



**University of the People Enrollment Agreement**

**08/2016**

225 S. Lake Ave. Suite 300, Pasadena, CA 91101, USA | +1.626.264.8880  
[www.uopeople.edu](http://www.uopeople.edu) | [student.services@uopeople.edu](mailto:student.services@uopeople.edu)

**NOTE:** All UoPeople recruitment is conducted in English and the language of instruction at UoPeople is English. All new students from non-English speaking countries are required to demonstrate English language proficiency at admission. IF ENGLISH IS NOT YOUR PRIMARY LANGUAGE, AND YOU ARE UNABLE TO UNDERSTAND THE TERMS AND CONDITIONS OF THIS ENROLLMENT AGREEMENT, YOU HAVE THE RIGHT TO OBTAIN A CLEAR EXPLANATION OF THE TERMS AND CONDITIONS AND ALL CANCELLATION AND REFUND POLICIES IN YOUR PRIMARY LANGUAGE. CALIFORNIA PRIVATE POSTSECONDARY ACT § 94906(a)(b). Contact UoPeople Office of Student Services at [student.services@uopeople.edu](mailto:student.services@uopeople.edu) for further assistance.

***Our State Approval***

University of the People, a California nonprofit public benefit corporation (the “University” or “UoPeople”) is a private institution approved to operate by the California Bureau for Private Postsecondary Education (the “Bureau” or “BPPE”). Any questions concerning this Enrollment Agreement not satisfactorily answered by the University may be directed to the BPPE at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, [www.bppe.ca.gov](http://www.bppe.ca.gov), phone number: (916) 431-6959, toll free: (888) 370-7589, fax number: (916) 263-1897.

**A. Basic Enrollment Information:**

Student Name: \_\_\_\_\_

Applicant ID: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State/Province: \_\_\_\_\_

Zip: \_\_\_\_\_

Country: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Start Date: \_\_\_\_\_

Scheduled Completion Date: \_\_\_\_\_

This Enrollment Agreement is for the following Program of study: \_\_\_\_\_

Required number of credits: \_\_\_\_\_

Required number of courses: \_\_\_\_\_



B. Student Status & Definitions:

In this Enrollment Agreement (this “Agreement”), “Degree Program” refers to the program of study elected by the student. The Degree Program does not include any credit earned in the English Composition 1 course. Only students who are admitted as a Degree Seeking Student may study toward their selected Degree Program.

Students admitted to take the English Composition 1 course are required to complete that course to demonstrate and improve their English language skills as a prerequisite for commencing studies in UoPeople. The English Composition 1 course is not part of any degree program of study and any credit earned from this course will not be counted toward the Degree Program requirements. A student who successfully completes the English Composition 1 course will be admitted to UoPeople. For a student who does not successfully complete his or her required English Composition 1 course as determined by the University, his or her enrollment in the University and this Agreement will terminate.

Students admitted to UoPeople Foundations are required to complete the UoPeople Foundations courses as a prerequisite for commencing a Degree Program. Credit earned in the UoPeople Foundations courses will be counted toward the Degree Program requirements. A student who successfully completes the UoPeople Foundations courses and meets all other admission requirements to begin studying as a Degree Seeking Student will be admitted to their desired Degree Program. Under such circumstances, the requirements of this Agreement will continue to apply. A student who does not successfully complete the UoPeople Foundations courses as determined by the University will not be admitted to the University as a Degree Seeking Student; in such case, his or her enrollment and this Agreement will terminate.

Students admitted to MBA prerequisite courses are required to complete the courses as a prerequisite for commencing a Degree Program. Credit earned in the MBA prerequisite courses will not be counted toward the Degree Program requirements. A student who successfully completes the MBA prerequisite courses and meets all other admission requirements to begin studying as a Degree Seeking Student will be admitted to their desired Degree Program. Under such circumstances, the requirements of this Agreement will continue to apply. A student who does not successfully complete the MBA prerequisite courses as determined by the University will not be admitted to the University as a Degree Seeking Student; in such case, his or her enrollment and this Agreement will terminate.

