



# Policies and Procedures Catalog

January 1 - December 31, 2025



# Table of Contents

AU Policies and Procedures	4
Concurrent Enrollment	4
Admission Requirements	4
Doctor of Business Administration in International Business, Sustainable Management, International MBA, Diploma or Certificate; Sustainable Management MBA, Diploma or Certificate; or Master of Entrepreneurship	5
Master of Fine Arts in Digital Filmmaking	6
TESOL Doctor of Education (Ed.D)	6
TESOL: Master of Arts (MA), Graduate Diploma, and Graduate TESOL Certificate	6
TESOL Undergraduate Diploma	7
TESOL Certificate and Teaching English to Young Learners (TEYL) Certificate	7
Non-Discrimination Admission Practices	8
Student Acceptance	8
Enrollment and Program Commencement	8
Satisfactory Academic Progress and Graduation Requirements	8
Continuous Enrollment	9
Grade Point Definition	9
Petition for Medical Leave of Absence	10
Graduation with Honors	10
Grading Structure	10
Late Assignments	10
Retake policy	10
Cheating, Plagiarism, and Falsification of Records	10
Academic Integrity, TurnItIn and APA Format	11
Transfer Credits	11
Acceptance of Credits Earned at Other Institutions	12
Experiential Credit	12
State Licensure	12
Academic Probation	12
Appeals	12
Residency Requirement and Distance Learning Timeline	12
Library	13
Inactive and Withdrawals	13
Learning or Other Disabilities	13
Student Classification	13
Notice Concerning Transferability of Units and Degrees Earned at our School	14
Treatment of Students, Staff and Faculty for Sexual Assault	14
Non-Fraternization	14
Attendance	15
Student Assessment	15
Proctored Examinations	15
Method of Course Delivery	15

AU Policies and Procedures	16
Facilities, Equipment, and Technological Requirements	16
Enrollment	16
Student Cancellation, Withdrawal, and Refund Rights	17
Policy on Student Satisfaction and Student Grievance Procedures	19
Student Complaint Process	19
Retention of Student Records	19
Official Transcripts for Admission to Anaheim University	19
Official Transcripts from Anaheim University	19
Facility	20
Policy on Academic Freedom	20
Visa Status	20
Housing	20
Catalog of Record	20
Directory Information	20
Student Privacy	21
Auditing a Course	21
Complaints Against Faculty Members / Conflicts of Interest	21
Compulsory School Age	21
Code of Conduct and Dismissal Policies	22
Financial Aid	22
Student Identity Verification	22
Disclosure	22
Credit Hour Policy	22
How to contact Anaheim University	23

# AU Policies and Procedures

In order to get the most from your educational experience at Anaheim University, please review Anaheim University's admissions policies and procedures below.

## Concurrent Enrollment

Anaheim University does permit students to be concurrently enrolled in another degree program at another institution while meeting the University's degree requirements.

## Admission Requirements

### **Doctor of Business Administration in International Business, Sustainable Management,**

An application for the Doctor of Business Administration Program in International Business; Doctor of Business Administration Program in Sustainable Management; Doctor of Business Administration Program in Entrepreneurship; or Doctor of Business Administration Program in Management must include the following:

- Application form
- Application fee (\$75)
- One recent color photograph (digital is okay)
- A scan of a current, government-issued photo ID
- Official transcripts\*, licenses or certificates in a sealed envelope from the awarding institution. The DBA program requires a Masters degree in business administration, in a functional area of business, non-profit management, public administration, a JD degree, or other degree relating to managerial functions from an accredited institution recognized by the US Department of Education and/or CHEA, or by the government of the country in which the degree was awarded, and with an overall GPA of no less than 3.0 on a 4.0 scale, or equivalent from non- USA Institutions.
- At least one course in each of the following: accounting, finance and economics. This requirement must be met before admission to the DBA program.
- A resume documenting a minimum of 5 years of work or teaching experience in a relevant area of business
- Non-native English speakers must demonstrate college-level proficiency (see below).

### **International MBA, Diploma or Certificate; Sustainable Management MBA, Diploma or Certificate; or Master of Entrepreneurship**

An application for an International MBA, Diploma or Certificate; Sustainable Management MBA, Diploma or Certificate; or Master of Entrepreneurship must include the following:

- Application form
- Application fee (\$75)
- One recent color photograph (digital is okay)
- A scan of a current, government-issued photo ID
- Current resume
- Official undergraduate transcripts\* from an accredited institution recognized by the US Department of Education and/or CHEA, or by the government of the country in which the degree was awarded, in a sealed envelope from the awarding institution.
- Non-native English speakers must demonstrate college-level proficiency (see below).

\*IELTS is jointly owned by the British Council, IDP: IELTS Australia, and the University of Cambridge ESOL Examinations. Visit [www.ielts.org](http://www.ielts.org) for more information.

## Master of Fine Arts in Digital Filmmaking

An application to the MFA in Digital Filmmaking program must include the following:

- Application form
- Application fee (\$75)
- One recent color photograph (digital is okay)
- A scan of a current, government-issued photo ID
- Official undergraduate transcripts from an accredited institution recognized by the US Department of Education and/or CHEA, or by the government of the country in which the degree was awarded, in a sealed envelope from the awarding institution.
- A resume.
- A brief statement (300-400 words) indicating why you have selected the Anaheim University program, what you hope to get out of it, and how this degree will help to support your future career goals.
- Non-native English speakers must demonstrate college-level proficiency (see below).

## TESOL Doctor of Education (Ed.D)

An application for the TESOL Doctor of Education (Ed.D) Program must include the following:

- Application form
- Application fee (\$75)
- One recent color photograph (digital is okay)
- A scan of a current, government-issued photo ID
- Official transcripts\*, licenses or certificates in a sealed envelope from the awarding institution. The Ed.D in TESOL Program requires a Masters degree in TESOL or Applied Linguistics or in a relevant area of Education required from an accredited institution recognized by the US Department of Education and/or gCHEA, or by the government of the country in which the degree was awarded, and with an overall GPA of no less than 3.0 on a 4.0 scale, or equivalent from non-USA Institutions.
- A resume documenting a minimum of 4 years experience in some aspect of TESOL (teaching, teacher education or publishing).
- An outline (1,000 words) of the research that the applicant envisions undertaking for the dissertation.
- Three references attesting to personal and professional qualifications. One reference must be from each of the following:
  - A recent employer.
  - A TESOL professional who can attest to the applicant's potential as a doctoral student.
  - A member of the academic faculty where the applicant completed his/her MA.
  - Non-native English speakers must demonstrate college-level proficiency (see below).

