



California
University
SILICON VALLEY

**STUDENT
HANDBOOK
2024**

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A Message from the President

I welcome you to CUSV and I look forward to becoming more acquainted with each of you as you go forward in your education and training to be outstanding Acupuncture and Oriental Medical healthcare providers. Along with faculty and staff, you are regarded as valued members of CUSV. We will strive to challenge and inspire you to do your best academic and clinical work and thereby to produce the skills and competencies required to be highly successful in the world of clinical practice upon graduation. The guidelines contained in this Handbook are designed to maximize your learning experience at CUSV. You will find that it contains information that will be critical in your experience as the official document that defines CUSV's policies and procedures.

As CUSV grows, changes and new policies may be adopted and implemented. And as we grow you will have the opportunity to be a part of the process. If you have any questions or suggestions, please do not hesitate to contact me. It is my earnest desire that your study at CUSV be effective, challenging and rewarding.

Philip Yang, OMD. L.Ac.

President

Mission and Educational Objectives

Institutional Mission

The mission (statement of purpose) of California University – Silicon Valley (CUSV) is to provide a comprehensive curriculum in Acupuncture and Oriental Medicine (“AOM”) while preserving the wisdom of Traditional Chinese Medicine and maintaining the highest standards of education and ethical behavior.

Program Purpose Statement (Master of Traditional Chinese Medicine)

The purpose of CUSV’S Master of Acupuncture with a Chinese herbal medicine specialization program is to train students to become AOM professionals, with the ability to practice as independent health care providers in a variety of settings.

Program Goals/Objectives (Master of Traditional Chinese Medicine)

The educational goals/objectives of CUSV’s Master of Acupuncture with a Chinese herbal medicine specialization program are:

1. To master the Oriental medical theory, diagnosis and treatment techniques in acupuncture, and related studies;
2. To master the required knowledge in herbs, formulas, and the application of the Oriental herbal therapy;
3. To master the required knowledge in biomedicine and Western medicine diagnosis;
4. To master the required knowledge in counseling, communication, ethics, and practice management;
5. To exercise appropriate clinical judgment with regard to patient assessment, diagnosis and decisions respecting therapeutic modalities, and prognosis;
6. To meet the requirements of the California Board of Acupuncture and the National Commission for Certification of Acupuncture and Oriental Medicine (NCCAOM) including the ability to pass the State and national acupuncture and herbal certification examinations;
7. To demonstrate compassion for patients, and a passion to serve the community and public.

Program Learning Outcomes (Master of Traditional Chinese Medicine)

To realize the mission, aim and objectives, the graduates of CUSV will achieve the following educational competencies:

- Collect thorough patient data through patient inquiry; visual and olfactory observation, and palpation to make an accurate diagnosis.
- Formulate a diagnosis by identifying nature of the dysfunction, according to TCM Theories of: Yin-Yang, Channel, Five Phases, Organ, and Triple Warmer.
- Determine an effective treatment strategy based on the diagnosis and the biomedical clinical process including history taking, laboratory and diagnostic tests and procedures, as well as biomedical physical examination findings, pharmacological concepts, human anatomy and physiological processes.
- Select the appropriate treatment modalities including acupuncture, herbs, oriental manual therapy, exercise, and biomedical considerations.
- Plan and execute an herbal treatment including effective strategies for herbal formulation, composition, preparation, and biomedical interaction consistent with the pattern and treatment plan.
- Assess the effectiveness of the treatment strategy and execution by re-examination and modification, if required, based upon that assessment.
- Comply with established professional best practices in Oriental Medicine including: responsible record keeping and patient confidentiality; ethical prescribing and selling herbs; consultation and referral with appropriate biomedical or allied health practitioners; recognition of emergency care situations; and continued cultivation of compassion.

The policies and regulations are set forth in this Handbook are the official guidelines that are relevant to all aspects of the CUSV educational experience. The purpose of the Handbook is to be the official student guide that addresses administrative, didactic, clinical, learning effectiveness, campus life and graduation.

Academic Calendar 2024

Spring 2024 Term (Jan 2 - Apr 15)	
Date	Event
Dec. 29, 2023	New Student Orientation
Jan. 2	Spring Term and Classes Begin
Jan. 2-15	-Late registration -Add/Drop Class
Jan. 8	Tuition Payment Due
Jan. 15	Martin Luther King Day, campus closed
Feb. 10	Chinese New Year, campus closed

Feb. 13	Application for Summer 2024 term begins
Feb. 13-19	Mid-term exams
Mar. 5-11	Last week of 10-week course
Apr. 9-15	Course evaluation and final exams
Apr. 15	- Spring term ends - Summer term registration ends for current students
Summer 2024 Term (May 6- Aug 18)	
Date	Event
May. 2	New Student Orientation
May. 6	Summer Term and Classes Begin
May. 6-19	-Late registration -Add/Drop Class
May. 7	Tuition Payment Due
May. 27	Memorial Day Holiday, campus closed
Jun. 7	Comprehensive/ Graduation Exam
Jun. 17	Application for Fall 2024 term begins
Jun. 17-23	Mid-term exams
Jul. 4	Independence Day, campus closed
Jul. 8-14	Last week of 10-week course
Aug. 12-18	Course evaluation and final exams
Aug. 18	- Summer term ends - Fall term registration ends for current students
Fall 2024 Term (Sep. 3 - Dec. 16)	
Date	Event
Aug. 29	New Student Orientation
Sep. 2	Labor Day Holiday, campus closed
Sep. 3	Fall Term and Classes begin
Sep. 3-16	-Late registration -Add/Drop Class
Sep. 10	Tuition Payment Due

Oct. 15	Application for Spring 2024 term begins
Oct. 15-21	Mid-term exams
Nov. 5-11	Last week of 10-week course
Nov. 28	Thanksgiving Holiday, campus closed
Dec. 10-16	Course evaluation and final exams
Dec. 16	- Fall term ends - 2025 Spring term registration ends for current students
Dec. 17	Comprehensive/ Graduation Exam
Dec. 25	Christmas Holiday, campus closed
Jan. 6, 2025	- 2025 Spring Term and Classes Begin

Introduction to California University – Silicon Valley

In compliance with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and the Americans with Disabilities Act of 1990, the University does not discriminate on the basis of race, color, national origin, religion, sex, sexual orientation, disability, veteran status, or age in any of its policies, procedures, or practices. This nondiscrimination policy covers admissions, financial assistance, and employment policies of the University, as well as access to and treatment in University programs, activities and facilities. Students may file a grievance of any action which they believe discriminates against them on any of the foregoing grounds.

Location and Environment

CUSV is located in Sunnyvale, California. Sunnyvale has a mild, temperate climate and, as can be inferred from the name, is quite bright even on overcast days. Average daytime summer temperatures hover between 85° F (29° C) and 95° F (35° C), and during the winter, average daytime temperatures rarely go below 45° F (7° C). The City of Sunnyvale ranked the fifth-safest city in America in its population group of 100,000 to 499,999 in the 11th annual Morgan Quitno Safest Cities in America awards. The campus setting is serene and quiet, only a few blocks away south of the north-southbound highway 101's exit at Lawrence Expressway.

Campus Facilities

The facility is a two-story building, totals 17,500 sqf. with ten teaching clinic rooms, four big and medium classrooms, a large Auditorium (CUSV Science Center), conference room, and six well-lighted, comfortable and spacious classrooms with white boards. In addition, each room is

equipped with acupuncture manikins and class related posters. Wi-Fi is accessible all over the Campus.

The Campus is well landscaped with tall palm trees, lawns and plum trees. The enjoyable views please one's spirit, also brings fresh icons to rejuvenate the body. Standing in the campus, facing the building, looking up the top, you will be enchanted with the colorful scenery with the blue sky as background, brightened with California sunshine.

Parking

The university has more than ample parking spaces with no charge to students. Most parts are shaded by tall pine and plum trees. Handicapped spaces and ramps are also available.

Governance to California University – Silicon Valley

Major reorganization of any unit shall be approved by the Board of Directors. All others shall be approved by the president.

GOVERNANCE STRUCTURE

BOARD OF DIRECTORS

Board Chair:

Ratinder Ahuja

Ph.D. of Computer Engineering. CEO Shield X Networks Inc.