For purposes of this Agreement, the term “Student” shall include students enrolled in any course in the University. Unless otherwise indicated, all the requirements and obligations that apply to a Student shall apply to a student enrolled in the English Composition 1 course, a student enrolled in the UoPeople Foundations courses, a student enrolled in the MBA prerequisite courses, and a Degree Seeking Student.

C. Fees and Charges:

- (a) **All fees outlined in this Agreement are in US Dollars.**
- (b) **Students are required to pay both the Application Processing Fee and Course Assessment Fees.**
- (c) **Students required to complete the English Composition 1 course are required to pay the Application Processing Fee and a Course Assessment Fee for that course. If students continue into the UoPeople Foundations courses, or the MBA prerequisite courses, students must pay all Course Assessment Fees for those courses, and, if they continue into a Degree Program, all Course Assessment Fees for courses in their Degree Program.**
- (d) **Students admitted to the UoPeople Foundations courses or the MBA prerequisite courses are required to pay the Application Processing Fee and a Course Assessment Fee for each of those courses. If students continue into a Degree Program, they must pay all Course Assessment Fees for courses in their Degree Program.**

**University of the People does not charge any tuition to students enrolled for the current term, but reserves the right to charge tuition to students for future terms.** Following are charges for Tuition and Fees for the current academic year.

Application Processing Fee:

\$60 per application, as a one-time fee  
(nonrefundable) per each Degree  
Program



Course Assessment Fee for courses which are not part of the MBA program:	\$100 per student per Examination (nonrefundable)
Course Assessment Fee for courses which are part of the MBA program:	\$200 per student per Examination (nonrefundable)
Tuition:	There are currently no tuition charges to the student.

(i) **Application Processing Fee; University Grant:**

The Application Processing Fee must be paid by an applicant along with his or her application for enrollment.

Applicants eligible for a scholarship upon admittance may be awarded a University Grant to waive the Application Processing Fee. The availability and award of University Grants shall be determined by UoPeople.

(ii) **Course Assessment Fees**

The Course Assessment Fee for each course must be paid by the conclusion of the final Examination Period of each term.

If a student completes the final Examination and the Course Assessment Fee is not paid by the end of the term, a financial hold will be placed on the student's file. In this event, the student will not be permitted to register or continue taking courses until all outstanding payments are made and the hold is removed. Students are encouraged to plan, anticipate and budget for all Course Assessment Fee payments to avoid interruption of their academic schedule.

The Course Assessment Fee is not refundable for students who take the exam. Students who drop or withdraw from a course within the required deadline are not required to pay the Course Assessment Fee. In addition, students who paid a Course Assessment Fee but did not complete the Examination will be provided a refund upon request; the request must be made in writing to [payments@uopeople.edu](mailto:payments@uopeople.edu) within 30 days of the end of the Examination Period.

**NOTICE CONCERNING CALIFORNIA STUDENT TUITION RECOVERY FUND** – You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if the following applies to you:

1. You are a California resident (or enrolled in a residency program) and at least part of your tuition has been prepaid by either cash, guaranteed student loans, or personal loans; and
2. Total charges on your behalf have not been paid by any third-payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment if either of the following applies:

1. You are not a California resident or you are not enrolled in a residency program; or
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

Although UoPeople is tuition-free, the assessment is calculated based on "institutional charges" and thus applies to Course Assessment Fees.

Note that the first Course Assessment Fee for students residing in California remains the same. A portion of that Course Assessment Fee will be applied toward payment of the assessment for the Student Tuition Recovery Fund and is not refundable.

(iii) **Total Estimated Fees**

Total estimated fees\* are based on the current Tuition and Fee schedule set out above and include the minimum fees required in order to complete the Degree Program, including the UoPeople Foundations course fees. Degree Program refers to the program of study that a student elects to pursue and for which the student has been admitted. Total estimated fees\* for each Degree Program of study are listed below. All required textbooks, reading and other study materials are currently provided at no cost by the University.