## TESOL: Master of Arts (MA), Graduate Diploma, and Graduate TESOL Certificate

An application for a TESOL Master of Arts (MA), TESOL Graduate Diploma, and Graduate TESOL Certificate must include the following:

- Application form
- Application fee (\$75)
- One recent color photograph (digital is okay)
- A scan of a current, government-issued photo ID
- Official undergraduate transcripts\* from an accredited institution recognized by the US Department of Education and/or CHEA, or by the government of the country in which the degree was awarded, in a sealed envelope from the awarding institution.
- A resume.
- A brief statement (300-400 words) indicating why you have selected the Anaheim University program, what you hope to get out of it, and how it will help you in your present and future career.
- Non-native English speakers must demonstrate college-level proficiency (see below).

## TESOL Undergraduate Diploma

An application for a TESOL Undergraduate Diploma must include the following:

- Application form
- Application fee (\$75)
- One recent color photograph (digital is okay)
- A scan of a current, government-issued photo ID
- Official high school transcripts or equivalent (GED, certificate of high school equivalency, documentation of completion of state-approved home school program, DD214 military form indicating high school completion) from an accredited institution in a sealed envelope from the awarding institution.
- Non-native English speakers must demonstrate college-level proficiency (see below).

## TESOL Certificate and Teaching English to Young Learners (TEYL) Certificate

An application for a TESOL Certificate or a Teaching English to Young Learners (TEYL) Certificate must include the following:

- Application form
- Application fee (\$50)
- One recent color photograph (digital is okay)
- A scan of a current, government-issued photo ID
- Non-native English speakers must demonstrate college-level proficiency (see below).

\* Note: If the university does not routinely issue transcripts in English, original language records must be submitted with official English translations. We will accept translations issued by the university or by the following professional translation services: Accredited Language Services; Berlitz; Liaison Linguistics; Josef Silny & Associates; American Evaluation & Translation Services (AETS); and Education Evaluators International. Translations must be exact and complete versions of the original records.

Non-native English speakers must demonstrate college-level proficiency in one of the following ways:

- Degree from an accredited institution where English is the primary language of instruction.
- Transcript from an accredited institution indicating completion of at least 30 semester hours of credit where the language of instruction was English (“B” average for Ed.D, Masters, Graduate Programs & Graduate Certificates; “C” average for TESOL Certificate, Teaching English to Young Learners Program or TESOL Undergrad).
- Transcript from an accredited institution indicating a “B” or higher in an English composition class (Ed.D, Masters, Graduate Programs & Graduate Certificates); “C” or higher for TESOL Certificate, Teaching English to Young Learners Program or TESOL Undergrad.
- A minimum TOEFL score of 550 PBT / 213 CBT/ 80 iBT (Ed.D); 530 PTB / 197 CBT / 71 iBT (Masters, Graduate Programs & Graduate Certificates); 500 PBT / 173 CBT / 61 iBT (TESOL Certificate, Teaching English to Young Learners Program or TESOL Undergrad).
- A minimum TOEIC score of 800 (Ed.D, Masters, Graduate Programs & Graduate Certificates); 625 (TESOL Certificate, Teaching English to Young Learners Program or TESOL Undergrad).
- A minimum IELTS score of 6.5 (Ed.D, Masters, Graduate Programs & Graduate Certificates); 6.0 (TESOL Certificate, Teaching English to Young Learners Program or TESOL Undergrad).
- A minimum PTE (Pearson Test of English Academic Score Report) of 58 (Ed.D); 50 (Masters, Graduate Programs & Graduate Certificates); 44 (TESOL Certificate, Teaching English to Young Learners Program or TESOL Undergrad).
- A minimum BULATS Level 3 (60), accepted only for Cultura Inglesia in Brazil.
- A minimum grade of Level 3 on the ACT COMPASS’s English as a Second Language Placement Test.
- A minimum grade of Pre-1 on the Eiken English Proficiency Exam.

A minimum B1 English proficiency level identified within the Common European Framework of Reference (CEFR) Standards and assessed through various ESOL examinations, including the University of Cambridge.

The language of instruction at Anaheim University is exclusively English.

Once your application materials have been approved, you will need to submit an Enrollment Agreement and tuition payment to complete the enrollment process. As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

## Non-Discrimination Admission Practices

Anaheim University observes fully the rights of all applicants and commits no action that would be detrimental to any applicant's opportunity to enroll because of age, religion, disability, ethnic background, national origin, gender, race, sex, sexual orientation, veteran status, color, creed, or any other characteristic protected by applicable law.

## Student Acceptance

Students will be notified of their acceptance, provisional acceptance, or denial via email from Student Services after all application evaluations have been completed.

## Enrollment and Program Commencement

Applicants who wish to become an enrolled student must commence their academic program within 2 terms from the time of enrollment in order to keep their status as an enrolled student. Students who do not begin their program within 2 terms, may lose their status as an enrolled student. Students who do not keep their status as an enrolled student but wish to begin their studies at a later date, are subject to going through the application process from the beginning, and will be subject to the policies, procedures and tuition fees in effect at that time.

## Satisfactory Academic Progress and Graduation Requirements

Anaheim University has prescribed Satisfactory Academic Progress and Graduation Requirements for each of its degree programs. Please check each individual catalog for clarity on the requirements.

Graduate students must maintain a 3.0 grade point average (GPA) throughout their studies at Anaheim University in order to graduate from the program. Any student whose GPA falls below a 3.0 will be put on Academic Probation and given two terms to bring his/her GPA back to a 3.0 level. A student is subject to academic disqualification if his/her cumulative GPA remains below a

3.0 for two consecutive semesters. A student may appeal this situation to the appropriate Dean or Program Director for reinstatement. Should the Dean or Program Director place a student on academic probation, the student must abide by all deadlines set forth at that time.

Graduate students who earn a grade lower than an 80% (a "C," "D," or "F") on any given course must repeat the course. Graduates must complete an end-of-program survey and fulfill all financial obligations to the school before their diploma and transcripts can be released to them. Students in the undergraduate certificate programs must receive a minimum of 70% in order to earn a certificate. Students who earn less than 70% must retake the certificate course.

Students must complete their programs within the maximum allotted time. Ed.D. and DBA students have a maximum allotted time of 5 years to complete their programs; MFA students have a maximum allotted time of 4 years to complete their programs; MA, MBA and ME students have a maximum allotted time of 3 years; Graduate Diploma and Graduate Certificate in TESOL students have a maximum allotted time of 2.5 years; Graduate Diploma in International Business and Sustainable Management students have a maximum allotted time of 2 years; Graduate Certificate in International Business and Sustainable Management students have a maximum allotted time of 1 year. Students who have not completed their programs within the maximum allotted time are subject to academic dismissal. Students who need additional time must receive permission from the Program Director, the Office of the Registrar, and the Office of Financial Affairs.

## Continuous Enrollment

POLICIES

All degree, diploma, and certificate students are required to keep active status from the date of commencement of their first course through the final course in their program by being enrolled and meeting all academic requirements, and financial obligations. Students are required to enroll in a course every time a course that is needed for their program completion is offered. Students completing theses, research portfolios, final capstone projects, or dissertations must remain enrolled each term until their program requirements have been completed in their entirety and they have received final written approval on the completion of their thesis, research portfolio, final capstone project, or dissertation. Any student who discontinues their studies with the University when a course that is needed for their program completion is offered will be dismissed from their program. Students who are dismissed from their program may have the opportunity to re-enroll (See Re-enrollment policy below). The University provides two exceptions to the requirement for continuous enrollment. Specifically, this policy does not apply to (1) students who are on active military duty, or (2) students who are on an approved Medical Leave of Absence.

