



## 5. Student Cancellation, Withdrawal, and Refund Rights

**STUDENT'S RIGHT TO CANCEL** The student has the right to cancel an enrollment agreement in any manner through the first day of the course, or the seventh day after signing the enrollment agreement, whichever is later (the "Cancellation Period"), and obtain a full refund of all monies paid, less the STRF fee, which is currently zero dollars (\$0.00) per one thousand dollars (\$1,000) of institutional charges and applies only to California residents. Students canceling after the seven-day Cancellation Period will receive a refund of all amounts paid, less the non-refundable registration fee of \$100 and the non-refundable application fee of \$75 (for graduate programs) or \$50 (for undergraduate programs)."

The written notice of cancellation may be given by e-mail, fax, or postal service (in which case, the effective date begins when the letter is deposited in the mail properly addressed with postage prepaid). The "Official Notice of Withdrawal" form can be downloaded from the University website.

## 6 Student Tuition Recovery Fund

If the student is not a resident of California or is the recipient of third-party payment of tuition and course costs, such as workforce investment vouchers or rehabilitation funding, the student is not eligible for protection under and recovery from the Student Tuition Recovery Fund.

## 7 Obligations of Student and School

The student will meet all financial obligations as required in this agreement, subject to the student's right to cancel (paragraph 5) and withdraw from the course (paragraph 5). The student will demonstrate reasonable progress toward completion of the program. The school respects the student's rights and privacy and will furnish all of the services listed in the catalog and required of this agreement. The school maintains a website where research materials and library resources can be accessed. The school will maintain student records and, upon graduation and completion of an end-of-program survey, will supply an official transcript.

## 8 Student Integrity and Academic Honesty

Students are expected to conduct themselves with the highest ethical and academic standards and to commit no acts of cheating, plagiarism, or falsification of records. Cheating is an act of obtaining or attempting to obtain credit for work by the use of dishonest, deceptive or fraudulent means; plagiarism is the act of taking ideas, words, or specific substance of another and offering them as one's own; falsification of records is a misrepresentation of statements in submitted records.

## 9 Admissions Practices

The applicant has been informed that he/she has been accepted into the program and that official transcripts or required documentation must be received by the institution within one enrollment period not to exceed 12 semester credits, or the student's application will no longer be valid.

## 10 Policy on Student Satisfaction and Student Grievance Procedures

Anaheim University places great emphasis on putting the educational experience of its student body as the first priority of its administration, faculty, and staff. In line with this "Students First, Always" policy, the University seeks to continuously improve the educational experience of its students, including the quality of academics, learning resources, online learning system, and Student Services. Students have the opportunity to provide feedback at the end of each term through questionnaires. In addition, students always have the opportunity to provide feedback, seek assistance, and express grievances to Student Services by sending an e-mail. Grievances sent in writing will receive a response within 10 days of the University receiving the grievance. Once a grievance is received, it will be directed to the appropriate department and the individual responsible for overseeing that department. Grievances that cannot be resolved by the department will be referred to the Vice-President for Administrative Affairs and the Office of the President. A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the Bureau's Internet Website at [www.bppe.ca.gov](http://www.bppe.ca.gov).

Any questions or problems concerning this school which have not been satisfactorily answered or resolved by the school should be directed to the Bureau for Private Postsecondary Education at P.O. Box 980818, West Sacramento, CA 95798-0818. Phone: (916) 431-6959. Fax: (916) 263-1897, or the Distance Education Accrediting Commission (DEAC) at <https://www.deac.org/Student-Center/Complaint-Process.aspx>.

## 11 Student Complaint Process

Anaheim University is registered with the Maryland Higher Education Commission. The complaint process for students who are enrolled in Anaheim University and reside in Maryland is as follows: (1) Difficulties with program structures, schedules, or other issues should first be discussed with the student's professor. (2) If unresolved, students should then email the support team [support@anaheim.edu](mailto:support@anaheim.edu) with any questions or concerns. The support team will respond as quickly as possible with a resolution to the student's problem. Anaheim University is subject to investigation of complaints by the Office of the Attorney General or the Maryland Higher Education Commission. Any complaints should be directed to: Maryland Attorney General, Consumer Protection Division, 200 St. Paul St. Baltimore, MD 21202, 410-528-8662 or 888-743-0823 (toll free)

