td>
<td>$ 415.00</td>
<td>$ 410.00</td>
</tr>
<tr>
<td>School of Business (Level 300 and Level 400)</td>
<td>$ 415.00</td>
<td>$ 635.00</td>
</tr>
</tbody>
</table>

Please note that there are exceptions to the general college rate as listed below.

- CERT/CSC (Level 100 and Level 200) $ 410.00 $ 410.00
- CERT/CSC (Level 300 and Level 400) $ 630.00 $ 630.00
- CERT/CTL (Level 100 and Level 200) $ 410.00 $ 410.00
- CERT/CTL (Level 300 and Level 400) $ 630.00 $ 630.00
- CERT/JRN (Level 100 and Level 200) $ 410.00 $ 410.00
- CERT/JRN (Level 300 and Level 400) $ 630.00 $ 630.00
- CERT/LCO (Level 100 and Level 200) $ 410.00 $ 410.00
- CERT/LCO (Level 300 and Level 400) $ 630.00 $ 630.00
- CERT/MS (Level 100 and Level 200) $ 415.00 $ 410.00
- CERT/MS (Level 300 and Level 400) $ 415.00 $ 630.00

| School of Nursing (Level 100 and Level 200) | $ 410.00                                                            | $ 410.00                                                  |
| School of Nursing (Level 300 and Level 400) | $ 510.00                                                            | $ 510.00                                                  |
| School of Health Services Administration (Level 100 and Level 200) | $ 410.00                                                            | $ 410.00                                                  |
| School of Health Services Administration Level 300 and Level 400) | $ 635.00                                                            | $ 635.00                                                  |

| College of Education (Level 100 and Level 200) | $ 410.00                                                            | $ 410.00                                                  |
| College of Education (Level 300 and Level 400) | $ 420.00                                                            | $ 420.00                                                  |

*Note: All fees are subject to change. Where applicable, sales tax will be added to fees, tuition and material payments.

**See introductory page of the Tuition and Fees section for definitions of new and continuing students (Page 1 of 3)

+Resource fees are mandatory and encompass course electronic textbooks and materials, the University library, eBook collection, math labs, programming software, the Centers for Math and Writing Excellence, and PhoenixLink.
<table>
<thead>
<tr>
<th>College</th>
<th>Amount* - Continuing** Students Enrolled Between 11/1/2016-1/16/2018</th>
<th>Amount* - Continuing** Students Enrolled Prior to 11/1/2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>College of Humanities and Sciences</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Level 100 and Level 200)</td>
<td>$410.00</td>
<td>$410.00</td>
</tr>
<tr>
<td>College of Humanities and Sciences</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Level 300 and Level 400)</td>
<td>$630.00</td>
<td>$630.00</td>
</tr>
</tbody>
</table>

Please note that there are exceptions to the general college rate as listed below.

- BSEVS (Level 100 and Level 200) $410.00 $410.00
- BSEVS (Level 300 and Level 400) $450.00 $450.00
- BAENG (Level 100 and Level 200) $410.00 $410.00
- BAENG (Level 300 and Level 400) $450.00 $450.00
- BSBIO (Level 100 and Level 200) $410.00 $410.00
- BSBIO (Level 300 and Level 400) $435.00 $435.00
- BSHS (Level 100 and Level 200) $410.00 $410.00
- BSHS (Level 300 and Level 400) $610.00 $610.00
- BS/COM (Level 100 and Level 200) $415.00 $410.00
- BS/COM (Level 300 and Level 400) $415.00 $630.00
- BSP (Level 100 and Level 200) $410.00 $410.00
- BSP (Level 300 and Level 400) $585.00 $585.00
- BSCPSS (Level 100 and Level 200) $410.00 $410.00
- BSCPSS (Level 300 and Level 400) $610.00 $610.00
- BSCJA (Level 100 and Level 200) $410.00 $410.00
- BSCJA (Level 300 and Level 400) $610.00 $610.00
- BSPA (Level 100 and Level 200) $410.00 $410.00
- BSPA (Level 300 and Level 400) $610.00 $610.00
- BSIOP (Level 100 and Level 200) $415.00 $415.00
- BSIOP (Level 300 and Level 400) $415.00 $415.00
- BSAP/MT (Level 100 and Level 200) $415.00 $415.00
- BSAP/MT (Level 300 and Level 400) $415.00 $415.00
- CERT/ADD (Level 100 and Level 200) $410.00 $410.00
- CERT/ADD (Level 300 and Level 400) $610.00 $610.00
- CERT/FC5 (Level 100 and Level 200) $410.00 $410.00
- CERT/FC5 (Level 300 and Level 400) $610.00 $610.00
- CERT/GER (Level 100 and Level 200) $410.00 $410.00
- CERT/GER (Level 300 and Level 400) $610.00 $610.00
- CERT/HSCJ (Level 100 and Level 200) $410.00 $410.00
- CERT/HSCJ (Level 300 and Level 400) $610.00 $610.00
- CERT/HSM (Level 100 and Level 200) $410.00 $410.00
- CERT/HSM (Level 300 and Level 400) $610.00 $610.00
- CERT/CJM (Level 100 and Level 200) $410.00 $410.00
- CERT/CJM (Level 300 and Level 400) $610.00 $610.00
- CERT/CYB (Level 100 and Level 200) $410.00 $410.00
- CERT/CYB (Level 300 and Level 400) $610.00 $610.00