Students on active military duty who have to temporarily suspend their studies due to service requirements will not incur any financial penalties during their leave or upon their return. Students who are deployed during their program will need to provide Student Services with a confirmation of their deployment and their planned return date. If students need to take a short-term leave due to service requirements during a course, they should contact their course professor and Student Services for appropriate accommodations.

### RE-ENROLLMENT

Former students who withdrew, or who were dismissed from a program due to failure to maintain Continuous Enrollment, and wish to resume their studies must re-apply for admission to the program. Prior enrollment does not guarantee acceptance to any program and re-enrollment will require approval from the Provost, the Registrar's Office, and the Business Affairs Division. Students re-enrolling must go through the entire application and enrollment process again and may be subject to new entrance, financial, and academic requirements as well as a review of their progress to date. Enrollment limitations as well as new policies and procedures could result in the student not being accepted, or affect the length and cost of the program.

## Grade Point Definition

Anaheim University Undergraduate Grading Scale				Anaheim University Graduate Grading Scale*			
A	100.00 - 93.00	4.00	Pass	A	100.00 - 93.00	4.00	Meets or exceeds all standards
A -	92.99 - 90.00	3.67	Pass	A -	92.99 - 90.00	3.67	
B +	89.99 - 87.00	3.33	Pass	B +	89.99 - 87.00	3.33	
B	86.99 - 83.00	3.00	Pass	B	86.99 - 83.00	3.00	
B -	82.99 - 80.00	2.67	Pass	B -	82.99 - 80.00	2.67	
C +	79.99 - 77.00	2.33	Pass	C+	79.99 - 77.00	2.33	Does not meet minimum standards
C	76.99 - 73.00	2.00	Pass	C	76.99 - 73.00	2.00	
C -	72.99 - 70.00	1.67	Pass	C-	72.99 - 70.00	1.67	
D +	69.99 - 67.00	1.33	Fail	D +	69.99 - 67.00	1.33	
D	66.99 - 63.00	1.00	Fail	D	66.99 - 63.00	1.00	
D -	62.99 - 60.00	0.67	Fail	D -	62.99 - 60.00	0.67	
F	59.99 - 0	0.00	Fail	F	59.99 - 0	0.00	

All undergraduate students must receive a minimum score of 70% to pass their course. Students who have earned a score below 70% will need to retake the course. All graduate students are required to maintain a 3.00 minimum grade point average. At the graduate level, students are expected to earn a minimum of 80% in order to demonstrate mastery of the course objectives. Students who have earned a score below 80% will need to retake the course.



## Petition for Medical Leave of Absence

The Petition for Medical Leave form must be submitted within 30 days from the start of the course for which the medical leave is being applied. The maximum period of a leave of absence is one (1) term per leave. Students may apply for a maximum of four (4) leaves of absence for medical reasons throughout their degree program, and students in non-degree programs may apply for a maximum of one (1) leave of absence for medical reasons. Each leave of absence equals one (1) term and requires a separate petition which must be approved by the University's administration. Only students in good academic and financial standing will be considered for approval of leave. Medical issues requiring more than four (4) leaves of absence must be approved in writing by the university's administration. Students taking a medical leave of absence during the dissertation, thesis, research portfolio, or capstone project phase, will not have access to advisor/professor resources until they resume their studies. Program structure and requirements for completion are subject to change during the period of medical leave. The Petition for Medical Leave of Absence Form can be downloaded from the University website and requires a licensed physician's signature.

## Graduation with Honors

Students graduating with a GPA of 3.50 and above will graduate with honors as follows:

3.95 to 4.00	Summa Cum Laude
3.80 to 3.94	Magna Cum Laude
3.50 to 3.79	Cum Laude

## Grading Structure

The grading structure for each TESOL, International Business, Sustainable Management, Entrepreneurship and film course varies by course and is listed within the online course guide for each course.

## Late Assignments

Late assignments will be downgraded a minimum of 10 percent. Individual instructors are authorized to downgrade assignments up to 100 percent after the second week. In exceptional circumstances, students may apply for an extension to the Dean or Program Director.

## Retake policy

A student will be allowed to retake a course once in order to improve the grade. All retakes require the permission of the appropriate Dean or Program Director. The higher grade will be used to calculate the GPA, and the credits for the course will be counted only once toward graduation requirements. All courses are subject to their current fees at the time of the retake. Students may retake up to 3 courses (12 units) in the Doctor of Education (Ed.D) or Master of Arts (MA) in TESOL programs; 2 courses (8 units) in the Graduate Diploma in TESOL program; and 1 course in the Graduate TESOL Certificate or Undergraduate TESOL program. Students may retake up to 3 courses (9 units) in the DBA in International Business, DBA in Sustainable Management, DBA in Entrepreneurship, DBA in Management, MBA in International Business, MBA in Sustainable Management, or Master of Entrepreneurship programs; 2 courses (6 units) in the Graduate Diploma in International Business or Sustainable Management programs; and 1 course (3 units) in the Certificate in International Business or Sustainable Management programs. Students may retake up to 3 courses (12 units) in the Master of Fine Arts (MFA) in Digital Filmmaking program.

## Cheating, Plagiarism, and 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, and falsification of records is a misrepresentation of statements in submitted records. Students accused of cheating or plagiarism are entitled to and may petition the Dean or Program Director of the disciplinary unit for due process and review by an appropriate forum. Discovery of falsifying records is grounds for immediate dismissal and forfeiture of all financial payments and academic credits. It is the responsibility of each professor to determine whether students are doing their own work.

### Academic Integrity, TurnItIn and APA Format

Academic integrity extends beyond the avoidance of cheating, requiring not only the acknowledgment of other people's ideas, but also the synthesis of these ideas into the student's own original thought and generally striving to be an ethical member of the wider academic community. To clarify any questions about Anaheim's integrity policy or APA format requirements, students are asked to watch three basic tutorials on both of these topics, followed by a short quiz. If students do not receive an 80% or better on the quiz, they will need to review the tutorials and then retake the quiz. Students must pass this quiz before beginning their first course. Anaheim University follows strict guidelines on the penalties for academic misconduct, and these penalties may even apply if the student didn't know that his/her actions were wrong, so the tutorials are very important.

Anaheim University also employs TurnItIn (a plagiarism detection service) to check submitted work. After students submit a paper, Turnitin will highlight that paper's similarities to that of other internet, academic, and student paper content (the percentage does not include correctly-cited references). It may take up to 5 minutes for Turnitin to generate a report, and the professor will be able to see this report as well.