Board Members:

Philip Yang

Doctor of Oriental Medicine. L.Ac., President of CUSV.

Louis Tang

MBA in finance, Senior vice president of CTBC Bank.

Brent Solvason

Doctor of Philosophy in Cellular and Molecular Biology Program, Department of Microbiology, University of Alabama at Birmingham, Birmingham AL.

Hao Liu

Doctor of Oriental Medicine, L.Ac.

Cindy Cui

Ph.D. in Circulation Economy & Sustainable Development (China), Co-Founder and President, Launching Pad, and Silicon Valley Global, California, USA.

Peiju Chang

Doctor of Education in Educational Leadership, specialized in Language Acquisition and Teaching Pedagogy, California. Associate Professor in Chinese Department

Yang Michelle Sun

MD, Senior Primary Care physician of Kaiser Permanente, CA. Associate Clinical Professor of School of Medicine, Drexel University

Gloria M. Jackson

MD, Executive Director of the Foundation for The Healing Arts

ADMINISTRATIVE LEADERSHIP

The chief administrative officer of California University – Silicon Valley is the President. He is responsible to the Board of Directors for the implementation of board decisions and actions.

KEY MEMBERS OF ADMINISTRATIVE STAFF

Philip Yang

President, Doctor of Oriental Medicine. L.Ac.

Cynthia Ma

Academic Dean, Doctor of Education

Ivie Chen

Director of Administrative Affairs, Master of Art in Education

KEY MEMBERS OF ACADEMIC LEADERSHIP

Philip Yang

resident, Doctor of Oriental Medicine. L.Ac.

Cynthia Ma

Academic Dean, Doctor of Education

Xingquan Dai

Clinic Director, Doctor of Oriental Medicine, L.Ac.

Administration Contact Information

California University – Silicon Valley

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Tel: 408-532-5567

Fax: 408-733-3610

info@cusv.us

www.cusv.us

Job Responsibilities & Assignments

The individuals in the Administration of California University – Silicon Valley (CUSV) operate very much as team, with the understanding that certain tasks need to be performed and backup provided if necessary, to ensure that education objectives are met. Below are descriptions of job responsibilities by position, with indication of individual's names of those currently filled positions. The administrative structure of the division includes the following:

The President (Dr. Philip Yang)

The President is the University's Chief Executive Officer appointed by the Board of Directors.

The President is responsible and accountable for the following:

- General oversight of all programs and operations of the institution and for providing educational leadership in accordance with Board's policies and directions, and applicable laws and regulations of the State of California.
- The organization of the University, the establishment of the management, planning and evaluating the administrative policies and procedures.
- Providing proper environment for teaching and learning; encouraging constructive and appropriate involvement of students, faculty and staff in the development of policies and procedures and other activities.
- Develop and maintain effective working relationship with the community, the Board's various subcommittees, various public organizations, local and state legislators and the alumni association to keep them informed of campus programs, activities and objectives and to gain understanding and support for Oriental Medicine and the acupuncture profession.
- Represent the University at various functions and meetings, such as BPPVE, ACAOM and California Acupuncture Board. Coordinating the University operations and the

necessary integration of academic affairs, business management and student affairs.

- Participate in special studies and reports, such as accreditation relating to the University's instructional programs; represent the institution in regional and statewide committees and conferences.
- Inquire into sources for additional funds for the University Programs; plan and organize fundraising events and develop scholarship programs.
- Draft and periodically revise Standard Operating Procedures for this office.
- Make appointments of the Academic, Administrative and Clinic Dean.
- Participate as member of the Executive Council in the recommendations and final decisions on hiring of faculty, departmental directors, financial officers, program directors; and, in decisions regarding student disciplinary actions and staff grievances.
- Elicit input from the Deans, staff and faculty in developing long range and short-term plans for the University and Oriental Medical Center, and presenting them to the Board for consideration and ratification; and periodically reporting on the progress of plans.
- Periodically review the educational objectives to ensure consistency with institutional mission, objectives, and goals.

Academic Dean (Dr. Cynthia Ma)

The Academic Dean is responsible and accountable for the following:

- Directs and coordinates all the Academic aspects of the University.
- Develop programs; review ACAOM, BPPE, Acupuncture Board and Department of Education's regulations concerning instructional programs and update other departments to ensure compliance.
- Plan and organize the educational program and coordinate it with other institutional operations.
- Monitor trimester faculty performances, prepare faculty evaluations.
- Supervise academic counseling, faculty selection, scheduling of classes and general academic policy adherence.
- Give direction to the faculty and their teaching activities; direct the evaluation and improvements of curriculum.

- Periodically review the educational objectives to ensure consistency with institutional mission, objectives, and goals.
- Participate in special studies and reports, such as accreditation relating to the institutional instructional program; represent the institution in regional and statewide committees and conferences.
- Periodically review institutional academic standards and policies and give general directives to the institution.
- Formulate, implement, and provide authoritative interpretation of policies and procedures related to admissions.
- Develop and implement student services and procedures.
- Supervise the certification of enrollment of students and implementation of campus policy to ensure adherence to all state and federal statutes.
- Supervise admissions process; participate as member of the Admissions Committee in reviewing completed students' files for arriving at final determinations on admissions.
- Supervise academic counseling.

Director of Administrative Affairs (Ivie Chen, M.A)

Director of Administrative Affairs is responsible and accountable for the following:

- Provide leadership for the development and operation of all institutional or program functions, ensure the development and use of appropriate procedures of plant maintenance and fiscal management, maintain a sound administrative structure for the orderly operation of the institution or program, and be responsible for communications between the institution and its community.
- Ensure that all administrative policies and procedures are consistent with all relevant state and federal laws, policies, and directives.
- Develop policies and procedures related to personnel management, i.e., job descriptions, evaluations/assessment criteria and mechanism, for administrative staff; periodically monitor employee performance and recommend promotion and retention to the President.
- Periodically review the educational objectives to ensure consistency with institutional mission, objectives, and goals.

- Develop and implement policies and procedures that would strengthen the infrastructure and ensure utmost efficiency; ascertain the extent of compliance with the established policies, plans and procedures.
- Review policies and procedures related to institutional operations and report its findings and make recommendations to the President.
- Develop employee handbook and/or manual specific for each position.
- Serve as the liaison between the governing entity and program staff, delegate responsibilities and authority to the administrative staff and provide for regular evaluation of the administrative staff.
- Maintain administrative staff by recruiting, selecting, orienting, and training employees; maintaining a safe and secure work environment; developing personal growth opportunities.
- Provide supplies by identifying needs for the institution, establishing policies, procedures, and work schedules.
- Provide communication systems by identifying needs; evaluating options; maintaining equipment; approving invoices.
- Purchase printed materials and forms by obtaining requirements; negotiating price, quality, and delivery; approving invoices.
- Complete special projects by organizing and coordinating information and requirements; planning, arranging, and meeting schedules; monitoring results.

Registrar (Jane Kung, B.A.)

Registrar is responsible and accountable for the following:

- In conjunction with other academic and administrative officers, analyze and review the registration process, including change and withdrawal procedures, implement changes as deemed appropriate.
- Develop and enforce, with assistance of Director of Administrative Affairs security measures to protect the safety and integrity of student records.
- Uphold written guidelines and directives regarding registration, grade reporting, student attendance records, and other matters related to records and registration in accordance

with educational system and school policies.

- Plan and organize the registration process, academic record processing and maintenance of records.
- Ensure completeness of all student files in a timely manner.
- Counsel students in registration related matters.
- Provide analytical reports of trends such as student completion rates, attrition rates, and the demographics of the student population.
- Evaluate and certify student graduation eligibility and order diplomas.
- Monitor and track student academic progress to ensure all graduation requirements are completed on time.
- Collect and maintain grade and attendance sheets, final exams and answer keys and course syllabi from each faculty member on a trimester basis.
- Ensure the timely distribution of official class roster to faculty, the recording of deficiencies and final grades, and assisting in the resolution of registration discrepancies.
- Maintain neat, accurate, concise, and secure student files.
- Ensure registering students complete prerequisite courses, as needed.
- Periodically review student files to ensure completeness and notify students directly of any deficiencies.