*Note: All fees are subject to change. Where applicable, sales tax will be added to fees, tuition and material payments.
**See introductory page of the Tuition and Fees section for definitions of new and continuing students (Page 2 of 3)
+Resource fees are mandatory and encompass course electronic textbooks and materials, the University library, eBook collection, math labs, programming software, the Centers for Math and Writing Excellence, and PhoenixLink.
<table>
<thead>
<tr>
<th>College</th>
<th>Amount* - Continuing** Students Enrolled Between 11/1/2016-1/16/2018</th>
<th>Amount* - Continuing** Students Enrolled Prior to 11/1/2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>College of Information Systems and Technology (Level 100 and Level 200)</td>
<td>$ 410.00</td>
<td>$ 410.00</td>
</tr>
<tr>
<td>College of Information Systems and Technology (Level 300 and Level 400)</td>
<td>$ 635.00</td>
<td>$ 635.00</td>
</tr>
</tbody>
</table>

Please note that there are exceptions to the general college rate as listed below.
CCNA (students in CERT/CCNA see College of IS&T rates) $ 290.00 $ 290.00

CERT/APLUS $ 290.00 $ 290.00
NETPLUS $ 290.00 $ 290.00
CERT/SM $ 410.00 $ 410.00
CERT/ISS $ 300.00 $ 300.00
BSSEC (Level 100 and Level 200) $ 410.00 $ 410.00
BSSEC (Level 300 and Level 400) $ 610.00 $ 610.00
BS/OSEM (Level 100 and Level 200) $ 410.00 $ 410.00
BS/OSEM (Level 300 and Level 400) $ 610.00 $ 610.00
CERT/APLP (Level 100 and Level 200) $ 410.00 $ 410.00
CERT/APLP (Level 300 and Level 400) $ 610.00 $ 610.00
CERT/CIR (Level 100 and Level 200) $ 410.00 $ 410.00
CERT/CIR (Level 300 and Level 400) $ 610.00 $ 610.00
CERT/ESA (Level 100 and Level 200) $ 410.00 $ 410.00
CERT/ESA (Level 300 and Level 400) $ 610.00 $ 610.00
CERT/PSO (Level 100 and Level 200) $ 410.00 $ 410.00
CERT/PSO (Level 300 and Level 400) $ 610.00 $ 610.00
CERT/SEC (Level 100 and Level 200) $ 410.00 $ 410.00
CERT/SEC (Level 300 and Level 400) $ 610.00 $ 610.00

Continuing Education for Educators $ 175.00 $ 175.00
School of Continuing Education (Level 100 and Level 200) $ 410.00 $ 410.00
School of Continuing Education (Level 300 and Level 400) $ 635.00 $ 635.00
Education Single Courses scheduled under the ELEC/ED program ID (courses scheduled prior to 1/17/2018) $ 280.00 $ 280.00

*Note: All fees are subject to change. Where applicable, sales tax will be added to fees, tuition and material payments.
**See introductory page of the Tuition and Fees section for definitions of new and continuing students (Page 3 of 3)
+Resource fees are mandatory and encompass course electronic textbooks and materials, the University library, eBook collection, math labs, programming software, the Centers for Math and Writing Excellence, and PhoenixLink.
### GRADUATE TUITION PER CREDIT (ONLINE)