## 12 Itemization and total of fees & charges

*The following itemizes all of the fees and charges for which the student is responsible*

| Ed.D. in TESOL DEGREE PROGRAM                                |                     |
|--|---------------------|
| <b>Non-Refundable Fees</b>                                   |                     |
| Application Fee (Non-refundable after 7 days)                | \$ 75.00            |
| Registration Fee (Non-refundable after 7 days)               | \$ 100.00           |
| STRF Fee* (non-refundable; CA residents only)                | \$ 0.00             |
| <b>DUE UPON SUBMISSION OF THIS ENROLLMENT AGREEMENT</b>      |                     |
| <b>Course Fees</b>   |                     |
| Tuition per course (\$500 per credit x four credits)         | \$ 2,000.00         |
| Records Fee per term   | \$ 200.00           |
| <b>TOTAL PER COURSE FEE</b>                                  | <b>\$ 2,200.00</b>  |
| Online Intensive Seminar Fees<br>(2 required - \$1,500 each) | \$ 3,000.00         |
| <b>Additional Fees</b>                                       |                     |
| Transfer credit fee (per course) (optional)                  | \$ 75.00            |
| Original Transcript  | No cost             |
| Each Additional Transcript Fee                               | \$ 25.00            |
| <b>End of Program Fees</b>                                   |                     |
| Diploma  | No cost             |
| Replacement Diploma (optional)                               | \$ 200.00           |
| Replacement Cover (optional)                                 | \$ 75.00            |
| Course Completion Letter (optional)                          | \$ 35.00            |
| <b>TOTAL COST OF PROGRAM</b>                                 | <b>\$ 44,975.00</b> |

**Affordable Pay-As-You-Learn System:** Pay for only one course at a time or receive a 10% discount on tuition by paying 100% of your program fees at the time you enroll. Payment may be made by credit card (Visa, Mastercard, Discover or American Express), check or money order, or bank transfer. (Please note that the student is responsible for any transaction fees incurred from the financial institution).

**Monthly Payment Plans:** Students who choose to pay for their programs with an approved monthly payment plan arrangement must complete and sign Attachment D of the Enrollment Agreement. All monthly payment plans are offered in compliance with the regulations of the Truth-in-Lending Act of 1968.

**Note:** Program fees do not include textbooks. A student can plan on approximately \$200 in textbook purchases per course. A textbook list may be found in the online resources of the student website. Real-time classes do not require specific materials beyond what is already supplied for the course.

**\*Student Tuition Recovery Fund (STRF):** The Student Tuition Recovery Fund (STRF) is administered by the California BPPE and applies only to California residents. The STRF fee is currently zero dollars (\$0.00) per one thousand dollars (\$1,000) of institutional charges. 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.  
**YOU ARE RESPONSIBLE FOR THIS AMOUNT. IF YOU GET A STUDENT LOAN, YOU ARE RESPONSIBLE FOR REPAY- ING THE LOAN AMOUNT PLUS ANY INTEREST LESS THE AMOUNT OF ANY REFUND.**

**13 TOTAL CHARGES FOR THE CURRENT PERIOD OF ATTENDANCE**

ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM: \$44,975.00  
THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT: \$175.00

**14 Resources**

Anaheim University makes certain provisions in order to provide access to library resources and library services for all students enrolled directly through Anaheim University. However, students enrolled in Anaheim University's online graduate degree programs are required to have an additional reserve fund to be used for the purchase of journals and research - materials that will aid them in their studies by providing information specific to their unique areas of interest and research - and to provide access to software and other resources that may help them in the completion of their studies. The research reserve fund is \$2,000 for doctoral students to be used over the duration of their program. Note: Students are not required to spend the entire research fund - only that amount necessary in order to carry out their research.

"By signing below, I acknowledge that I have read this information and agree to comply with this requirement."

→ \_\_\_\_\_  
Signature of student      Date (Month / Day / Year)      Signature of Anaheim University Representative      Date (Month / Day / Year)

**15 Transfer Credit**

Have you been granted transfer credits (\$75/course)?

→ Please check:  YES or  NO

→ \_\_\_\_\_  
If so, for which course(s)

**NOTICE: YOU MAY ASSERT AGAINST THE HOLDER OF THE PROMISSORY NOTE YOU SIGNED IN 2 ORDER TO FINANCE THE COST OF THE EDUCATIONAL PROGRAM ALL OF THE CLAIMS AND DE- FENSES THAT YOU COULD ASSERT AGAINST THIS INSTITUTION, UP TO THE AMOUNT YOU HAVE ALREADY PAID UNDER THE PROMISSORY NOTE.**

**16 Certification by Student**

I understand that this is a legally binding contract. My signature below certifies that I have read, understood, and agreed to my rights and responsibilities, and that the institution's cancellation and refund policies have been clearly explained to me. I also understand that this enrollment agreement covers the duration of my entire program, and the University reserves the right to change admission standards, tuition and other fees, graduation requirements, and any and all academic and administrative policies or course schedules during my term of study.