Clinical Director (Dr. Xingquan Dai)

The Clinical Director oversees and the clinical training of students Functions:

- Develop, oversee and ensure the integrity and quality of delivery of the Acupuncture and Oriental Medicine clinical training program.
- Oversee clinical faculty responsible for providing clinical internship training, including faculty evaluation of intern performance.
- Oversee and ensure quality of herb dispensary in its function to serve patients and to serve the herb educational component for students.
- Oversee the development of new and/or revised academic policies and procedures pertaining to clinical training and make recommendations regarding changes in academic policies pertaining to clinical training.

- Provide adequate education within the scope of clinical training.
- Provide hands-on mentoring and foster a critical thinking environment for student education.
- Oversee student conduct, proficiency, and professionalism and OM clinic standards.
- Oversee and/or direct all clinical protocols and procedures, including patient care, diagnosis and treatment, and case management.
- Perform qualitative evaluation assessments on interns and clinic faculty.
- Conduct clinician/intern conferences.
- Periodically review the educational objectives of the clinical training to ensure consistency with the Mission, Objectives, and Goals.
- Ensure the completion of the didactic and clinic educational loop.
- Establish and revise as needed written clinical protocols related to delivery of patient care, clinical standards, patient files, and performance of the intern within the clinical environment.
- Oversee herb dispensary and in collaboration with dispensary director, develop and manage herb dispensary policies and procedures for meeting patient needs and student intern training needs.
- In collaboration with appropriate administrative staff members, develop and implement strategies to ensure a sufficient patient population to support the clinical training needs
- Assist student interns with their efforts to recruit patients for the clinic.
- Ensure that OSHA standards, Clean Needle Technique, HIPAA Privacy Rule and other safety requirements are observed in the OM clinic.
- Maintain adherence to the standards pertaining to clinical training established by the California Acupuncture Board and the Accreditation Commission for Acupuncture and Oriental Medicine. Evaluation:

Clinical Intern Manager (Ms. Yue Zhang)

- Assist the Clinic Director to ensure that OSHA standards, Clean Needle Technique, HIPAA Privacy Rule and other safety requirements are observed in the clinic;
- Schedule clinic shifts for students and faculty;

- Act as a mediator between clinic faculty and front desk staff;
- Review and audit patients' files, and supervises the faculty members to complete the missing required signatures;
- Arranges substitutes for clinic faculty and arranges clinic faculty schedule;
- Distribute and collect interns' evaluation to supervisors
- Monitors interns' punctuality and performance;
- Distribute and collect supervisors' evaluation to interns;
- Collect Clinic faculty and student CPR and First Aid training records;
- Arranges the front desk schedule and supervises front desk and its daily operation;
- Provides adequate support to the front desk staff and training;
- Resolves conflicts with patients;
- Prepare clinic meeting agenda each trimester;
- Reports to the Clinic Director regarding clinic incident and assists the Clinic Director to resolve issues, provide immediate remedy, and take appropriate actions

Clinic Supervisor (Dr. Philip Yang, Mr. Guozhi Wang, Ms. Dongmei Li, Ms. Yougeng Wang)

Clinic Supervisor is responsible and accountable for the following:

- Provide adequate education within the scope of clinical training.
- Provide hands-on mentoring and foster a critical thinking environment for student education.
- Oversee student conduct, proficiency, and professionalism and OM clinic standards.
- Oversee and/or direct all clinical protocols and procedures, including patient care, diagnosis and treatment, and case management.
- Perform qualitative evaluation assessments on interns and clinic faculty.
- Periodically review the educational objectives of the clinical training to ensure consistency with the Mission, Objectives, and Goals.
- Ensure the completion of the didactic and clinic educational loop.

Administrative Assistant (Olivia Lu, MBA, MAcCHM)

Administrative Assistant is responsible and accountable for the following:

- Maintain physical and computerized records including student cumulative folders, class rosters, schedule changes, and grade books.
- Process new student records, including requesting transcripts and records from other schools, setting up cumulative folder, and entering student data into appropriate databases.
- Coordinate grading process, including processing of scan sheets, verification and correction of grades, and printing and distribution of report cards.
- Process and transmit requests for student information, including student transcripts for colleges and universities.
- Calculate grade point averages, class rank, and prepare honor rolls.
- Assist Academic Dean with the enrollment, withdrawals, and transfer of students and process applicable records, and the preparation of reports and student data information.
- Maintain confidentiality of information.

Academic Resources and Support

Student Advising and Counseling

The President, Academic Dean, Director of Student Affairs and faculty are available to assist students with all aspects of life at California University – Silicon Valley, whether it is related to academic or nonacademic matters. CUSV also provides academic counseling at least once each trimester during registration periods for determination of Satisfactory Academic Progress. Faculty members and senior students are also available to help student with academic problems.

Academic Support

All disability-related problems must be arranged through Student Disability Services. Workshops about learning and studying at CUSV are available and are particularly suited to First Year students in the fall trimester. Support in the form of intern clinic and peer supports. Academic Deans, faculty, and other professional staff can help students with problems in academic and career developments.

Library

CUSV has a library where all students have access to the books and materials related to their educational needs. Library is open during school office hour. Students can access the library and check out books and journals.

The University Library serves the university community for scholarly study and research endeavors. The library facilities offer reading rooms, individual study carrels, and a student

conference room. Total book volumes number approximately 3,500, and the current reference collection comprises over 300 journals, periodicals, and magazines. Reflecting the curricula of the University, Chinese and English language instructional holdings can be used to reinforce and support students' academic success.

Academic/Administrative Office

Academic/Administrative Office is responsible for course registration and maintenance of all official records related to student enrollment. This includes recording course registration and final grades, monitoring students' graduation requirements, and issuing CUSV transcripts. The Academic/Administrative Office also coordinates course and final examination schedules, and maintains the content of the Catalog. The Director of Student Affairs serves as the FERPA officer for the university.

Student Healthcare Services

The Internship Clinic of California University – Silicon Valley offers healthcare services to students and their family members at substantially discounted rates for treatments and some herbal prescriptions.

Student Disability Services

CUSV welcomes students with disabilities to participate fully in all aspects of the university life. Our purpose is to ensure that students with physical, learning or psychological disabilities, or chronic medical conditions are provided with equal access to the program, activities and services. The academic and administrative staff will review students' clinical and educational documentation, and collaborate with students, faculty and staff to arrange reasonable measures that support students' individual needs. Students are encouraged to connect with Student Disability Services as early as possible.

Non-Discrimination Policy

California University - Silicon Valley does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. The policy applies to all students, faculty and staff for issues involving other employees, students, and/or third parties with contractual relationships with the college.

California University - Silicon Valley is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in admission of students, education policies and other conditions of employment against any students, faculty and staff on the bases of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression.

Academic Policies & Procedures

Unit / Clock Hour Conversion

One unit is equivalent to one hour of didactic instruction per week for a 15-week term (15 hours per unit). Students will receive one-unit credit for each 30 hours of clinical instruction; and for 45 hours of independent study or externship.

The accelerated academic program is presented over a total of 9 consecutive terms, consisting of three 15-week trimesters each calendar year. All credits earned are awarded in terms of trimester units.

Minimum and Maximum Time to Complete the Program

Students, no matter full-time or part-time are required to complete the program in a period of time no shorter than 4 academic years, and no longer than 8 academic years.

Full-Time and Part-Time Students

To be considered as a full-time student, a student must enroll for a minimum of 9 units per trimester. A student may not enroll in more than 21 units in any trimester without the prior approval of the academic dean. Students who enroll in 6 to 8 units per trimester are considered as part-time students. All students must complete the program in no more than eight years.

Registration

Registration for each trimester starts two weeks prior to the end of each preceding trimester. The dates and times of registration will be posted throughout the university on bulletin boards and in the Office of Admissions. A late fee of \$25 is charged when students who do not register by the posted registration deadline. Registration of new and continuing students will be by appointment. All students who wish to register must complete the registration form available from the Office of Admissions.

Adding or Dropping a Course

Students may add or drop courses during the first two weeks of each trimester until the business day on the following Sunday of the second week without incurring additional fees. When adding or dropping courses, students must fill out an Add/Drop Form (available in the Office of Admissions) and submit the completed form to the Registrar for processing.