<table>
<thead>
<tr>
<th>College</th>
<th>Amount* - Continuing** Students Enrolled Between 11/1/2016-1/16/2018</th>
<th>Amount* - Continuing** Students Enrolled Prior to 11/1/2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>School of Business</td>
<td>$ 740.00</td>
<td>$ 740.00</td>
</tr>
<tr>
<td>School of Nursing</td>
<td>$ 595.00</td>
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</tr>
<tr>
<td>School of Health Services Administration</td>
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</tr>
<tr>
<td>NHCE</td>
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<td>HCI</td>
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<td>$ 595.00</td>
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<tr>
<td>College of Information Systems and Technology</td>
<td>$ 740.00</td>
<td>$ 740.00</td>
</tr>
<tr>
<td>College of Education</td>
<td>$ 540.00</td>
<td>$ 540.00</td>
</tr>
<tr>
<td>CERT/T2T-E</td>
<td>$ 280.00</td>
<td>$ 280.00</td>
</tr>
<tr>
<td>CERT/T2T-S</td>
<td>$ 280.00</td>
<td>$ 280.00</td>
</tr>
<tr>
<td>CERT/ECH</td>
<td>$ 400.00</td>
<td>$ 400.00</td>
</tr>
<tr>
<td>CERT/CTEL (For CA residents only)</td>
<td>$ 175.00</td>
<td>$ 175.00</td>
</tr>
<tr>
<td>CERT/ALT-E (FL residents only)</td>
<td>$ 275.00</td>
<td>$ 275.00</td>
</tr>
<tr>
<td>CERT/ALT-S (FL residents only)</td>
<td>$ 275.00</td>
<td>$ 275.00</td>
</tr>
<tr>
<td>College of Humanities and Sciences</td>
<td>$ 740.00</td>
<td>$ 740.00</td>
</tr>
<tr>
<td>School of Advanced Studies</td>
<td>$ 810.00</td>
<td>$ 810.00</td>
</tr>
<tr>
<td>School of Continuing Education</td>
<td>$ 740.00</td>
<td>$ 740.00</td>
</tr>
</tbody>
</table>

*Note: All fees are subject to change. Where applicable, sales tax will be added to fees, tuition and material payments.

**See introductory page of the Tuition and Fees section for definitions of new and continuing students.

+Resource fees are mandatory and encompass course electronic textbooks and materials, the University library, eBook collection, math labs, programming software, the Centers for Math and Writing Excellence, and PhoenixLink.
### FEES (Online)

<table>
<thead>
<tr>
<th>Type of Fee</th>
<th>Amount*</th>
<th>When Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admission Application Fee (applicable to graduate level certificate apps)</td>
<td>$ 45.00</td>
<td>At time of application.</td>
</tr>
<tr>
<td>Master of Science in Counseling Assessment Portfolio Fees:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CNSL 500</td>
<td>$ 150.00</td>
<td>Due at orientation.</td>
</tr>
<tr>
<td>California Student Tuition Recovery Fund (STRF) (non-refundable)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>*Applies to California students only</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Effective on January 1, 2015, the STRF assessment rate is $0.00 per $1,000 of institutional charges, rounded to the nearest $1,000. For charges of $1,000 or less, the assessment is $0.00.</td>
<td></td>
<td>Upon notification.</td>
</tr>
<tr>
<td>Directed Study Administrative Charge (non-refundable)</td>
<td>$ 75.00</td>
<td>When Directed Study course is scheduled.</td>
</tr>
<tr>
<td>Book and Materials Charges</td>
<td>Varies by course</td>
<td>When books and materials are purchased.</td>
</tr>
<tr>
<td>Additional Fees and Charges for Students Enrolled in MAED/TED-E and MAED/TED-S Programs</td>
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</tr>
<tr>
<td>Certificate of Clearance</td>
<td>$ 132.50 - $162.50</td>
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<tr>
<td>TB Test</td>
<td>$ 0.00 - $50.00</td>
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<tr>
<td>CBEST Examination</td>
<td>$ 41.00 - $122.00</td>
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<tr>
<td>CSET Examination</td>
<td>$ 99.00 - $134.00</td>
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<tr>
<td>Portfolio Examination Fee</td>
<td>$ 300.00</td>
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</tr>
<tr>
<td>School of Advanced Studies IBM® SPSS® Statistics Software Fee (applicable to select courses in School of Advanced Studies programs)</td>
<td>$ 50.00</td>
<td>When course is scheduled</td>
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<tr>
<td>Resource Fees+ (if applicable)</td>
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<tr>
<td>Undergraduate</td>
<td>$ 170.00</td>
<td>Due in accordance with the payment option chosen in Financial Options Guide.</td>
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<tr>
<td>Graduate</td>
<td>$ 195.00</td>
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<tr>
<td>Doctoral</td>
<td>$ 205.00</td>
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<tr>
<td>Continuing Education for Educators</td>
<td>$ 75.00</td>
<td></td>
</tr>
<tr>
<td>DCE</td>
<td>$ 25.00</td>
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</tr>
</tbody>
</table>