A first-time, naive offender who needs more academic training in this area will be required to take a free, 20-hour course on APA format, plagiarism, and research paper writing. Upon completion of this course with an 80% or better, the student will be permitted to rewrite the research paper in question as part of a vital learning experience.

The penalty for deliberate plagiarism is more serious. Deliberate acts of academic dishonesty are recorded on the Master Student List and noted in the student's physical file, and these records are kept in perpetuity. Anaheim does recognize that this information is confidential, and access to this information is limited to staff authorized to view it. Penalties for a second offense will be more severe, even if the second offense might otherwise be judged as minor. The following policy is in place regarding the awarding of credits for students who are found to be in violation of the academic honesty policy:

Students who are found to have committed deliberate plagiarism will receive scores of "0" on all individual assignments in violation of academic honesty. Students will be assigned a grade of "F" and receive no credit for courses in which they have committed deliberate plagiarism. Students who have been dismissed from the University as a result of academic dishonesty will receive no credit for the courses in which they committed the violation.

Credits previously earned by students prior to violations are reviewed and awarded to the students if no act of dishonesty occurred.

### Transfer Credits

Anaheim University will accept up to two (or three, for a DBA) graduate semester classes or the equivalent in units (6 units for an MBA or ME, 8 units for MA TESOL, MFA or Ed.D, 9 units for a DBA) awarded by another institution toward a Masters or Doctoral degree at Anaheim University. The entering student will be required to clearly demonstrate the equivalency of a transfer course through relevant documents (syllabus, catalog, course outline) and justify its acceptance through petition. No course will be considered for transfer with a grade lower than a "B" or its equivalent. Petitions are directed to the specific Dean or Director for the affected program. There is a fee of \$75 per graduate course, and the overall program cost will be adjusted to reflect credit for the approved class(es). All petitions for transfer credit must be submitted as part of the student's initial application to the University. Credits awarded as part of another degree will not be accepted for transfer. Anaheim University has not entered into an articulation or transfer agreement with any other college or university.

## Appeal of a Denial of a Request for Transfer of Credits

If a request for transfer of credits is denied by the dean or director of the affected program, the applicant may appeal the decision to the Vice President of Academic Affairs (VPAA). The appeal must be submitted within two weeks of receipt of the denial of the applicant's request for transfer credits and must include relevant documents not included in the original submission that further demonstrate the equivalency of the proposed transfer course. The appeal must also include a copy of all documents included in the dean's or director's denial of the original request for transfer of credits.

Within one week of the receipt of an appeal, the VPAA will share the appeal with the dean or director for the affected program and will share the original application for transfer credit, the dean's denial of transfer credit, and the applicant's appeal with at least one faculty member who teaches the course for which transfer credit is being sought. At the same time, the VPAA will also schedule a meeting to discuss the appeal with the dean or director and the faculty member(s). The meeting shall be convened within two weeks of the distribution of materials to the dean or director and the faculty member(s).

Within one week of the meeting with the dean or director and the faculty member(s) the VPAA shall render a decision and send it to the applicant, with a copy to the dean or director and the teacher(s). The decision by the Vice President of Academic Affairs is final.

## Acceptance of Credits Earned at Other Institutions

Anaheim University will accept up to two (or three, for a DBA) graduate semester classes or the equivalent in units (6 units for an MBA or ME, 8 units for MA TESOL, MFA or Ed.D, 9 units for a DBA) awarded by another institution toward a Masters or Doctoral degree at Anaheim University. The entering student will be required to clearly demonstrate the equivalency of a transfer course through relevant documents (syllabus, catalog, course outline) and justify its acceptance through petition. No course will be considered for transfer with a grade lower than a "B" or its equivalent. Petitions are directed to the specific Dean or Director for the affected program.

There is a fee of \$75 per graduate course, and the overall program cost will be adjusted to reflect credit for the approved class(es). All petitions for transfer credit must be submitted as part of the student's initial application to the University. Credits awarded as part of another degree will not be accepted for transfer. Anaheim University has not entered into an articulation or transfer agreement with any other college or university.

## Experiential Credit

Anaheim University will not extend credit for prior experiential learning to any student.

## State Licensure

The programs at Anaheim University are not designed to lead to positions requiring licensure in this state.

## Academic Probation

In all classes taken at Anaheim University and in all transferable courses from other colleges and universities, the University expects students to maintain at least a 3.0 GPA. A student is subject to academic disqualification if his/her overall cumulative GPA or their Anaheim University cumulative GPA remains below 3.0 for two consecutive semesters. A student may appeal this situation to the appropriate Dean or Program Director for reinstatement. Current University policy states that if a student is placed on academic probation, s/he may remain on probation for only two (consecutive) terms. Should the Dean or Program Director place a student on academic probation, the student must abide by all deadlines set forth at that time.

## Appeals

Students who wish to make an appeal may do so in writing to the appropriate Dean or Program Director. Students should also include Student Services at support@anaheim.edu. Appeals should be made within 7 days of receipt of notice of probation or dismissal. The appeal procedure is designed to deal with exceptional cases of a complex nature. It is not available to circumvent standard requirements (e.g., grades, grade point average, or examination standards). The Dean or Program Director is responsible for determining the timeline and procedures for the appeal and notifying the student in writing. During the appeals process, the Dean or Program Director also determines whether the student will be allowed to register for or attend classes or continue any activities reserved for students in good standing. The Dean or Program Director will make a final decision regarding the appeal and notify the student and Student Services in writing of the decision.

In the case that a student has been put on academic probation by the Dean/Program Director, the appeal will be transferred to the President of the University for review. In the case the President of the University feels the probation is unwarranted, the President has the right to override the Dean/Program Director's final decision. In the event that the Dean/Program Director or the President were in any way directly involved in the incident that led to the academic probation (e.g. teaching a course and issuing a failing grade to an individual that was then placed on academic probation), the case will be handed to the Board for review.

## Residency Requirement and Distance Learning Timeline

Residential attendance is not required for students enrolled in the DBA in International Business, DBA in Sustainable Management, DBA in Entrepreneurship, DBA in Management, MBA in International Business, MBA in Sustainable Management, Master of Entrepreneurship, Diploma in International Business or Sustainable Management, or Certificate in International Business or Sustainable Management. The University offers these business courses in modules of six weeks. Course assignments are made available to enrolling students through the Internet.

# AU Policies and Procedures

The University offers its TESOL degree program courses (Doctor of Education (Ed.D.), Master of Arts (MA), Graduate Diploma in TESOL and Graduate TESOL Certificate) and MFA degree program courses in modules of nine weeks. Course assignments are made available to enrolling students through the Internet. Attendance at two three-day intensive online seminars is required for students enrolled in the Doctor of Education (Ed.D) in TESOL or the Master of Arts (MA) in TESOL degree programs. Attendance at one residential session, which will be held either in California or in another selected location, is required for students enrolled in the MFA program. Please see the residential session schedule on the University website for more information.