After the “add/drop” period, classes that are dropped are considered withdrawals and will be recorded in the student’s transcript as a grade of “W.” Tuition will be charged according to the refund schedule. For example, classes dropped in the second week of the trimester are subject to tuition in the amount of 20% of total tuition for each class for the entire trimester. Tuition is refunded pro rata based on the number of weeks of class completed in the trimester. Classes dropped from the seventh week through the end of the trimester will be recorded as “WF” (Withdraw/Fail). All add and drops can be done electronically at CUSV. Although not a prerequisite for adding and dropping courses, students are encouraged to consult with the

academic officer prior to adding or dropping classes to ensure satisfactory academic progress, course and graduation scheduling, etc.

Challenge Examinations

Students may obtain credit for requisite course work that has been previously completed at an institution other than CUSV, by passing the relevant Challenge Examination for each challenged course, with the approval of the Academic Dean and/or academic officer. Challenge Examinations are subject to the following restrictions:

1. The student must take a separate examination for each course challenged.
2. The student must score 70% or better to pass.
3. All challenge examinations must be taken by the end of the second trimester of enrollment.
4. All challenge examinations are subject to a charge of 50% of current tuition for that course.

Attendance Policy

Students are encouraged to attend all scheduled class sessions to achieve the best learning outcomes. Most class sessions last for three hours, once a week for 15 weeks, with a final examination during the 15th week of each trimester. Instructors are required to take accurate attendance for each class, and those students who miss more than 20% of the lectures, will receive an F (fail) for the course. Students who are no more than 15 minutes late for the start of class will be considered tardy, three tardiness in any given class will be recorded as an absence in that class.

Absences and Tardiness

It is the policy of the University to automatically give any student who has missed more than three class sessions a grade of “F” for that class. Three marks of tardiness will count as one absence.

Attendance is mandatory in the clinical internship. Students with excused absences may be allowed to perform make-up hours at the discretion of the Clinic Director. All student interns must verify attendance through daily timecards. Any intentional misrepresentation of clinic hours performed by an intern may subject the intern to disciplinary sanctions including but not limited to disqualification and ineligibility from receiving current or future scholarship awards.

Absences are considered excused under the following circumstances: illness, death or birth in the immediate family, and other valid reasons substantiated in writing, and approved by the Academic Dean. There are no exceptions for this policy. Students are strongly required to attend all classes unless they have good reason to be absent. Roll is taken at the start of each class hour. Students are responsible for the consequences of any absences, whether excused or unexcused, and are therefore responsible to make up any work missed. Students are solely responsible for the required documentation of any excused absences.

Tardiness disrupts any learning environment and is strongly discouraged. Tardiness is defined as being up to 15 minutes late for the beginning of any class hour or leaving class 15 minutes early. Three incidents of tardiness without legitimate reason for the same class will be considered an unexcused absence.

Unsatisfactory Attendance

Students missing 20% of class hours in any class will have their course grade lowered by one letter. No student who has missed more than 20% of the scheduled classes will be allowed to take the final exam. Unsatisfactory attendance may lead to written notification of academic probation.

Make-up Work

Make-up work may be required for any absence; however, hours of make-up work cannot be accepted as hours of class attendance. It is the student's responsibility to obtain make-up work assignments from their appropriate instructor.

Leave of Absence

Students intending to take a leave of absence must complete and submit to the Registrar a Leave of Absence request form. This form includes the anticipated day the leave will start and the expected date of return. Students returning from extended leaves of absence may be subject to readmission requirements. International students must coordinate with the International Student Advisor to make sure they maintain their status.

Requesting a Leave of Absence, Rules and Form

In accordance with both established University Regulations and Federal Title IV Student Financial Aid requirements, a student may request a leave of absence for the following reasons and lengths of time. A student who requests a Leave of Absence from the University and wishes to maintain his/her enrollment status may do so under the following conditions:

1. File a request for a Leave of Absence. The student must sign and date the form prior to the leave of absence, unless unforeseen circumstances prevent the student from doing so. In such a case, the student is still obligated to communicate with the Academic Dean to provide the requisite information regarding the Leave of Absence.
2. Receive approval for the leave of Absence request by the Registrar or by the International Student Advisor (if F-1 visa student).

Readmission of Military Personnel and Veterans

A student who has to take a Leave of Absence because of active-duty service for more than 30 days is entitled to readmission, with the same academic status, if all of the following criteria exist:

- Advance notice is provided
- The cumulative absence is no longer than five years
- The University is notified of the intent to re-enroll within three years, or two years after the end of recovery from injury
- The student was not dishonorably discharged

Examinations

Final examinations, or the equivalent, are required for each course. Mid-term examinations, as well as quizzes and/or other classroom assignments, are administered at the discretion of the instructor. Students must take and pass each Clinic Level Entrance Examination, among other requirements including Equipment Safety, Clean Needle Technique (CNT), and Cardio-Pulmonary Resuscitation (CPR) and First Aid certifications, before being admitted to each clinical internship level. Students will be tested at various stages of their clinical internship experience to evaluate their progress, competencies, and skills, including Internship Level Examinations before moving on to each of the last two of the three Clinical Internship levels. For further details on the Clinical Internship, please see Course Descriptions, and Oriental Medical Center, below.

Pre-clinic Comprehensive Exam

All students are required to take the pre-clinic comprehensive exam that is designed to evaluate their readiness to begin the clinical Practice. This exam must be passed with marks of 70% for both overall and for each category of the test questions or higher for the student to be eligible to begin the clinical Practice. The fee for the Pre-clinic Comprehensive Exam is \$100.00. Students who fail this exam may re-take it.

Comprehensive Graduation Exam

All students must pass a Comprehensive Graduation Examination (CGE) with a score of 70% or higher. Students may sit for the CGE after they complete all the didactic courses, and have successfully achieved the graduation requirements, and have successfully completed Phase III the clinical practice. Students who fail the Comprehensive Graduation Examination may re-take it. The CGE will be given every trimester based on students' need, and students may take the CGE a total of three times, if necessary. CGE is designed to evaluate a student's academic standing for graduation and to confirm the student's readiness for the California State Licensure examination and the national certification.

Grading Policy

Student performance in our courses is evaluated per the following scale:

	Letter Grade	GPA	Numeric Value
Superior	A	4.0	94 – 100
	A-	3.7	90 – 93
Above Average	B+	3.3	87 – 89
	B	3.0	83 – 86
	B-	2.7	80 – 82
Satisfactory	C+	2.3	77 – 79
	C	2.0	73 – 76
	C-	1.7	70 – 72
Less than adequate	D+	1.3	67 – 69
	D	1.0	63 – 66
	D-	0.7	60 – 62
Failure	F	0.0	0 – 59

Incomplete	I		
Audit	AU		
Withdraw	W		

W is given to those students who withdraw from a course from the seventh week forward. A “W” grade is computed into the student’s GPA.

I (Incomplete) is given to those who fail to complete all the requirements of the course, because of prolonged illness or because of some other serious circumstance beyond the students control. A fee must be paid by the student and an Incomplete Form must be completed by the student and the instructor and returned to the Registrar. All course requirements must be completed by the end of the following trimester, or the “I” grade will automatically change to a grade of “F”.

Pass/Fail Grade Policy

All required courses must be taken for a letter grade, except for the following, which may be taken Pass/Fail: Qi Gong, Tai Chi, Tui-Na, CNT and Equipment & Safety, Survey of Clinical Medicine, Management, Ethics, and CPR/First Aid. Electives that are taken in addition to required courses may be taken P/F.

Withdrawal from the University

A student who fails to register for two (2) consecutive trimesters without the Academic Dean’s approval will be considered as withdrawn from the University. Such students must apply for re-admission if they wish to complete their program of study at CUSV and pay ALL the associated fees. Nonattendance of classes or stopping a check for payment does not constitute withdrawal from the University. Notification must be in writing. Students who withdraw from the University, or discontinue their studies without filing a Withdrawal form shall receive a grade of “F” in each course not completed. The following must take place for any student to officially withdraw from the University:

1. Notify the Academic Dean or Registrar of intent to withdraw by completing a Withdrawal Notice form.
2. Clear all outstanding debt with the University.
3. Return all books, materials or equipment owned by the University.