*Note: All fees are subject to change. Where applicable, sales tax will be added to fees, tuition and material payments.

**See introductory page of the Tuition and Fees section for definitions of new and continuing students (Page 1 of 2)

+Resource fees are mandatory and encompass course electronic textbooks and materials, the University library, eBook collection, math labs, programming software, the Centers for Math and Writing Excellence, and PhoenixLink.

++This fee represents the amount charged for students who choose to take a CLEP® or DSST exam administered at University of Phoenix locations. Other charges may apply as charged by CLEP® and DSST that are not collected by the University
### Type of Fee

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount*</th>
<th>When Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLEP®/DSST Examination++</td>
<td>$ 20.00</td>
<td>Upon notification.</td>
</tr>
<tr>
<td>Student Exam Fees</td>
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<tr>
<td>Prior Learning Assessment Fees</td>
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<tr>
<td>Portfolio Submission Fee</td>
<td>$ 150.00</td>
<td>If additional or missing material is needed to render an assessment decision, the student will be given 20 days to submit the documentation. All fees are due and payable within 30 days of portfolio completion and invoicing. Fees are non-refundable and subject to change.</td>
</tr>
<tr>
<td>Per Assessed Credit Fee</td>
<td>$ 75.00</td>
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</tr>
<tr>
<td>Check Return Fee</td>
<td>$ 25.00</td>
<td>Upon notification.</td>
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<tr>
<td>Late Payment Fee</td>
<td>$ 25.00</td>
<td>Upon notification.</td>
</tr>
<tr>
<td>Diploma Rush</td>
<td>$ 45.00</td>
<td>Upon request.</td>
</tr>
<tr>
<td>Duplicate Diploma</td>
<td>$ 30.00</td>
<td>Upon request.</td>
</tr>
<tr>
<td>Duplicate Certificate</td>
<td>$ 15.00</td>
<td>Upon request.</td>
</tr>
<tr>
<td>Transcript</td>
<td>$ 15.00</td>
<td>Upon request.</td>
</tr>
<tr>
<td>Transcript Rush</td>
<td>$ 30.00</td>
<td>Upon request.</td>
</tr>
</tbody>
</table>

*Note: All fees are subject to change. Where applicable, sales tax will be added to fees, tuition and material payments.

**See introductory page of the Tuition and Fees section for definitions of new and continuing students (Page 2 of 2)

+Resource fees are mandatory and encompass course electronic textbooks and materials, the University library, eBook collection, math labs, programming software, the Centers for Math and Writing Excellence, and PhoenixLink.

++This fee represents the amount charged for students who choose to take a CLEP® or DSST exam administered at University of Phoenix locations. Other charges may apply as charged by CLEP® and DSST that are not collected by the University.
CALIFORNIA STUDENT TUITION RECOVERY FUND (STRF)

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.

2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.

3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.

4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.

5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.

6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.

7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF. A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law. However, no claim can be paid to any student without a social security number or a taxpayer identification number.
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FACILITIES

Arizona Locations
Phoenix Campus
4035 South Riverpoint Parkway
Phoenix, AZ 85040-0723

Online Administrative Offices
4035 South Riverpoint Parkway
Phoenix, AZ 85040-0723
602 557-2000

West Valley Learning Center
9520 West Palm Lane,
Phoenix, AZ 85037-4403
602 557-2000

Southern Arizona Campus
800 659-8988
300 S Craycroft Road
Tucson, AZ 85711-4574
520 881-6512

California Locations
Bay Area Campus
3590 N. First Street
San Jose, CA 95134-1805
800 266-2107