The TESOL Undergraduate program courses, and the TESOL Certificate and Teaching English to Young Learners Certificate programs are offered in modules of 15 weeks. Course assignments are made available to enrolling students through the Internet.

The computer plays a major part in Anaheim University's role as an online university by allowing an exchange of ideas among faculty and other students. One feature of the Internet-based curriculum is rapid feedback for academic activities.

## Library

Anaheim University requires all of its students to make extensive use of library facilities and resources in the course of their program. The University's online resources provide a major boost in assisting and supporting a student's academic work. The login ID and password provided by the University to the student upon enrollment will provide the student access to the online 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 \$1,500 for master degree students and \$2,500 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. This research reserve is not paid to Anaheim University.

## Inactive and Withdrawals

It is the responsibility of the student to inform Anaheim University of withdrawing or becoming inactive in a program. Failure to properly inform the University can require a new application and additional fees. The Official Notice of Withdrawal Form can be downloaded from the University website.

## Learning or Other Disabilities

Anaheim University will make reasonable provision for students with learning or other disabilities that may otherwise prevent them from succeeding academically. The student will be required to submit appropriate documentation of the disability from a professional qualified to assess the nature and extent of the disability. The student submission will be reviewed by the appropriate Dean, and the decision documented in the student's file. All such documentation will be kept confidential. Appeals regarding disability related issues will be directed to the President.

## Student Classification

Matriculated students are those who have been officially enrolled in the degree program, have passed two courses with a grade of B or higher, and are therefore considered degree candidates by the University.

## Notice Concerning Transferability of Units and Degrees Earned at our School

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).

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 degree, diploma, or certificate earned at Anaheim University is also at the complete discretion of the institution to which you may seek to transfer. If the credits or degree, diploma, or certificate 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.

## Treatment of Students, Staff and Faculty for Sexual Assault

Anaheim University is committed to creating and maintaining an academic environment dedicated to learning in which individuals are free of sexual harassment from colleagues, faculty, staff or students. The University condemns any conduct under the definition of sexual harassment or sexual assault and is prepared to respond immediately to any violation by taking action and/or correct any improper behavior. Sexual harassment can vary with particular circumstances. These can be described as unwelcome or offensive sexual advances, requests for sexual favors, unwanted or uninvited verbal suggestions or comments of a sexual nature, or objectionable physical contact carried out in the workplace or in the educational environment. Such behavior may offend the recipient, cause discomfort and humiliation, or interfere with work or learning. Coercive behavior, including suggestions that academic or employment rewards or reprisals will follow the granting or refusing of sexual favors, constitutes intolerable conduct. A single incident of this kind is sufficient grounds for investigation and may result in discipline and/or expulsion. Sexual assault has been defined to include rape, acquaintance rape, and other forms of forcible and non-forcible sex offenses. All such kinds of assault are absolutely intolerable. An allegation of such action is sufficient grounds for an investigation and may result in discipline and/or expulsion. All persons subjected to offensive sexual behavior shall pursue the matter through the established grievance procedure.

## Non-Fraternization

When faculty and staff members interact with students, they are in a position of trust and power. These relationships cannot breach our ethical standards or jeopardize the effective functioning of the University by giving the appearance of either favoritism or unfairness in the exercise of professional judgment, access, or time. In developing relationships with students, faculty and staff members are expected to be aware of their professional responsibilities and to avoid perceived or actual conflict of interest, favoritism or bias. Accordingly, intimate relationships, even if consensual, are prohibited between a faculty or staff member and a student, if the faculty or staff member is in a position to exercise power or authority over the student in the way of teaching, grading, advising or otherwise supervising. Efforts by faculty and staff members to initiate such relationships also are expressly prohibited.

In the event such a relationship pre-exists the employee or student's tenure at Anaheim University, the involved employee shall report such relationship immediately to his or her supervisor, who shall take appropriate steps consistent with this policy, including the removal of any teaching, grading, advising, or similar relationships between the employee and the student. Allegations of harassing behavior must be reported to the Administrative Director. It is unlawful to take adverse actions against any member of the Anaheim community for filing a complaint of harassment or discrimination, or for cooperating in the investigation of such a complaint.

## Attendance

Anaheim University students participate in a weekly discussion forum in which they must contribute regular substantive posts to the discussion questions. In addition, all degree students must participate in the scheduled Real-Time Online Classes for each course. Business courses include two online classes within the six-week term; students are expected to attend both sessions and must make arrangements with the professor for make-up work if they are unable to attend a session. TESOL and MFA degree courses include eight online classes within the nine-week term; students are expected to attend at least six of the sessions. Students are expected to utilize their webcams during their live classes regularly throughout their program. In addition to providing a more interactive learning environment, use of webcams will also allow Anaheim University to complete student identity verification in line with accreditation requirements. Periodically during the program, Anaheim University will request a student to turn on his/her webcam for this purpose. In addition to the assigned course assessments, students are graded on participation in the discussion forum and online classes. A student is considered to have dropped a course if s/he fails to attend classes for a three-week period or fails to submit three consecutive lessons.

## Student Assessment

Students are graded on their submitted assignments and must demonstrate an understanding of the assigned readings as well as active participation in the Online Discussion Forum and weekly online class discussions. Students must also successfully complete a series of proctored examinations.

## Proctored Examinations

All Anaheim University students must successfully complete a series of proctored examinations. The proctored examination may be offered in person, online or by webcam and may be in the form of an essay, multiple choice quiz, short answer, or true/false. Examinations will be timed. Proctored examinations may be administered as part of a scheduled study session or may be taken at a time mutually convenient to the proctor and the student within the parameters of relevant course dates. The proctored examination process is carefully monitored and all policies and procedures must be strictly followed. Students are responsible for selecting a proctor that meets criteria specified by the University. All proctors must be approved prior to the examination date. Anaheim University reserves the right to serve as a student's proctor when deemed necessary by the appropriate personnel.

## Method of Course Delivery

Anaheim University courses are primarily delivered online. The language of instruction at Anaheim University is exclusively English. Anaheim University students enrolled in an International Business, Sustainable Management or Entrepreneurship program are required to attend two 90-minute real-time online class during the course; the first 60 minutes of each class are taught by the course professor, while the discussion for the remaining 30 minutes is led by that week's nominated student host. In the event that the University hosts a Guest Speaker, the first 60 minutes of the class will be led by the Speaker and the remaining 30 minutes will be led by the course professor; there is no additional student-led discussion. Residential attendance is not required for students enrolled in an International Business, Sustainable Management or Entrepreneurship program. In addition, all International Business, Sustainable Management or Entrepreneurship students are required to participate in weekly online discussions during their free time via the University Online Discussion Forum, which links professors and enrolled students. The University makes use of the Internet, e-mail, mail, and telephone to provide services to its students. The University courses are based upon a prescribed curriculum, and a student's time to complete any course of study will be based upon the time commitment set aside for this activity. All courses are designed to meet the equivalency of work that would take place within a traditional setting. All International Business, Sustainable Management or Entrepreneurship programs can be entered into every six weeks.