Graduation Requirements

All graduate candidates must satisfy all graduation requirements that are in effect at the time of their admission to the University unless compliance to new rules or requirements imposed by a regulating agency is required.

The following requirements apply to all graduate candidates:

- File a Notice of Candidacy for Graduation during the final term before graduation
- Clear all financial obligations, including mandatory graduation fees
- Return all library loaned materials to CUSV
- A grade of C or better for all required classes and clinic course works.
- A GPA of 2.30 or better
- Pass the graduation exam

Independent Study

The Academic Dean may permit students to complete course requirements by means of Independent Study if a course is needed to graduate in a timely manner and that course is not offered during the last trimester for which the student is planned to graduate. Independent Study requires approval by the Academic Dean and only students with a GPA of 3.0 can apply for this privilege. Independent Study is only allowed for a maximum of two (2) courses. Units for Independent Study are awarded based on forty-five (45) hours per unit of study time. A student on Independent Study must regularly meet with the assigned faculty for assessment of learning and to take appropriate quizzes or exams. A student seeking Independent Study must submit an Independent Study Request Form and must meet all applicable regulations or restrictions as published in the Student Handbook and pay the appropriate fees.

Satisfactory Performance Requirements

Students must maintain satisfactory academic progress (SAP). SAP for all students requires that students must successfully complete 67% of the units they attempt in each consecutive two trimesters with a minimum GPA of 2.3 to maintain their satisfactory academic progress. Students not meeting this requirement are placed on “academic probation.” For a student to maintain their SAP, they must successfully come off of academic probation within two trimesters. Students not meeting this requirement must meet with the Academic Dean. The student must present strong reasons that contributed to their poor progress or they will be dropped from the program. Students that are dropped from the programs will not receive any refunds. Part-time students must complete the MSTCM no more than eight years to maintain SAP.

Policy on Finishing Incomplete Didactic Courses

If didactic coursework has not been completed due to illness, family emergency, unsatisfactory attendance or other event determined by the course instructor to constitute an excusable absence, an “Incomplete” (“I”) will be issued for that course by the instructor. The student should retake the course when offered next time. If the student fails to do so without sound reasons, the “I” grade will be converted to an “AW,” Administrative Withdrawal. Students who are withdrawn from courses by the administration will be required to register for, pay for and take the course again to receive a valid grade.

The grade average required for satisfactory completion of a course is a passing grade of 70. Students will receive formal grade reports at the end of each trimester.

The student’s request for an appeal of a grade should be sent to the Academic Officer, who will forward a copy to the instructor. The Academic Officer will arrange a conference with the instructor and the student to discuss the assessment of the final grade. A student who is not satisfied with the outcome may proceed to the Grievance Procedure outlined later in this catalog.

Disputes regarding clinic hours must be discussed with the registrar within 30 days of the posting of the clinic hours. A student who is not satisfied with the outcome may proceed to the Grievance Procedure outlined later in this catalog.

Audit Policy

Currently enrolled CUSV students may register to audit a course when they have taken and passed the course before they are seeking to audit. All audits are subject to availability and must be approved by the Academic/Administration Office. Availability is limited since credit-earning students are a priority. Auditing students cannot take up the time of the instructor or distract credit-earning students from their education. Students auditing classes must abide by all the pertinent rules and regulations such as rules on attendance, academic policies, etc. Students will not be able to take mid-term and final examinations. Failure to abide by the relevant rules will be deemed student misconduct.

Transcript

Upon written request, official copies of student academic records will be forwarded to either the student or to a designated addressee. Unofficial copies of student academic transcripts will only be provided to the student unless exceptional circumstances warrant otherwise. Requests for academic transcripts may be obtained at the CUSV Administrative Office. Processing of academic transcript requests will be withheld if the student has failed to submit required documents or other items or has an unpaid balance of fees or other charges owed to the University.

Teaching Clinic

Clinical training is one of the important procedures of study in the University. CUSV has the particular teaching procedures and teaching models:

- 1) Enlightening teaching can help to develop students' correct TCM thinking instead of imitating.
- 2) Special needing skills not found in the traditional textbooks are taught in clinical training.
- 3) Special classical and experienced formulae sharing are introduced in clinical training.

Internship Phases

150 hours	Clinic Observation
300 hours	Diagnosis and Evaluation
510 hours	Supervised Practice

All interns must pass Pre-clinic Comprehensive Exam before initiating clinic practice and take Internship Phase Exams to progress to the next phase of clinic practice. These exams include written exams designed to assess the intern's learning with respect to general theoretical understanding of Oriental Medicine, skills, and competencies necessary for each clinical phase. For each phase of clinic practice, interns are required to pass the clinic practice evaluation.

Intern candidates must have successfully completed 60 units of specific didactic learning prior to applying for the clinic entrance comprehensive examination. The following courses must be completed prior to the start of Phase I clinical training unless otherwise approved by the Academic Dean and Clinic Director.

BS-102 Chemistry	BS-105 Anatomy
BS-106 Physiology	OM-101 Foundation of TCM I
OM-102 Foundation of TCM II	HM-100 Introduction to Herbology
HM-102 Herbology I	HM-103 Herbology II
AC-101 Acupuncture I	AC-102 Acupuncture II
OM-103 TCM Diagnosis I	PM-101 Practice Management
PM-104 Medical Ethics	PH-101 Public Health

Clinic Requirements

An approved course in cardio-pulmonary resuscitation (CPR) is required prior to the entry-level clinical training. A health examination certificate, a recent (within 12 prior months) tuberculosis (TB) test or chest x-ray are also required before enrolling in the Clinic training courses. Further inquiries on entrance requirements for the Teaching Clinic should be directed to the office of Academics Affairs.

Malpractice Insurance

CUSV provides the malpractice insurance coverage with American Acupuncture Council for all students.

Credentials Offered and Their Requirements

The Master of Acupuncture with a Chinese Herbal Medicine Specialization (MAC [CHMS]) degree is awarded to students who complete the entire Master of Acupuncture with a Chinese Herbal Medicine Specialization program in good academic standing and with no outstanding financial obligations to the University. The MAC [CHMS] degree fulfills the requirements needed to take the California Acupuncture Licensing Examination.

Curriculum requirements must be satisfactorily completed to petition for graduation from MAC [CHMS] program at California University – Silicon Valley. Total number of hours include:

143 Units/2145 Hours didactic education
 32 Units/960 Hours clinical training
 Total: 175 Units /3105 Hours

Transfer Credit Policies

TO TRANSFER STUDENTS

CUSV considers that transferring from another institution is an important decision and makes every effort to ensure the student is fully informed of all issues to make an informed decision. CUSV accepts students in good standing (a minimum cumulative GPA of 2.30), who wish to transfer from other schools of Acupuncture and Oriental medicine. They must meet the current admission standards, follow the same application procedures, and meet the graduation requirements at the time of admission. CUSV requires the submission of Master degree transcripts from all institutions attended by the transferring student. Additionally, transfer students may also be required to submit further items such as documentation of clinical training hours, course syllabi and/or course descriptions for the arrangement of transfer credit. Transfer students are normally required to meet the Academic Dean and/or Academic officer prior to or at the time of submitting their application.

All transfer credit is granted by the end of the first year of enrollment in the program. Coursework taken at another institution after admission to CUSV is not transferable unless approved in advance in writing by the Academic Dean. Students may not be concurrently enrolled in another Oriental Medicine program.

Evaluation of Transfer Credit

For transfer credit to be awarded, the student must request a transcript review in writing. Request forms are available from the Academic/Administrative Office. Transfer credit requests are reviewed by the Academic Officer and approved by the Academic Dean.

For evaluation of transfer credit, applicants must provide official transcripts sent directly from their school to the CUSV Academic/Administrative Office. Some applicants may also be asked to provide course syllabi.

The entire evaluation record and award of transfer credit is included in the student's academic file.

Transfer Credit Fee

For each credit reviewed and approved for transfer, a \$15.00/credit fee will apply.

Transfer Credit requirements

Transfer students are required to successfully complete a minimum 50% of the total program credit requirements, and more than 75% of the program clinical training requirements in residence to graduate from CUSV.

Transfer students must meet the program admissions requirements in effect at the time of their official matriculation.