Livermore Learning Center
2481 Constitution Drive
Livermore, CA 94551-7573
925 273-8100

Central Valley Campus
45 River Park Place West
Fresno, CA 93720-1552
800 266-2107

Bakersfield Learning Center
4900 California Ave
Bakersfield, CA 93309-7018
800 266-2107

Visalia Learning Center
301 East Acequia Ave
Visalia, CA 93291-6341
800 266-2107

Sacramento Valley Campus
2860 Gateway Oaks Drive
Sacramento, CA 95833-4334
800 266-2107

Modesto Learning Center - Salida
5330 Perrone Road
Salida, CA 95368-2107
800 266-2107

San Diego Campus
9645 Granite Ridge Drive
Suite 200
San Diego, CA 92123-2658
800 473-4346

El Centro Learning Center
3095 N Imperial Avenue
Suite 101
El Centro, CA 92243
760 355-1190

San Marcos Learning Center
300 Rancheros Drive
San Marcos, CA 92069-2967
760 510-8253

Southern California Campus
3150 Bristol Street
Suite 100
Costa Mesa, CA 92626-3088
800 888-1968

Woodland Hills Learning Center
5955 De Soto Ave
Woodland Hills, CA 91367-5107
800 888-1968

Colorado Locations
Central Florida Main Campus
8325 South Park Circle
Suite 100
Orlando, FL 32819-9075
407 345-8868

West Florida Learning Center
12802 Tampa Oaks Boulevard
Suite 150
Temple Terrace, FL 33637-1920
813 626-7911

North Florida Campus
4500 Salisbury Road
Suite 470
Jacksonville, FL 32216-0959
904 636-6645

South Florida Main Campus
2400 SW 145th Avenue
Miramar, FL 33027-4145

Hawaii Locations
Hawaii Campus
745 Fort Street
Suite 200
Honolulu, HI 96813-3800
808 536-2866

Hawaii Main Campus
949 Kamokila Blvd
Kapolei, HI 96707-2082
808 693-8868

Illinois Locations
Chicago Campus
205 N LaSalle St
Chicago, IL 60601-1210
312 223-1101

Michigan Locations
Detroit Main Campus
26261 Evergreen Road
Southfield, MI 48076-4400
248 675-3700

Nevada Locations
Las Vegas Campus
3755 Breakthrough Way
Las Vegas, NV 89135-3047
702 638-7279

University of Phoenix, 2019-2020
FACILITIES
New Jersey Locations  
Jersey City Student Resource Center  
88 Town Square Place  
Jersey City, NJ 07310-2772

New Mexico Locations  
New Mexico Campus  
5700 Pasadena Ave NE  
Albuquerque, NM 87113-1570  
505 821-4800
Santa Teresa Learning Center  
1268 Country Club Road  
Santa Teresa, NM 88008-9725  
575 874-4600

North Carolina Locations  
Charlotte Campus  
3800 Arco Corporate Drive  
Charlotte, NC 28273-3409  
704 504-5409

Pennsylvania Locations  
Philadelphia Main Campus  
30 South 17th Street  
Philadelphia, PA 19103-4001  
267 234-2000

Tennessee Locations  
Memphis Campus  
65 Germantown Court  
Cordova, TN 38018-7290  
901 751-1086
Nashville Campus  
616 Mariott Drive  
Nashville, TN 37214-5048  
615 872-0188

Texas Locations  
Killeen Learning Center  
902 West Central Texas Expwy  
Suite 300  
Killeen, TX 76541-2566  
254 501-6950
Dallas Campus  
12400 Coit Road  
Dallas, TX 75251-2004  
972 385-1055
Resource Center at Arlington Highlands  
3900 Arlington Highlands Boulevard  
Suite 237  
Arlington, TX 76018-6038  
817 505-4200  
817 557-3483 FAX
El Paso Campus  
11820 Miriam Drive  
El Paso TX 79936  
Phone: (915) 899-5900
Houston Campus  
11451 Katy Freeway  
Houston, TX 77079-2004  
713 465-9966
San Antonio Campus  
8200 IH-10 West  
Suite 1000  
San Antonio, TX 78230-3876  
210 524-2100  
800 697-8223

Utah Locations  
Utah Campus  
5373 South Green Street  
Salt Lake City, UT 84123-4642  
801 263-1444