Graduate-level TESOL students and MFA students are required to attend one 90-minute real-time online class per week for each course, whereby the first 60 minutes of each class are taught by the course professor while the discussion for the remaining 30 minutes is led by that week's nominated student host. In the event that the University hosts a Guest Speaker, the first 60 minutes of the class will be led by the Speaker and the remaining 30 minutes will be led by the course professor; there is no additional student-led discussion. In addition, students are required to participate in weekly online discussions during their free time via the University Online Discussion Forum, which links professors and enrolled students. This format is supplemented by two 3-day Online Intensive Seminars which are mandatory for Doctor of Education (Ed.D.) in TESOL, and Master of Arts (MA) in TESOL students, and one 7-day residential session for the Master of Fine Arts (MFA) in Digital Filmmaking students, which are held in California or in another selected location. MFA students are required to attend one 7-day Residential session during their program.

# AU Policies and Procedures

The University makes use of the Internet, e-mail, mail, and telephone to provide services to its students. Anaheim University courses are based upon a prescribed curriculum, and a student's time to complete any course of study will be based upon the time commitment set aside for this activity. All courses are designed to meet the equivalency of work that would take place within a traditional setting. The TESOL and Filmmaking degree programs can be entered into every ten weeks. This enrollment policy permits students to set their own pace and schedule to meet their academic goals.

## Facilities, Equipment, and Technological Requirements

Anaheim University is an online institution, and all instructional equipment and materials must be provided by the student. Equipment includes: access to a computer and internet.

The course management system used by Anaheim University is Moodle. Moodle 4.05 is compatible with any standards-compliant web browser, including Google Chrome, Mozilla Firefox, Safari, and Microsoft Edge. Moodle is also available on mobile device browsers through MobileSafari and Google Chrome.

Please note that older "legacy" browsers have compatibility issues with Moodle 4.05. These older browsers include Internet Explorer 10 and below, and Safari 7 and below. For the best experience and optimum security, we recommend that you keep your browser up-to-date. <https://whatbrowser.org>

Graduate-level students attend their live classes using the software Zoom. To attend the Zoom live sessions, students will need access to the following:

- Computer or mobile device. To find out the system requirement to operate Zoom, please follow the link below:
  - <https://support.zoom.us/hc/en-us/articles/201362023-Zoom-system-requirements- Windows-macOS-Linux>
- An internet connection – broadband wired or wireless (3G or 4G/LTE)
- Speakers and a microphone – built-in, USB plug-in, or wireless Bluetooth
- A webcam or HD webcam - built-in, USB plug-in, or:
  - An HD cam or HD camcorder with a video-capture card
  - Virtual camera software for use with broadcasting software like OBS or IP cameras.

## Enrollment

Normal course registration will be offered up to 21 days before the start of any course. It is recommended that all students register before the 21-day deadline. There will be expedited registration available after the deadline for \$150 per course; there will be no additional cost to students who register 21 days or more in advance. Please note that checks need to be received in the admissions office before the expedited enrollment date or the expedited fee will be assessed. There will be a \$35 fee for all returned checks. Students cannot enroll in a course after the course start date. Exceptions require the approval of the Dean and the acknowledgment of the course professor. No student will be admitted after the first real-time online class meeting or the first on-campus study group session.



# AU Policies and Procedures

## Student Cancellation, Withdrawal, and Refund Rights

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) 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). Students

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 up to 6 Weeks	Percentage of Refundable Tuition	SAMPLE CALCULATION based on \$1,700 tuition for a 6-week course
Week 1 (days 0 - 7)	80% of tuition refunded	Refund: \$1,360 (80% of \$1,700)
Week 2 (days 8 - 14)	60% of tuition refunded	Refund: \$1,020 (60% of \$1,700)
Week 3 (days 15 - 21)	40% of tuition refunded	Refund: \$ 680 (40% of \$1,700)
Week 4 (days 22 - 28)	20% of tuition refunded	Refund: \$ 340 (20% of \$1,700)
Weeks 5 (days 29 - 35)	0% of tuition refunded	Refund: \$0

For Courses Lasting up to 7 - 10 Weeks	Percentage of Refundable Tuition	SAMPLE CALCULATION based on \$2,200 tuition for a 7 - 10 week course
Week 1 (days 0 - 7)	80% of tuition refunded	Refund: \$1,760 (80% of \$2,200)
Week 2 (days 8 - 14)	60% of tuition refunded	Refund: \$1,320 (60% of \$2,200)
Week 3 (days 15 - 21)	40% of tuition refunded	Refund: \$880 (40% of \$2,200)
Week 4 (days 22 - 28)	20% of tuition refunded	Refund: \$ 440 (20% of \$2,200)
Week 5 (days 29 - 35)	0% of tuition refunded	Refund: \$ 0

# AU Policies and Procedures

For Courses Lasting a total of 15 weeks	Percentage of Refundable Tuition	SAMPLE CALCULATION based on \$1,100 tuition for a 15- week course
Week 1 (days 0 - 7)	80% of tuition refunded	Refund: \$880 (80% of \$1,100)
Week 2 (days 8 - 14)	70% of tuition refunded	Refund: \$770 (70% of \$1,100)
Week 3 (days 15 - 21)	60% of tuition refunded	Refund: \$660 (60% of \$1,100)
Week 4 (days 22 - 28)	50% of tuition refunded	Refund: \$550 (50% of \$1,100)
Week 5 (days 29 - 35)	40% of tuition refunded	Refund: \$440 (40% of \$1,100)
Week 6 (days 36 - 42)	30% of tuition refunded	Refund: \$330 (30% of \$1,100)
Week 7 (day 43 - 49)	20% of tuition refunded	Refund: \$220 (20% of \$1,100)
Week 8 (day 50 - 56)	10% of tuition refunded	Refund: \$110 (10% of \$1,100)
Week 9 (day 57 - 63)	0% of tuition refunded	Refund: \$0

For the Online Intensive Seminar portion of the Ed.D. and MA in TESOL programs, students are entitled to a refund of the 24-hour Online Intensive Seminar session as follows:

Hours completed for the 24-hour TESOL Online Intensive Seminar	Percentage of Refunded Tuition	SAMPLE CALCULATION based on an \$1,500 Online Intensive Seminar 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)
>10 - 25% (2.64 – 6 hours)	75% of residential fee	Refund: \$1,125 (75% of \$1,500)
>25 - 50% (6.24 – 12 hours)	50% of residential fee	Refund: \$ 750 (50% of \$1,500)
> 50 - 100% (12.24 – 24 hours)	0% of residential fee	Refund: \$0

For the Residential portion of the MFA program, students are entitled to a refund of the 40-hour Residential session as follows:

Hours Completed for the 24-hour MFA Residential Session	Percentage of Refunded Tuition	SAMPLE CALCULATION Based on \$2,200 for 24 hours of instruction
Up to 10% (2.4 hours)	90% of residential fee	Refund: \$1,980 (90% of \$2,200)
>10 - 25% (2.64 – 6 hours)	75% of residential fee	Refund: \$1,650 (75% of \$2,200)
>25 - 50% (6.24 – 12 hours)	50% of residential fee	Refund: \$1,000 (50% of \$2,200)
> 50 - 100% (12.24 – 24 hours)	0% of residential fee	Refund: \$0

If a student obtains a loan to pay for an educational program, the student will have to repay the full amount of the loan plus interest, less the amount of any refund, and if the student receives federal student financial aid funds, the student is entitled to a refund of the monies not paid from the federal financial aid funds. All monies due the student will be refunded within 30 days of the notice of cancellation.