Degree Program	Application Processing Fee	Course Assessment Fee (per course)	Number of Courses	Total Estimated Fees*
Business Administration – A.S. Degree	\$60	\$100	20	\$2,060
Business Administration – B.S. Degree	\$60	\$100	40	\$4,060
Computer Science – A.S. Degree	\$60	\$100	20	\$2,060
Computer Science – B.S. Degree	\$60	\$100	40	\$4,060
Health Science – Community and Public Health Track – A.S. Degree	\$60	\$100	20	\$2,060
Health Science – Community and Public Health Track – B.S. Degree	\$60	\$100	39	\$3,960
Master of Business Administration (MBA) Degree	\$60	\$200	12	\$2,460

\*The above estimated fees are based on the successful completion of all courses (assuming a single-sitting for each course). Students who are required to repeat courses, or are required to take the English Composition 1 course, or take the MBA prerequisite courses, in accordance with the Admissions Policy and University Catalog, will incur an additional Course Assessment Fee for each additional course taken.

Degree Program fees shown in the table above do not include any fees pertaining to the English Composition 1 (ENGL 0101) course.

For the undergraduate programs, fees shown in the table above do include the minimum required courses taken in the UoPeople Foundations courses. Once becoming a student in the UoPeople Foundations courses, the Degree Program fees shown above shall apply.

For the graduate program, fees shown in the table above do not include any MBA prerequisite courses. The cost per student for each prerequisite end of course examination is \$100. The total fees for the MBA prerequisite courses may amount to a total of \$800 (\$100 x 8 courses).

The University reserves the right to change the cost of the Application Processing Fee and the Course Assessment Fees. The amount of the Course Assessment Fees will be reviewed annually, and any change to the fee amount will be effective as of September 1 for each academic year. Students will be notified of any change in fees no later than June 1 prior to the start of each academic year.

**(iv) Payment Terms and Financial Arrangements**

All fees are the responsibility of the student. The University accepts no responsibility for credit card, bank, money transfer, check or other fees or charges incurred by the student in paying his or her fees to the University. Deadlines for payment of fees are set out in sections C (i) and C (ii) above.

**D. False Statements, Misrepresentation, Fraud**

The University reserves the right to deny admission or take any other disciplinary action, including termination of an applicant’s enrollment, if an applicant makes any false or misleading statements, or encourages another applicant to make false or misleading statements, including with respect to the obtaining of a University Grant, regardless of whether such grant is awarded.

**E. Charges/Fees**

**TOTAL ESTIMATED CHARGES FOR THE CURRENT TERM:**

A.S DEGREE/B.S. DEGREE: \$260 (\$100 Course Assessment Fee x 2 courses (the recommended full-time term load) plus \$60 Application Processing Fee paid prior to enrollment, not accounting for any University Grant, if applicable.

M.B.A. DEGREE: \$460 (\$200 Course Assessment Fee x 2 courses (the recommended full-time term load) plus \$60 Application Processing Fee paid prior to enrollment, not accounting for any University Grant, if applicable.

**F. Mandatory Disclosures and Signatures:**



**Transferability of Credits**

The transferability of credits and credentials is at the complete discretion of the institution to which you seek to transfer, and may include a transfer fee. At this time, UoPeople does not accept credit transfers, and all programs must be taken in full.

**NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT UNIVERSITY OF THE PEOPLE** - The transferability of credits you earn at University of the People is at the complete discretion of the institution to which you may seek to transfer. Acceptance of the degree you earn in the UoPeople educational program in which you are enrolling is also at the complete discretion of the institution to which you may seek to transfer or enroll. If the credits or degree that you earn at this institution are not accepted at the institution to which you seek to transfer or enroll, 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 or enroll after attending University of the People to determine if your courses and/or degree will transfer or be accepted.

**NOTICE CONCERNING UNIVERSITY OF THE PEOPLE POLICIES AND PERFORMANCE DATA** - Prior to signing this 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 date the information included in the School Performance Fact Sheet relating to completion rates, placement rates, license examination passage rates (if applicable), salaries or wages, and the most recent three-year cohort default rate (if applicable) prior to signing this Agreement. The School Performance Fact Sheet is provided to you as part of your online application.