Virginia Locations  
Virginia Beach Main Campus  
4636 Columbus Street  
Virginia Beach, VA 23462-7782  
757 493-6300
Arlington Learning Center  
1800 South Bell Street  
Suite 100  
Arlington, VA 22202-3546  
571 227-7075  
703 416-2582 FAX

Washington Locations  
Western Washington Campus  
7100 Fort Dent Way  
Suite 100  
Tukwila, WA 98188-8553  
425 572-1600
**UNIVERSITY ADMINISTRATION**

**University of Phoenix Board of Trustees**

<table>
<thead>
<tr>
<th>Independent Trustees</th>
<th>Other Trustees</th>
<th>Other Trustees</th>
</tr>
</thead>
<tbody>
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<td>Anthony W. Miller</td>
</tr>
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<td>Chair</td>
<td>Former Deputy Secretary and</td>
<td>Former Deputy Secretary and</td>
</tr>
<tr>
<td>President</td>
<td>Chief Operating Officer</td>
<td>Chief Operating Officer</td>
</tr>
<tr>
<td>Community College of</td>
<td></td>
<td>U.S. Department of</td>
</tr>
<tr>
<td>Denver</td>
<td></td>
<td>Education</td>
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<tr>
<td>Celestino Fernandez, Ph.D.</td>
<td>Ruth Williams-Brinkley</td>
<td>Ruth Williams-Brinkley</td>
</tr>
<tr>
<td>Vice Chair</td>
<td>President</td>
<td>President</td>
</tr>
<tr>
<td>Distinguished Professor</td>
<td>Kaiser Permanente Health</td>
<td>Kaiser Permanente Health</td>
</tr>
<tr>
<td>Emeritus and Consultant</td>
<td>Plan and Hospitals of the</td>
<td>Plan and Hospitals of the</td>
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<tr>
<td>University of Arizona</td>
<td>Northwest</td>
<td>Northwest</td>
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<td>Brooke Skinner Ricketts</td>
<td>Sean P. &quot;Jack&quot; Buckley, Ph.D.</td>
<td>Sean P. &quot;Jack&quot; Buckley, Ph.D.</td>
</tr>
<tr>
<td>Chief Marketing Officer</td>
<td>President and Chief Scientist</td>
<td>President and Chief Scientist</td>
</tr>
<tr>
<td>Cars.com</td>
<td>Imbellus</td>
<td>Imbellus</td>
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</tbody>
</table>

| Other Trustees                                |                                      |                                      |
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| Former Deputy Secretary and                   |                                      |                                      |
| Chief Operating Officer                       |                                      |                                      |
| U.S. Department of Education                  |                                      |                                      |
| Gregory W. Cappelli                           |                                      |                                      |
| Executive Chairman                            |                                      |                                      |
| Vanta Education                               |                                      |                                      |
| Charlie E. Becker                             |                                      |                                      |

*The University’s Board of Trustees is the institutional governing body vested with the oversight of the affairs of the University, including assuring the integrity of academic programs and the adequacy of resources necessary for the proper conduct of such programs and other operations of the University.*
University of Phoenix, 2019-2020

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  Vice Provost
  School of Advanced Studies
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Bay Area Campus

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Campus Director West District
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Kevin Barkley, MAEd
Director of Academic Affairs West District
Western Washington Campus

Darris Howe, MPA
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Las Vegas Campus

Michelle Palaroan, EdD
Director of Academic Affairs West District
Las Vegas Campus

Erin Alward, PHD
Director of Academic Affairs Interim Campus Director East District
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Campus Director North Florida Campus

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Director of Academic Affairs East District
Atlanta Campus

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Campus Director East District
Atlanta Campus

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Campus Director Augusta Campus

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Director of Academic Affairs Augusta Campus

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New Mexico Campus

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Campus and Academic Director
Memphis, Tennessee

Susan Jennings, MBA
Campus Director Nashville, Tennessee

Kevin Browning
Director of Academic Affairs Nashville, Tennessee

A-6
## FACULTY

For a list of all faculty in each School and College, visit the Faculty Credentials section at [http://www.phoenix.edu/faculty.html](http://www.phoenix.edu/faculty.html).