If the student has been approved for a monthly payment plan, Anaheim University will calculate the total amount of tuition and fees owed to the University based on the number of courses taken and compare this amount with the total amount the student has paid up to the date of their withdrawal. Any amount paid over the total amount of tuition and fees will be refunded to the student. If there is a balance due, the student will be responsible for the remaining amount.

## 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 may always provide feedback, seek assistance, and express grievances in person, in writing, by phone, by email, or by live chat/Skype sessions. Formal grievances/complaints must be submitted in writing, either by mail or email, to Student Services. Written complaints may be sent by email to [support@anaheim.edu](mailto:support@anaheim.edu) or mailed to Anaheim University Admissions Office, 1240 S. State College Blvd Rm 110, Anaheim, CA 92806, USA. Anaheim University defines a complaint as a formal statement made in writing that outlines a specific grievance which is interfering with the student’s perceived ability to succeed in their chosen program of study. Once a complaint 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 of Administrative Affairs or the Office of the President. All formal grievances/complaints will receive a response within 10 days of the University receiving the complaint. 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, (916) 574-8900, or by completing a complaint form, which can be obtained on the Bureau's internet Web site: [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) 574-8900. Fax: (916) 263-1897, or the Distance Education Accrediting Commission (DEAC) at <https://www.deac.org/Student-Center/Complaint-Process.aspx>.

### 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)

### Retention of Student Records

Student records are stored in secure, locked, fire-proof facilities which have restricted access and a motion sensor alarm security system. The university's online course management system maintains strict data security protection in addition to user authentication and virus scanning. Cloud storage of back-up records is protected by a two-step verification process in addition to the highest standards in SSL browser encryption. Anaheim University retains all student records and transcripts indefinitely. A student or graduate can request information by contacting the University at its offices.

### Official Transcripts for Admission to Anaheim University

At the time of admission, official transcripts, licenses or certificates are required to be submitted in a sealed envelope from the awarding institution. If the student submits unofficial documents at the time of admission, then the student is responsible for having official documents mailed to Anaheim University no later than 6 weeks from the commencement of their program. Students who fail to do so will be withdrawn from their program.

### Official Transcripts from Anaheim University

Students and graduates may request an official transcript for Anaheim University’s graduate-level courses and programs. The first transcript is issued at no charge; additional transcripts are \$25 each. Anaheim University may withhold issuance of a transcript or other form of official confirmation of courses/programs completed if a student or graduate has not met their financial obligations with the university.

## Facility

The Anaheim University Admissions Office is located in Room 110 at 1240 S. State College Blvd. Anaheim, CA 92806 USA. The Admissions Office is open from 10:00 am to 7:00 pm Monday to Friday. The University also operates Anaheim University Press in Anaheim, California. Anaheim University offices may be closed periodically for school and administrative holidays.

## Policy on Academic Freedom

Anaheim University subscribes to the basic tenets of academic freedom: the freedom to teach, *Lehrfreiheit*, and the freedom to learn, *Lernfreiheit*. The freedom of University faculty to inquire, instruct, speak, and publish, contributes as much to the benefit of their fellow citizens outside of the University, as to their own good and the good of the institution. Academic freedom is essential for excellence in education and moreover, exists so that society may have the benefits of objective and independent criticism, with honest answers to scientific, social and artistic questions that might otherwise be withheld for fear of contradicting a transient social attitude or offending an influential social group. Each faculty member holds a special place in the society to speak one's views. Such a strategic location embodies a high level of principle and responsibility. It is never easy to dissent and to advocate unpopular ideas, and is often a personal disadvantage to be so engaged. However, it is to the advantage of society to encourage thoughtful and responsible dissent and advocacy so that the society may be made aware of the full range of social, political and cultural choices available. Academic freedom is an individual choice and may or may not be supported by those within an institution. As a forum, the university does not take positions on issues. Individuals within the academic community are encouraged to voice opinions within their areas of expertise.

## Visa Status

Anaheim University does not provide visa services but can provide a letter verifying a student's active status upon request. For MFA students attending the short residential sessions, it is the student's responsibility to ensure that they have taken care of proper visa procedures, if required. Anaheim University can provide a letter of invitation to present to authorities should a student need it to travel outside of his or her country for the residential.

## Housing

As Anaheim University programs are conducted online, regardless of where the student resides, the University does not have dormitory facilities under its control and does not provide housing or dormitory facilities. For residential sessions, the University will recommend nearby hotels with rooms that are usually under \$200 USD per night.

## Catalog of Record

The catalog existing at the time of the student's enrollment is the catalog of record, providing the student has made consistent and reasonable progress towards degree completion. Anaheim University reserves the right to change admissions standards, tuition and other fees, graduation requirements, course schedules, and any and all academic and administrative policies and procedures. The student agrees to regularly review Anaheim University's policies and procedures as documented on the Anaheim University website, and to abide by these policies.

## Directory Information

Public Law 93-380 establishes the limit as to what information may be divulged to potential or actual employers, governmental agencies, or other educational institutions that request information. The student may request in writing that all or part of the following information should not be released for any reason.

1. Name of student
2. Birthplace and birthday of student (for positive identification)
3. Student's address and telephone number
4. Dates of student attendance at Anaheim University
5. Degrees or other awards received by the student
6. Major fields of study
7. Most recent previous educational agency/institution attended by student.

# AU Policies and

The law further provides that certain information may be released without the student's consent in the following cases:

1. To authorized officials of the United States Department of Education or to State educational authorities.
2. To organizations conducting studies for or on behalf of, educational agencies or institutions for the purpose of developing, validating, or administering predictive tests and improving instruction.
3. To accrediting agencies in order to carry out their function.
4. In compliance with a judicial order, or pursuant to any lawfully issued subpoenas in advance of compliance therewith by the University.
5. To other school officials, including instructors, within the Anaheim organization who have been determined by the University to have a legitimate educational interest.
6. To appropriate persons in connection with an emergency, if knowledge of such information is necessary to protect the health or safety of the student or other persons. A record will be made in each student file when such an instance occurs.