Student Initials: \_\_\_\_\_

I certify that I have received the University Catalog, School Performance Fact Sheet, and information regarding completion rates, placement rates, license examination passage rates (if applicable), salary or wage information, and the most recent three-year cohort default rate (if applicable), included in the School Performance Fact sheet, and have signed, initialed and dated the information provided in the School Performance Fact Sheet.

Signature: \_\_\_\_\_

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

A.S DEGREE/B.S. DEGREE: \$260 (\$100 Course Assessment Fee x 2 courses (the recommended full-time term load) plus \$60 Application Processing Fee paid prior to enrollment, not accounting for any University Grant, if applicable.

M.B.A. DEGREE: \$460 (\$200 Course Assessment Fee x 2 courses (the recommended full-time term load) plus \$60 Application Processing Fee paid prior to enrollment, not accounting for any University Grant, if applicable.

**ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM:**

Business Administration, or Computer Science, or Health Science – Community and Public Health Track A.S. DEGREE: \$2,060;

Business Administration, or Computer Science B.S. DEGREE: \$4,060;

Health Science – Community and Public Health Track B.S. Degree: \$3,960

M.B.A. DEGREE: \$2,460

**THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT: \$0**

I UNDERSTAND THAT THIS AGREEMENT BECOMES LEGALLY BINDING WHEN SIGNED BY ME AND ACCEPTED BY THE INSTITUTION.

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 polices have been clearly explained to me.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Today’s Date: \_\_\_\_\_



**Any questions a student may have regarding this Agreement that have not been satisfactorily answered by the University may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, P.O. Box 980818, W. Sacramento, CA 95798-0818, www.bppe.ca.gov, Phone: (916) 431-6959, Toll Free: (888) 370-7589, Fax Number: (916) 263-1897.**

For School Use Only – Do Not Fill In

<p>I certify that University of the People has met the disclosure requirements of the California Postsecondary Education Act of 2009 and that this Enrollment Agreement is accepted.</p> <p>Signature: _____  Date of signing: _____  Name: _____ Title of School Official Position: _____</p>
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**THE FOLLOWING TERMS AND CONDITIONS ARE A PART OF THIS AGREEMENT**

F. Terms and Conditions:

1. General. This Agreement is a **legally binding agreement when signed by the student and accepted by the University.** By signing this Agreement, students acknowledge that they have been given reasonable time to read and understand it and that they have been given: (a) a written statement of the refund policy including examples of how it applies; and (b) a University Catalog and/or a link to a University Catalog including a description of the course or educational service including all material facts concerning the University and the Program or course of instruction that are likely to affect their decision to enroll.

2. Progress. A student must successfully complete his or her required courses as determined by the University in order to be admitted to the Degree Program. The University reserves the right to terminate a student’s enrollment if a student does not meet the requirements of the Degree Program or fails to make Satisfactory Academic Progress as described in the University Catalog.

Students taking the English Composition 1 (ENGL 0101) course are required to successfully complete the ENGL 0101 course in order to continue studies in UoPeople. All students are required to successfully complete studies in the UoPeople Foundations courses in order to be admitted to the University as an undergraduate Degree Seeking Student. Students may be asked to successfully complete MBA prerequisite courses in order to be admitted to the University as a graduate Degree Seeking Student. A minimum passing grade may be prescribed by the University. The University reserves the right to terminate a student’s enrollment if a student does not meet the prescribed requirements to progress in his or her desired Degree Program.

A Degree will be granted to a student who successfully completes each course in their academic Degree Program.

3. STUDENT’S RIGHT TO CANCEL. A student has the right to cancel this Agreement at any time. A student’s notice of cancellation must be received by the University in writing via email to student.services@uopeople.edu. Cancellation is effective five (5) days after the University receives notification of a student’s cancellation. During this time, you may notify the University that you no longer wish to cancel this Agreement.

Notice of Cancellation is effective if it shows that the student no longer wishes to be bound by this Agreement or to continue his or her attendance at the University. If the student cancels this Agreement, the student shall not be liable to the University and the University shall refund any money paid through attendance at the first class session or the seventh day after enrollment, whichever is later, excepting any non-refundable fees.