### COLLEGE OF HUMANITIES AND SCIENCES

<table>
<thead>
<tr>
<th>Deans</th>
<th>Program Managers</th>
<th>Campus Area Chairs</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dean</strong></td>
<td>Briana Houlihan, MBA</td>
<td><strong>Area Chairs</strong> for the following content areas are appointed at each campus. Not all programs are offered at every campus.</td>
</tr>
<tr>
<td><strong>Assistant Dean</strong></td>
<td>Chris Jordan, DMA</td>
<td>• English</td>
</tr>
<tr>
<td></td>
<td>Bryan Vallance, MBA</td>
<td>• Humanities; General Education, and History</td>
</tr>
<tr>
<td></td>
<td><strong>Associate Dean</strong></td>
<td>• Mathematics</td>
</tr>
<tr>
<td></td>
<td>Sam Dutton, PhD</td>
<td>• Sciences</td>
</tr>
<tr>
<td></td>
<td>Susan Hadley, PhD</td>
<td>• Psychology</td>
</tr>
<tr>
<td></td>
<td>Jacquelyn Kelly, PhD</td>
<td>• Criminal Justice</td>
</tr>
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<td></td>
<td>Jean Miller, PhD</td>
<td>• Counseling</td>
</tr>
<tr>
<td></td>
<td>Franz Walsh, DBA</td>
<td>• Human Services</td>
</tr>
<tr>
<td></td>
<td><strong>Southern California</strong></td>
<td>• Public Administration</td>
</tr>
<tr>
<td>Michelle Crawford-Morrison, MA</td>
<td><strong>Utah</strong></td>
<td><strong>Kevin Knutson, MED</strong></td>
</tr>
</tbody>
</table>
SCHOOL OF BUSINESS

Deans

Dean
Kevin Wilhelmsen, PhD

Assistant Dean
Lisa Paulson, MSIM

Associate Dean
Joseph Aranyosi, MFA
Ahmed Omar, DBA
Kathryn Uhles, MSP

Campus Area Chairs

Area Chairs for the following content areas are appointed at each campus. Not all programs are offered at every campus.

• Accounting
• Financial Planning
• Law and Ethics
• Management
• Functional Management
• Strategic Analysis and Planning
• Technology
College of Information Systems and Technology

Deans

Dean
Kevin Wilhelmsen, PhD

Assistant Dean
Lisa Paulson, MSIM

Associate Dean
Joseph Aranyosi, MFA
Ahmed Omar, DBA
Kathryn Uhles, MSP

Campus Area Chairs

Area Chairs for the following content areas are appointed at each campus. Not all programs are offered at every campus.

- Accounting
- Financial Planning
- Law and Ethics
- Management
- Functional Management
- Strategic Analysis and Planning
- Technology
COLLEGE OF HEALTH PROFESSIONS

Deans - Health Services Administration

Dean
Mark Johannsson, DHSc

Assistant Dean
Nye Clinton, MBA

Associate Dean
Christina Neider, MSP
Holly Orozco, PhD

Deans - School of Nursing

Dean
Kathleen Winston, PhD

Associate Dean
Francine Nelson, PhD
Dodie Serafini, MSN

Dean of Clinical Affairs
Rebecca Hathaway, MSN

Campus Area Chairs

Area Chairs for the following content areas are appointed at each campus. Not all programs are offered at every campus.

- Health
- Public Health
- Nursing: FNP
- Nursing: Pre-licensure
- Nursing: MSN
- Nursing: RN to BSN
Deans

Dean
Pamela Roggeman, EdD

Assistant Dean
Jon Lewis, MAE

Associate Dean
Ashley Bartley, MAEd
Lisa Ghornley, MAED

Campus Area Chairs

Area Chairs for the following content areas are appointed at each campus. Not all programs are offered at every campus.

- Administration and Supervision
- Adult Education and Training
- Continuing Education
- Curriculum and Instruction
- Teacher Education
2019-2020 UNIVERSITY OF PHOENIX Course Guide Course Descriptions

Course Availability & Updates to Course Information
The courses listed in this section of the University of Phoenix Academic Catalog constitute all active, degree-applicable or credit-bearing certificate-applicable University of Phoenix courses. Not all courses listed in this section are available at every University of Phoenix campus location, and not all courses listed in this section are available via the online instructional modality. This listing of courses is updated on the 1st of every month to reflect any changes to course information that occur up through the 15th of the previous month. Please contact a University representative for additional details about course availability and course information for a specific location or modality of instruction.

Course Descriptions
The course guide lists course descriptions and general course information. The information is presented in alphabetical order by course ID.