→ \_\_\_\_\_  
Signature of student      Date (Month / Day / Year)      Signature of Anaheim University Representative      Date (Month / Day / Year)

**17 Payment Information: Registration Fee**

To complete the enrollment process, Anaheim University must receive a one-time registration fee of \$100 at the time the enrollment agreement is submitted. This fee is non-refundable after seven days. Please indicate the method of payment you would like to use:

→ Please check:

- Credit card (form available at [www.anaheim.edu/credit-card](http://www.anaheim.edu/credit-card))
  - Please check here if you would like to use the same credit card that was used for your application fee
- Check (please mail to Anaheim University, Office of Admissions Room 110, 1240 S. State College Blvd., Anaheim, CA 92806)
- Bank transfer (please contact [registrar@anaheim.edu](mailto:registrar@anaheim.edu) for further information)

**18 Publicity Release and Personal Data**

I authorize Anaheim University to use my name, statements, and likeness, without charge, for promotional purposes in Anaheim University publications, video webpages, or in other formats.

→ \_\_\_\_\_  
Signature of student      Date (Month / Day / Year)

\_\_\_\_\_  
First Name      Last Name

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City      State / Province / Prefecture      Zip / Postal Code      Country

Please select the DBA area of concentration you wish to study:

- Management
- International Business
- Sustainable Management
- Entrepreneurship

**OFFICE USE ONLY**

\_\_\_\_\_  
Copy given to Student      Date (Month / Day / Year)

**19 Anaheim University and Accessibility Accommodations**

Anaheim University will make reasonable provision for students with learning or other disabilities. Do you have a disability that you would like the University to accommodate?

→ Please check:  YES or  NO

→ \_\_\_\_\_  
If yes, please provide documentation and detail on how your disability can best be accommodated.

**Notice Concerning State Approval**

Anaheim University is approved to operate by the California Bureau for Private Post-Secondary Education. "Approval to operate" means that Anaheim University operates in compliance with state standards as set forth in the California Education Code and the California Code of Regulations.

**Notice Concerning Transferability of Units and Degrees Earned at our University**

Anaheim University is accredited by the Distance Education Accrediting Commission (DEAC). The DEAC is listed by the U.S. Department of Education as a recognized accrediting agency and recognized by the Council for Higher Education Accreditation (CHEA). In general, qualifications from accredited universities are widely recognized; however, prospective students are advised to check with their respective school districts, state, professional organizations and government agencies when licensing and/or credentials are the eventual objective of the prospective student. It is entirely up to the discretion of the college, university or institution for which a student is seeking admission, to decide on the acceptance of the said student into a given degree program and the transferability of units and degrees to other institutions is not guaranteed. It is recommended that if transfer of credit or degree is the eventual goal of the prospective student, that the student contact all institutions in which the student is potentially interested in seeking enrollment. The transferability of credits you earn at Anaheim University is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the Doctor of Business Administration degree you earn is also at the complete discretion of the institution to which you may seek to transfer. If the credits or the DBA degree that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Anaheim University to determine if your credits or degree will transfer.

"My signature below indicates that I have read and understand the information above."

→ \_\_\_\_\_  
Signature of student                      Date (Month / Day / Year)                      Signature of Anaheim University Representative                      Date (Month / Day / Year)

**Attachment A to Student Enrollment Agreement**                      *"Checklist of Pre-Enrollment Disclosures" (please initial below)*

→ \_\_\_\_\_  
Date of Application

The school represents and the school acknowledges that before the student signed the enrollment agreement, the school provided each of the following materials to the student and gave the student a sufficient opportunity to read and review each of the materials before obtaining the student's signature to the agreement. The initials of the school's representative and the student signify that the materials were provided to the student at the time and in the manner required.

I have received all of the materials in the following checklist of Pre-Enrollment Disclosures, which I acknowledge by initialing them:

**Enrollment agreement** - upon signing the enrollment agreement, the student received a copy of this agreement, including all applicable information, the title of the program, and an itemization and total of all charges:

\_\_\_\_\_  
AU                      →  
School                      Student (Please initial)

**Catalog [or brochure]** - before signing the enrollment agreement, the student received a copy of the school's catalog [or brochure], including a description of the program of instruction:

\_\_\_\_\_  
AU                      →  
School                      Student (Please initial)

**Explanation of withdrawal and refund rights (Attachment B of this enrollment agreement)** - before signing the enrollment agreement, the student received a written statement of the refund policy that applies if the student withdraws after the cancellation period, including examples of how the policy applies:

\_\_\_\_\_  
AU                      →  
School                      Student (Please initial)

**Performance Fact Sheet (Attachment C of this enrollment agreement)** - Prior to signing this enrollment agreement, you must be given a catalog or brochure and a School Performance Fact Sheet, which you are encouraged to review prior to signing this agreement. These documents contain important policies and performance data for this institution. This institution is required to have you sign and ate the information included in the School Performance Fact Sheet relating to completion rates, placement rates, license examination passage rates, and salaries or wages, and the most recent three-year cohort default rate, if applicable, prior to signing this agreement.