4. Refund Information. The Application Processing Fee is nonrefundable except in instances where applicants withdraw



their application for admission before an admissions decision is made. Applicants may write a formal request for a refund of the Application Processing Fee to their personal Admissions Advisor. If approved, refunds will be available to the applicant within 30 days of the submission of the formal request and the refund will be issued using the same payment method used by the applicant to pay the fee.

Students have the right to withdraw from a course of instruction at any time. The Application Processing Fee, and the Student Tuition Recovery Fund fee paid by residents of California, are nonrefundable. The Course Assessment Fee is only refundable in instances where the student has not taken the exam. The University will not refund Course Assessment Fees paid for exams that have been taken. If a student has not taken an exam for which the student paid a Course Assessment Fee, the student will be provided a refund upon request, provided this request is made in writing to [payments@uopeople.edu](mailto:payments@uopeople.edu) within thirty (30) days after the end of the Examination Period.

AS UNIVERSITY OF THE PEOPLE CURRENTLY DOES NOT CHARGE TUITION FOR PROGRAMS, THERE ARE CURRENTLY NO TUITION REFUNDS AVAILABLE TO STUDENTS.

5. Loans: If a student obtains a loan to pay for their fees, that student has full responsibility for repaying the full amount of the loan plus interest, less the amount of any refund. If a student receives federal student financial aid funds, they are entitled to a refund of amounts not paid from federal student financial aid program funds.

If a student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur:

- (a) The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the student is entitled to reduce the balance owed on the loan.
- (b) The student may not be eligible for any other federal or state student financial aid at another institution or other government assistance until the loan is repaid.

6. Governing Law: This Agreement shall be governed by and construed in accordance with the laws of the State of California only. Any unresolved dispute that is related to this Agreement and has not been amicably resolved shall be brought before a court of competent jurisdiction in the State of California, which will have sole jurisdiction in this regard.

7. Termination Date: This Agreement will terminate as follows: \_

A.S Degree: Five (5) years from the date studies commence.

B.S Degree: Ten (10) years from the date studies commence.

M.B.A. Degree: Five (5) years from the date studies commence.

Students must have completed the Degree Program of study prior to the Termination Date. Failure to do so will result in termination of a student's enrollment.

Extensions of the time to complete a degree will be considered on a case-by-case basis, upon proof of extenuating circumstances. There are no special charges or fees associated with making a request for a special review or for extending enrollment.

Information on reinstatement procedures is contained in the University Catalog.



## G. University Obligations

University of the People offers a unique, exclusively online learning experience that combines peer-based and collaborative learning with information technologies and the internet. All learning takes place online, and courses take place over a nine-week term. Each term has eight weekly learning units and a four-day period for preparing for and taking the final exam. The weekly study units are made available one week at a time at the start of the new Learning Week and students always have access to the completed units. Via the Virtual Learning Environment, students share resources, exchange ideas, discuss weekly topics, submit assignments, and take exams.

To ensure the integrity and academic excellence of the University, and to ensure that students derive maximum benefit from their program of studies at the University, the University is obliged to:

- (a) implement its mission and institutional goals;
- (b) deliver up-to-date and high-quality academic programs and instructional materials, and ensure that academic standards are maintained;
- (c) provide a comprehensive curriculum and courses to enable students to earn sufficient credits toward their degree program;
- (d) provide student services, academic advising and ancillary support services to help students complete their studies successfully;
- (e) maintain its technological systems to enable students to access their courses, records, forms and University information;
- (f) evaluate and improve its programs, courses and services;
- (g) provide accurate and truthful information regarding its programs and services;
- (h) uphold all University policies and procedures and apply these fairly;
- (i) maintain and protect student records and privacy;
- (j) ensure the engagement of competent and qualified University directors, officials, faculty and employees; and
- (k) manage the University's affairs ethically, financially, responsibly and in full compliance with the law.