Credits accepted for transfer into the program must be based on an official transcript received by the institution.

Credits accepted for transfer to meet program graduation requirements should be equivalent to published program degree requirements in content, rigor, and credit hour requirements.

Credits accepted for transfer into the program must have been earned at a post-secondary institution accredited or pre-accredited by an agency recognized by the U.S. Secretary of

Education. Credits earned at a foreign educational institution must be validated by a recognized educational credentials evaluation service.

Credits earned more than five (5) years prior to admission may only be accepted for transfer after validating and documenting that the student has retained the content knowledge and competencies of the respective course(s) for which transfer credits are being assessed.

Credit shall be awarded only for actual coursework at the graduate level completed in the specified area of the curriculum.

The final grade in the transferred course must be no less than “C” (2.0 on a 4.0 scale).

A course under consideration is evaluated for equivalency to the comparable CUSV course. Factors considered in determining equivalency are as follows:

- Equivalency of core subject matter.
- Equivalency of course hours. Transfer credit for courses that contained 90% or more of the course hours of instruction required for the comparable CUSV course may be transferred without additional testing or tutoring.

Transfer credit will be accepted for Acupuncture and Oriental medicine coursework that has been successfully completed at an institution accredited by an agency recognized by the US Secretary of Education and approved by the California Acupuncture Board, if the courses are equivalent in content to CUSV courses.

Applicants may receive transfer credit for up to 50% of the total program credit requirements. Of that 50%, no more than 25% of the program clinical training requirements may be accepted as transfer credit. Under this condition, the following requirements should be followed.

- Up to 100% transfer credit may be awarded for courses completed successfully in basic sciences, clinical medicine, case management, practice management, public health, and professional development at a school which is approved under Article 4 (commencing with Section 94770) of Chapter 7 of Part 59 of the Education Code or by an accrediting agency recognized by the U.S. Department of Education.
- Up to 100% transfer credit may be awarded for coursework and clinical instruction completed successfully at another acupuncture school or college which is approved by the California Acupuncture board.
- Up to fifty percent (50%) credit, by transfer or challenge exam, for clinical practice coursework and instruction in acupuncture and Oriental medicine principles, theories and treatment procedures completed successfully at a school which is not approved by the board may be awarded by a school approved by the board, provided that at least 50% of the course hours in individual subjects are completed successfully at a school approved by the California Acupuncture board.
- Where the coursework and clinical instruction were completed at an acupuncture school not approved by the California Acupuncture board, the evaluation shall include an examination administered and retained by the school in the subject area(s) in which transfer credit may be awarded.

No credit will be awarded for Western medical internship or residency training toward the actual clinical coursework and instruction required at California University – Silicon Valley.

Credits earned more than five (5) years prior to admission may only be accepted for transfer after validating and documenting that the student has retained the content knowledge and competencies of the respective course(s) for which transfer credits are being assessed.

In addition, CUSV may require the student to take an examination in the subject areas to demonstrate a level of knowledge comparable to that achieved by a California University - Silicon Valley student in these same subject areas before credit is awarded.

CUSV does not accept credit through prior learning assessment using either or a combination of the following assessment techniques:

(1) Credit by examination using standardized tests. Credit by examination can be earned through successful testing and the recommended college credit equivalencies of the College Scholarship Service's AP (Advanced Placement) examinations, the College Scholarship Service's CLEP (College Level Examination Program) examinations, the American College Testing PEP (Proficiency Examination Program) examinations, PONSI (N.Y. State Department of Education Program on Non-collegiate Sponsored Instruction), the USAFI (U.S. Armed Forces Institute) program, and the DANTES (Defense Activity for Non-Traditional Education Support) tests.

(2) Assignment of credit for military and corporate training based on recommendations established by the American Council on Education. Credit for military and corporate training may be assigned according to the recommendations established by the American Council on Education in The National Guide to Educational Credit for Training Programs and the Guide to the Evaluation of Educational Experience in the Armed Services.

Some state licensing agencies and some institutions may not accept prior learning assessment credits that have been awarded by a non-regionally accredited institution.

CUSV does not currently have an articulation or transfer agreement with any other college or university.

TO MATRICULATED STUDENTS

Currently enrolled students who want to take courses at another institution and transfer the credits to CUSV must submit written application together with course descriptions to the Academic/Administrative Office and get approval from the Academic Dean prior to registration at the other institution. After completing external coursework, students are responsible for submitting an official transcript to the Academic/Administrative Office. Only grades of “C” or higher may be transferred. Accepted transfer credits are not included in the CUSV grade point average and appear as a “T” on the CUSV transcript. Courses taken under other credit systems will be converted to U.S. semester hour credits. A \$100 transfer processing fee, for each trimester is applied to the student’s financial account once the credits are posted to the student’s record.

The following notice is also included in the enrollment agreement:

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION: The transferability of credits you earn at California University – Silicon Valley is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the credits, degree, diploma, or certificate you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer. If the credits, 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 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 California University – Silicon Valley to determine if your credits or degree, diploma or certificate will transfer.

Educational Records and Family Educational Rights and Privacy Act (FERPA) Policy

Notice to Students of Privacy Rights Concerning Students' Education Records

The Family Educational Rights and Privacy Act (FERPA) of 1974 is a federal law governing access to student education records. FERPA stipulates conditions for release of information from education records and affords students the opportunity to review and seek revision of those records. In addition, the federal law states: (a) that a written institutional policy must be established; and (b) that a statement of adopted procedures covering the privacy rights of students must be made available. The law provides that the institution will maintain the confidentiality of student education records. California University – Silicon Valley (CUSV) accords all the rights provided by the law, and reserves for itself the right to use and release student education records under the conditions specified by the law.

Education records, as defined by FERPA, include admission, academic, financial aid, and placement records, and other information directly related to students, with the exception of records created by the university police for the purpose of law enforcement, student health records that are created and used solely in connection with the provision of health care, employment records that relate exclusively to individuals in their capacities as employees and alumni or other post-attendance records. FERPA regulations apply only to records held for institutional use concerning students who enroll at the university; they do not govern records of applicants who are denied admission or who choose not to attend the university. Nor do they govern records kept by a university official that are the sole possession of the maker and that are normally revealed to anyone else except a temporary substitute (e.g., temporary reminder notes). FERPA stipulates that institutions may not disclose personally identifiable information contained in education records without a student's written consent, except under conditions specified by FERPA. Information is considered personally identifiable if it contains a student's name or the name of family members, a student's local or family address, an identification number, or

descriptions or data sufficient to identify an individual.

FERPA permits access to student education records for school officials with legitimate educational interests. A school official is a person employed by the university in an administrative, supervisory, academic, research, or other staff position (including those in law enforcement and health care); a person serving on the Board of Trustees; or an individual or organization with whom the university has contracted to serve as its agent or to provide services in support of its operations (examples include attorneys, auditors, collection agents, and the National Student Clearinghouse). Student employees, students serving on official committees, and students serving in other positions in which they assist a university employee in performing her or his official tasks are also considered school officials. A school official has a legitimate educational interest in a student education record if the official needs to review the record to fulfill her or his professional responsibilities or official tasks.

With certain exceptions allowed by the law and listed below, no persons outside the university shall have access to, nor will the institution disclose any information from, a student's education record without the written consent of the student. FERPA permits information to be released from education records without written consent of the student to the following officials and agencies:

- Officials of other institutions to which students are applying to enroll
- Persons or organizations providing financial aid
- Individuals and organizations charged with oversight of the university, or of federal or state programs in which the university participates
- Accrediting agencies
- Parents of any student under the age of 21, regardless of the student's dependency status, in cases where the student has violated laws or university rules governing alcohol or controlled substances
- Persons as directed by a judicial order or lawfully issued subpoena, provided the university makes a reasonable attempt to notify the student in advance of compliance (unless directed by judicial authorities not to disclose the existence of an order or subpoena)
- Any person where there is an articulable and significant threat to the health or safety of a student or other individuals
- The Immigration and Naturalization Service under the terms and provisions of immigration law
- An ex parte court order obtained by the United States Attorney General (or designee not lower than an Assistant Attorney General) concerning investigations or prosecutions of any offense listed in United States Code (USC) 18-2332 or an act of domestic or international terrorism as defined in USC 18-2331.