## Student Privacy

Anaheim University makes every effort to protect student privacy. Student records are stored in secure, locked, fire-proof facilities which have restricted access and a motion sensor alarm security system. The university's online course management system maintains strict data security protection in addition to user authentication and virus scanning. Cloud storage of back-up records is protected by a two-step verification process in addition to the highest standards in SSL browser encryption. All transcripts are issued in compliance with the Family, Educational Rights and Privacy Act of 1974 (section 438 of Public Law 93-380), and information contained in the transcript is not released to a third party without the written consent of the student. If a student requests the release of any information from his/her file, the student must submit the request in writing to the Registrar. Student inquiries will be responded to within 72 hours.

## Auditing a Course

Students who elect to audit a course are not required to complete assignments or take exams. Audit students may participate in the Online Discussion Forum, the real-time classes and other course activities (except team projects), but they do not receive credit for the course and no grades are awarded. To audit a course, students must meet the University's entrance requirements and receive permission from the course professor and the Dean or Program Director. Course audits are approved on a space available basis with priority given to credit students. The audit fee for graduate level courses is \$200 per unit (i.e., \$800 for a four-unit course). Audit fees are subject to the University's normal fee refund policy. Auditing students will be required to pay the \$200 records fees per term in line with the University's tuition policy. The course will appear on transcripts with a notation of "Au" (audit). Audited courses are not calculated into a student's GPA. A request to change from audit status to credit status or from credit status to audit status must be made in writing to the Registrar before the end of the first week of the course.

## Complaints Against Faculty Members / Conflicts of Interest

Students who wish to file a faculty complaint or have a potential conflict of interest should submit a formal complaint in writing to Student Services. Written complaints may be sent by email to [support@anaheim.edu](mailto:support@anaheim.edu) or mailed to Anaheim University Admissions Office, 1240 S. State College Blvd Rm 110, Anaheim, CA 92806, USA. The complaint or conflict of interest will be brought to the appropriate Dean, Program Director, or department. In the event the administration is unable to resolve the issue, it will be brought to the attention of the Vice President of Administrative Affairs or the Office of the President, who will then be responsible for resolving the matter. All formal grievances/complaints will receive a response within 10 days of the University receiving the complaint.

Professors may not engage in business ventures with students, either directly or indirectly, while a student is on active status with the University without prior approval from the President of the University.

## Compulsory School Age

Anaheim University does not admit students attending high school or within compulsory school age without special written permission from the parent or legal guardian and Dean or Program Director.

# AU Policies and Procedures

## Code of Conduct and Dismissal Policies

All students are required to adhere to the University's policies and procedures. In all classes taken at Anaheim University and in all transferable courses from other colleges and universities, the University expects students to maintain at least a 3.0 GPA. A student is subject to academic disqualification if his/her overall cumulative GPA or Anaheim University cumulative GPA remains below a 3.0 for two consecutive semesters. A student may appeal this situation to the appropriate Dean or Program Director for reinstatement. Current University policy states that a student may remain on academic probation for only two (consecutive) terms. Should the Dean or Program Director place a student on academic probation, students must abide by all deadlines set forth at that time. Students accused of cheating or plagiarism are entitled to and may petition the Dean or Program Director of the disciplinary unit for due process and review by an appropriate forum. Discovery of falsifying records is grounds for immediate dismissal and forfeiture of all financial payments and academic credits.

## Financial Aid

Anaheim University does not participate in federal or state financial aid programs.

## Student Identity Verification

As part of the admissions process, each student is required to submit a recent passport-sized photograph and scan of their government-issued photo ID indicating a true likeness. In addition, as part of the proctored exam procedure, all students are required to present a valid government-issued photo ID to be verified by the appointed proctor.

## Disclosure

Anaheim University does not have a pending petition in bankruptcy, nor has it filed a petition within the preceding five years. Anaheim University is also not operating as a debtor in possession, and it has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code.

## Credit Hour Policy

Anaheim University (AU) uses semester credit hours for its courses. Most AU courses are awarded either three or four semester hours of credit, with one credit hour representing 15 hours of academic engagement and 30 hours of preparation, following the Carnegie credit hour standard. During the course development stage, the faculty members establish learning outcomes and include these in the course objectives. Each course is then reviewed and approved by the appropriate Dean.

## Academic Work Hours

	<b>3 Credit Hours</b>	<b>4 Credit Hours</b>
Academic Engagement <sup>1</sup>	45 Hours	60 Hours
Preparation <sup>2</sup>	90 Hours	120 Hours
<b>Total</b>	<b>135 Hours</b>	<b>180 Hours</b>

<sup>1</sup>*Academic engagement* includes but is not limited to:

- Reviewing the syllabus
- Reviewing lecture transcripts and videos and responding to written questions/quizzes
- Attending live sessions
- Taking notes
- Submitting assignments
- Viewing multimedia presentations
- Taking an exam
- Participating in online discussions
- Initiating contact with a faculty member to inquire about academic related matters

<sup>2</sup>*Preparation* includes but is not limited to:

- Homework (reading and study time)
- Completing assignments and projects

# AU Policies and Procedures

## How to contact Anaheim University

President <b>Dr. Andrew Honeycutt</b>	president@anaheim.edu
Chief Communications Officer	online@anaheim.edu

Student Services      ausupport@anaheim.edu

Vice President of Administrative Affairs      vpadmin@anaheim.edu

Registrar      registrar@anaheim.edu

Technical Support      techsupport@anaheim.edu

## Anaheim University Office of Admissions

Hours of operation: Monday - Friday 9 a.m. to 6 p.m. (Closed major U.S. holidays)

1240 S. State College Blvd., Room 110  
Anaheim, CA 92806-5150  
USA

**Toll-Free:** 1-800-955-6040

**Tel:** 714-772-3330

**Fax:** 714-772-3331

**Email:** admissions@anaheim.edu



## Officers: Anaheim University, Inc.

<b>Andrew Honeycutt, DBA</b>	CEO, Director
<b>Elaine Parker-Gills, Ph.D.</b>	Secretary, Director
<b>David Bracey</b>	CFO, Director

## Board of Trustees

<b>Elaine Parker-Gills, Ed.D.</b>	Chair/Voting Member
<b>Andrew Honeycutt, Ph.D.</b>	Voting Member
<b>Robert E. Garrity, M.S.</b>	Voting Member

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at P.O. Box 980818, West Sacramento, CA 95798-0818. Phone: (916) 574-8900. Fax: (916) 263-1897, Website: [www.bppe.ca.gov](http://www.bppe.ca.gov). Questions may also be directed to the Distance Education Accrediting Commission (DEAC) at [www.deac.org](http://www.deac.org).

**Anaheim University Office of Admissions**

1240 South State College Blvd. Room 110 Anaheim, CA 92806 USA

Tel: 714-772-3330

Fax: 714-772-3331

E-mail: [admissions@anaheim.edu](mailto:admissions@anaheim.edu)

**[www.anaheim.edu](http://www.anaheim.edu)**

*Anaheim University is accredited by the Distance Education Accrediting Commission (DEAC)*

*1601 18th St. NW, Suite 2, Washington D.C. 20009 USA*

*(202) 234-5100*

*<http://www.deac.org>*

AUPOLICIESCAT2404