## H. Student Obligations

To ensure the integrity and academic excellence of the University and to ensure that each student derives maximum benefit from his or her program of studies at the University, students are obliged to:

- (a) read and comply with the Code of Conduct (set out in the [University Catalog](#)) and other provisions of the University Catalog (including those in relation to the matters restated here);
- (b) comply with all other University policies, requirements and procedures;
- (c) conduct coursework with integrity, including submitting their own original work;
- (d) conduct themselves in a professional manner, treat all other students, faculty, volunteers and administrators with respect, and refrain from any behavior that may be deemed to be offensive, discriminatory, threatening, bullying or deliberate embarrassment or harassment of others;
- (e) refrain from engaging in deceptive, dishonest or fraudulent behavior, including encouraging or inducing another applicant or student to engage in such behavior;





- (f) comply with the instructions in the course syllabus and the reasonable directions of instructors;
- (g) participate actively in class, course and discussion forums;
- (h) submit assignments and coursework on time and as required;
- (i) fulfill peer assessor responsibilities fairly, non-competitively and professionally;
- (j) maintain Satisfactory Academic Progress as described in the University Catalog; and
- (k) meet all financial obligations to the University.

l. Student Tuition Recovery Fund

**THE FOLLOWING INFORMATION REGARDING THE STUDENT TUITION RECOVERY FUND IS DISCLOSED TO STUDENTS IN ACCORDANCE WITH THE CALIFORNIA PRIVATE POSTSECONDARY EDUCATION ACT (THE “ACT”)** - The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents (or are enrolled in residency programs), attending certain schools regulated by the Bureau for Private Postsecondary Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school’s failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school’s failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law, or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or this Division within thirty (30) days before the school closed or, if the material failure began earlier than thirty (30) days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove and collect on a judgment against the institution for a violation of the Act.

To be eligible for STRF, the student must be a California resident and reside in California at the time this Agreement is signed or when the student receives lessons at a California mailing address from an approved institution offering correspondence instruction. A student who is temporarily residing in California for the sole purpose of pursuing an education, including a person who holds a student visa, is not considered a California resident. Further, students who are the recipients of third-party tuition and course costs are not eligible for protection under and recovery from STRF.

To qualify for STRF reimbursement the student must file a STRF application within one (1) year after receiving notice from the BPPE that the University is closed. If the student does not receive notice from the BPPE, the student has four (4) years from the date of closure to file a STRF application. If a judgment is obtained, the student must file a STRF application within two (2) years after the final judgment.

It is important that students keep copies of this Agreement, financial aid papers, receipts and any other information that documents amounts paid to the University.

Questions regarding the STRF may be directed to: Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, P.O. Box 980818, W. Sacramento, CA 95798-0818, [www.bppe.ca.gov](http://www.bppe.ca.gov), Phone: (916)



431-6959, Toll Free: (888) 370-7589, Fax: (916) 263-1897.

## J. Complaints

For internal grievances, grade appeals and complaints about academic issues, students should refer to the grievance procedure outlined in the University Catalog. Nothing in the grievance procedure should be taken as precluding any right that the student may have to seek any contractual or other legal remedies.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (toll free: (888) 370-7589) or by completing a complaint form, which can be obtained on the Bureau's Internet Web site (<http://www.bppe.ca.gov>).

Complaints may also be made with the University's accrediting body, the Distance Education Accrediting Commission (DEAC), concerning non-compliance with DEAC standards and policies. Where issues of educational services, student services or tuition are concerned, the DEAC requires that a student complainant demonstrate that he or she has taken the appropriate procedures to resolve the complaint with the institution (which may include claim numbers, grievance files and emails) prior to filing a claim with the DEAC. Further information regarding accreditation-related complaints with the DETC can be obtained on the DETC website (<http://www.deac.org>) or by calling the DETC at (202) 234-5100.

Where issues of educational quality or compliance with DEAC standards or policies are not central to the complaint, DEAC will refer the complainant to the appropriate federal or state agency or private entity with jurisdiction over the subject matter of the complaint. A list of these agencies appear on the University's website (<http://www.uopeople.edu/tuition-free/grievance-procedures/>).