With the exception of alcohol and drug violations CUSV does not release information from student education records to parents without the written consent of students.

FERPA permits the university to release information concerning violent crimes and non-forcible sex offenses (statutory rape or incest) committed by its students. Victims of alleged crimes of violence or non-forcible sex offense may be informed of the final results of university disciplinary hearings concerning the allegation. When a student is an alleged perpetrator of a violent crimes or a non-forcible sex offense and the university concludes with respect to that allegation that the student has violated university rules, the university may release to the public the name of the student, the offense committed, and the sanction the university imposes against the student.

At its discretion, California University – Silicon Valley (CUSV) may publish or release ***directory information*** in accordance with the provisions of FERPA. Directory information includes student name, university and permanent home address and telephone number, a photograph, dates of attendance, class, major fields of study, previous institutions attended, awards and honors (including honor roll), degrees conferred (including dates), participation in officially recognized sports and activities, and heights and weights of members of athletic teams.

By selecting the FERPA restriction to Directory Information on your student account, no information can be released regarding your student record. The FERPA restriction takes precedence over any “Release of Information” forms that you may have submitted. Therefore, if applicable, we will no longer be able to discuss your student records, including account information, with any family member that you may have previously indicated we can release information to.

With the FERPA restriction in force, you must come in person with picture identification before CUSV office can release any information. If you call a CUSV office, you will not be provided any information over the phone. CUSV employees will only be able to respond, “We do not have any information available”. In addition, if you make the CUSV honor roll, your name cannot be published on the web or in your hometown newspaper.

Students wishing to review their education records should submit a written request, clearly specifying the records of interest, to the official responsible for maintaining those records. The Administration office will assist in identifying the appropriate official. The responsible official will then make arrangements for the student to inspect the records within forty-five days of the request and will notify the student of the time and place of inspection. The Administration Office is located in 441 De Guigne Dr Sunnyvale, CA 94085. You may contact them by phone at 408-532-5567.

Students may have copies made of their records with certain exceptions (e.g., students may not have a copy of academic records for which a financial “hold” exists, or a transcript of an original or source document produced by another institution or by a person not employed by (CUSV). Copies will be made at the student’s expense at prevailing rates, which are listed in the

Administration office.

Students who believe the adjudications of their challenges were unfair, or not in keeping with the provisions of FERPA, may request the assistance of the Office of the President of California University – Silicon Valley. Students who believe their FERPA rights have been violated may also file complaints with The Family Policy Compliance Office, U. S. Department of Education, 400 Maryland Avenue S.W., Washington, DC 20202-4605 (<http://www.ed.gov/offices/OM/fpco/>).

Students' Rights, Privileges, and Responsibilities

CUSV students have the following rights:

- Receive administrative and academic support from CUSV faculty and staff, including such areas as clarification of CUSV policies and procedures.
- File a complaint or grievance with CUSV or other relevant authorities. Full instructions for how to do so are outlined in the Complaint and Grievance portion of CUSV Catalog.
- Request an amendment or revision to their student records to ensure their accuracy and ensure they are not in violation of the right to privacy.
- Prohibit or restrict disclosure of their information to other individuals or entities
- Inspect and review their CUSV transcripts.

CUSV students have the following privileges:

- Freedom from harassment and discrimination: CUSV students may pursue their educational opportunities free from harassment, including physical abuse, threats or intimidation. CUSV provides equal educational opportunities to its students without regard to age, race, color, creed, religion, sex, sexual orientation, gender identity, national or ethnic origin, ancestry, genetic information, disability, or military or veteran status. CUSV prohibits discrimination on any of these bases and will take steps necessary to remedy any instances of such discrimination.
- Freedom of speech: Students may express their beliefs, feelings and opinions so long as the manner of expression does not violate another student's rights. For specific examples of such violations, please see our Student Code of Conduct.

All CUSV students are subject to local, state and federal laws. Additionally, CUSV students have the following general responsibilities:

- Provide accurate and complete documentation of academic history to CUSV by the given deadline.
- Know and comply with program requirements and expectations.

- Initiate requests regarding dissemination of information, filing of grievances, or other areas of academic or administrative support.
- Communicate with fellow students and CUSV staff in a professional, polite manner.
- Refrain from deliberately violating the privileges of any other member, and to consider all actions carefully to ensure that they do not unintentionally violate others' privileges. All CUSV students are responsible for their own actions.
- When necessary, report to the proper authorities any non-academic conduct that violates the privileges of others.

Make Use of University Facilities and Services

All regular students have the right to make full use of the facilities and services of the university which are generally available to students. There are, however, some limitations on the availability and use of university resources. Students are expected to use university facilities and services responsibly and with consideration for other members of the university community. Administrative office responsible for providing facilities and services will, upon request, furnish guidelines for their use.

Classroom Rights and Privileges

Instructors are expected to encourage open discussion and inquiry. Students may take reasoned exception to information offered in any course in the continual search for new understanding. Students' views, political associations, and beliefs which are confided to instructors and advisors during the performance of duties are confidential.

Classroom Conduct

Instructors are responsible for presenting appropriate material for courses and students are responsible for learning the material. The academic performance of a student is evaluated in the determination of grades; however, student conduct is important in the academic setting. Enrollment in a class may be terminated due to unsatisfactory student conduct, undue disrespect toward an instructor or administrator, or academic dishonesty. Each student is responsible for maintaining standards of academic performance established for each course in which the student is enrolled.

Student, Faculty, Staff Relationship

The relationship between students and faculty/staff is one which is based upon mutual respect. Students see faculty and staff in a variety of roles: teachers, counselors, librarians, administrators, advisors, employers, supervisors, colleagues. In those rare instances where a student may wish to pursue a grievance having to do with grades or actions taken by a faculty member or a staff member of an office or department which adversely affected the student's academic progress, the university provides a procedure by which the grievance may be pursued. The rules for the process are contained in the Rules Governing the Operations of the Board of Academic Appeals, copies of which are available in the Administrative Office.

A. In the Classroom

1. Student Rights

A student who enrolls in a course has the following rights:

- To know from the instructor, the goals and content of the course
- To know from the beginning, the instructor's expectations and grading methods
- To evaluate on the materials of the course and not on extraneous matters
- To consult with the instructor outside the classroom on matters related to the course

2. Student Responsibilities

Student who enrolls in a course has responsibility to observe the standards of academic performance defined by the instructor and the standards of conduct established by the instructor to assure the freedom of the instructor to teach and the freedom of the other students to learn.

B. Outside the Classroom

Students have a right to the services provided by faculty and staff, including such services as academic advising, counseling over a broad range of problem areas, dissemination of information, and clarification of university policies and procedures, including those involving grievances. Because of the size and complexity of the university, students have the primary responsibility for initiating requests for such services, although faculty and staff are expected to be sensitive to student's needs and to offer assistance if students appear to need it.

STUDENT RECORDS

A. Student Records Rules

The university has adopted rules which govern the form and variety of student records collected and maintained by the university, the nature of information collected, and the way in which student information is recorded, maintained, and eventually disposed of, consistent with federal and state regulations. Copies of the rules (in accordance with Public Law 93-380 the Family Educational Rights and Privacy Act of 1974, i.e., the Buckley Amendment) are available in the Office of the President. Students have a right to expect that information about themselves of a private, personal, or confidential nature which they share with faculty and staff will be disclosed only according to student records rules. Faculty and staff may provide judgments of a student's ability and character to others in appropriate circumstances, normally with the knowledge and consent of the student concerned, and in accordance with the university's rules on student records.

B. Students' Rules

The rules on student records also define the following rights of students with respect to their records and the procedures to be followed to guarantee those rights:

1. The right to inspect and review information contained in their educational records
2. The right to challenge the contents of their educational records
3. The right to submit an explanatory statement for inclusion in the educational record if the outcome of the challenge is unsatisfactory

4. The right to prevent disclosure, with certain exceptions, of personally identifiable information
5. The right to secure a copy of the university rules, which includes the location of all educational records
6. The right to file complaints with the appropriate federal and state agency(ies) concerning alleged failures by the university to comply with applicable laws, rules, and their implementing regulations

C. Students' Responsibilities

Students are responsible for furnishing, completely and accurately, such pertinent information as required by the university so that it may perform its proper function as an educational institution. If students' circumstances change, e.g., name, address, financial situation, etc., they are responsible for seeing that proper university officials are informed of such changed circumstances.