\_\_\_\_\_  
AU                      →  
School                      Student (Please initial)

**Explanation of Program Withdrawal and Refund Rights**

**STUDENT’S RIGHT TO CANCEL**

The student has the right to cancel an enrollment agreement in any manner through the first day of the course, or the seventh day after signing the enrollment agreement, whichever is later (the “Cancellation Period”), and obtain a full refund of all monies paid, less the STRF fee, which is currently zero dollars (\$0.00) per one thousand dollars (\$1,000) of institutional charges and applies only to California residents. Students canceling after the seven-day Cancellation Period will receive a refund of all amounts paid, less the non-refundable registration fee of \$100 and the non-refundable application fee of \$75 (for graduate programs) or \$50 (for undergraduate programs).

The written notice of cancellation may be given by e-mail, fax, or postal service (in which case, the effective date begins when the letter is deposited in the mail properly addressed with postage prepaid). The “Official Notice of Withdrawal” form can be downloaded from the University website.

For the purposes of determining the student’s obligation for the time attended, the student will be considered to have withdrawn from the program when any of the following occurs, unless the Dean or Program Director determines a different course of action:

- The student notifies the school of the withdrawal.
- The school terminates the student’s enrollment.
- The student fails to attend classes for a three-week period. In this case, the date of withdrawal will be the last date of attendance.
- The student fails to submit three consecutive lessons or fails to submit a completed lesson required for home study or correspondence within 60 days of its due date.
- The student has not responded to communication in any form from the University for four months.

Students who have been withdrawn from their program for any of the above reasons may be required to submit a new application (and all applicable fees) if they wish to continue. Tuition for all courses is refunded based on the number of weeks completed. Students who have completed 60 percent or less of the period attendance shall be given a pro rata refund as indicated in the table below:

| For Courses Lasting from<br>7 – 10 weeks | Percentage of Refundable Tuition | SAMPLE CALCULATION<br>based on \$2,200 tuition & records fee<br>7 - 10 week course |
|--|----------------------------------|--|
| Week 1 (days 0 - 7)                      | 100% of tuition refunded         | Refund: \$2,200 (100% of \$2,200)  |
| Week 2 (days 8 - 14)                     | 80% of tuition refunded          | Refund: \$1,760 (80% of \$2,200)   |
| Week 3 (days 15 - 21)                    | 60% of tuition refunded          | Refund: \$1,320 (60% of \$2,200)   |
| Week 4 (days 22 - 28)                    | 40% of tuition refunded          | Refund: \$880 (40% of \$2,200)   |
| Week 5 (days 29 - 35)                    | 20% of tuition refunded          | Refund: \$440 (20% of \$2,200)   |
| Week 6 (days 36 - 42)                    | 0% of tuition refunded           | Refund: \$0  |

For the Online Intensive Seminar portion of the Ed.D. program, students are entitled to a refund of the 24-hour Intensive Online Seminar as follows:

| Hours Completed for the 24-hour TESOL<br>Online Intensive Seminar | Percentage of Refunded Tuition | SAMPLE CALCULATION<br>Based on \$1,500 for 24 hours of instruction |
|---|--------------------------------|--|
| Up to 2.4 hours (10% of total hours)                              | 90% of residential fee         | Refund: \$1,350 (90% of \$1,500)                                   |
| 2.5 – 6 hours (25% of total hours)                                | 75% of residential fee         | Refund: \$1,125 (75% of \$1,500)                                   |
| 6 – 12 hours (50% of total hours)                                 | 50% of residential fee         | Refund: \$750 (50% of \$1,500)                                     |
| More than 12 hours  | 0% of residential fee          | Refund: \$0  |

If any portion of the student’s tuition was paid from the proceeds of a loan, the refund will be sent to the lender or to the agency that guaranteed the loan, if any. Any remaining amount of the refund will first be used to repay any student financial aid programs from which the student received benefits, in proportion to the amount of the benefits received. Any remaining amount will then be paid to the student. If there is a balance due, the student will be responsible in proportion to the amount of the benefits received. Any remaining amount will be paid to the student. If the student paid for his/her entire program at the time of enrollment and received the 10% tuition discount for payment in full, the regular course tuition will be used in the calculation of the refund since the discount will no longer apply. All monies due the student will be refunded within 30 days of the notice of cancellation.

If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.