STUDENT LIFE

Student Life encompasses a broad area, including the freedoms to form associations, to inquire and express opinions, and to participate in institutional government.

A. Association

Students have the right to form organizations and to join associations to promote their common interests. In doing so, they have the responsibility to follow university policies and procedures, copies of which are available in the Administrative Office.

B. Inquiry and Expression

Students and student organizations have the right to examine and discuss all questions of interest to them, to express opinions publicly and privately, to support causes, and to invite and hear any person of their own choosing. Such activities shall not disrupt the regular and essential operation of the university. Students and student organizations are responsible for following the policies and procedures related to these activities, copies of which are available in the Administrative Office.

C. Student Participation in Institutional Government

Students have the right to express their views by lawful procedures on issues of institutional policy and on matters of general interest to the student body, and to participate in the formulation and application of institutional policy affecting academic and student affairs. Student government, the Associated Students of California University - Silicon Valley, is the primary vehicle for student participation in institutional government, and its role is explicitly stated in its constitution and by-laws, copies of which are available in the Administrative Office. Other opportunities for involvement in academic and student affairs areas may also be found in the Administrative Office. Having become involved in institutional governance, students are responsible for fulfilling the obligations they have undertaken.

University Catalog

It is the responsibility of the student to be familiar with the information presented in this catalog and to know and observe all policies and procedures related to the program the student is pursuing. Regulations will not be waived, nor exceptions granted because a student pleads ignorance of these policies or procedures. While academic advisors will assist students in every way possible, the responsibility for following all policies, procedures, requirements, and deadlines will rest with the student. A student is expected to satisfy the requirements of the catalog in effect at the time the student is admitted to the University and begins course work in a degree program. However, a student may elect to graduate under the catalog in force at the time of graduation provided the student complies with all requirements of the later catalog.

Harassment Prevention Policy

The University is committed to providing a learning environment free of any form of harassment. University policy prohibits sexual harassment and harassment or discrimination because of pregnancy, childbirth or related medical conditions, race, religious creed, color, gender, national origin, ancestry, physical or mental disability, medical condition, marital status, sexual orientation, age, gender or any other basis protected by federal, state or local law, ordinance or regulation. All such behavior is unlawful. Our harassment prevention policy applies to all students as well as all persons involved in University operations and prohibits unlawful harassment by any member of the University community, as well as by or of any person doing business with or for the University, including subcontractors, suppliers, patients, and volunteers.

Prohibited unlawful harassment includes, but is not limited to, the following behaviors:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations, or comments
- Visual conduct such as derogatory and/or sexually oriented gestures, posters, photography, cartoons, drawings, e-mail, and faxes
- Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work because of sex, race or any other protected basis
- Threats and demands to submit to sexual requests as a condition of continued enrollment, or to avoid some other loss, and offers of any benefits in return for sexual favors
- Retaliation for having reported or threatened to report harassment.

If a student believes that he/she has been unlawfully harassed or discriminated against, he/she must provide a written complaint to the Academic Dean or other University official as soon as possible after the incident. The student's written complaint should include details of the incident or incidents, names of the individuals involved and names of any witnesses. The University will strive to protect the student's privacy. However, confidentiality cannot be guaranteed, and the

University reserves the right to use information disclosed in the complaint to investigate the situation.

Upon receipt of a complaint, the University will undertake a thorough, objective, and good-faith investigation of the harassment allegations. If the University determines that harassment or discrimination has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any member of the community determined by the University to be responsible for harassment, discrimination, or retaliation will be subject to appropriate disciplinary action, up to and including termination or expulsion. Failure to comply with a University investigation will also result in discipline, up to and including termination or expulsion.

Students will not be retaliated against for filing a complaint and/or assisting in a complaint or investigation. Further, the University will not tolerate or permit retaliation by any member of the University community against any complainant or anyone assisting in a harassment or discrimination investigation. The University encourages all members of the community to report any incidents of harassment or discrimination forbidden by this policy immediately so the complaints can be quickly and fairly resolved. Students should be aware that the federal Equal Employment Opportunity Commission and the California Department of Fair Employment and Housing investigate and prosecute complaints of prohibited harassment, discrimination, and retaliation. If a student thinks that he/she has been harassed or has been retaliated against for resisting or complaining, he/she may file a complaint with the appropriate agency.

Sexual Harassment Policy

California University – Silicon Valley strives to provide an environment in which the dignity and worth of the members of the school community are based on mutual respect. Sexual harassment is considered unprofessional conduct by employees and students and is unacceptable behavior. It will not be tolerated. California University – Silicon Valley is committed to an employment and academic environment that encourages excellence. This environment includes freedom from all forms of harassment for students, faculty, staff, and applicants who seek to join the University. Sexual harassment violates California University – Silicon Valley policies as well as local, state, and federal law. It is a violation of University policy for anyone to retaliate against an employee, student, or applicant who makes a claim of sexual harassment. Any person violating University policy on sexual harassment is subject to disciplinary action such as reprimand, suspension, or termination of employment or enrollment. The type of disciplinary action imposed will depend on the severity of the offense.

General Definition of Sexual Harassment

Sexual harassment is an unwelcome sexual advance, request for sexual favors, verbal or physical conduct of a sexual nature directed towards a student, employee, or applicant seeking to join California University - Silicon Valley. When an individual is in a position to influence the education, employment, or participation in a school activity of another person, even apparent consensual sexual relationships often constitute sexual harassment. Sexual harassment occurs

when any of the following circumstances exist:

1. Submission to such conduct is made, either explicitly or implicitly as a term or condition of a person's status in a program for academic, employment, or admission decision.
2. Submission to or rejection of such conduct is used as the basis for academic decisions or employment decisions, or
3. Such conduct has the purpose or effect of "unreasonable interfering" with an employee's work or student's academic performance or creating an intimidating, hostile, coercive, and offensive work or educational environment. For purposes of this policy, "unreasonable interfering" is defined as improper, unjustifiable behavior going beyond what is appropriate, warranted, or natural.
4. Sexual harassment is not limited to action by a supervisor or instructor but can include conduct by a co-worker or student.

Rules and Regulations for Student Conduct

Personal Conduct

Each student is expected to be an example of proper conduct. This includes the student's attitudes, actions, appearance, and attire. The University's administration has the authority to take appropriate action through the Student Body Association or administrative disciplinary measures if this code of conduct is not adhered to. It is the policy of the University to prohibit smoking except in designated areas and prohibits unlawful possession or use of controlled substances or alcoholic beverages. Firearms possession anywhere on campus is **STRICTLY PROHIBITED**.

Code of Conduct

The disciplinary standards outlined in this catalog include rules and enforcement measures. These are the basic guidelines for conduct on the premises of the University, at any school sponsored activity and, under certain circumstances, behavior in the outside community. At any time, the University reserves the right to exclude students whose conduct is deemed undesirable or prejudicial to the University community's best interests. All amendments of the standards must be approved by the Dean in conjunction with the Executive Council. These standards are subject to amendment at any time with notices being posted on the campus bulletin boards and/or with the amendments prominently displayed in the campus newsletter.

The disciplinary standards described herein afford procedural fairness to the accused student and flexibility for the administration to exercise sanctions based on the individual circumstances of each case. Behavior resulting in disciplinary action may involve, but is not limited to, one or a combination of those listed below:

- Possession of alcoholic beverages on campus or at any school activities at any time
- Intoxication of the student
- No student will threaten another student, faculty, staff or administrator
- Falsification of University documents, records, or identification
- Dishonesty in any form, including plagiarism, illegal copying of software, or knowingly furnishing false information to the University

- Cheating or compromising test materials
- Removal of library materials without permission
- Disruption of class or academic activities
- Usage of abusive language to another student, faculty, staff, or administrator
- Theft or damage of University property or fellow student's property
- Illegal intoxication with controlled substances physical assault for any reason except clear self-defense
- Vandalism of University property
- Conviction for a crime beyond normal traffic violations
- Aiding and/or abetting in any of the above situations
- Possession of firearms or illegal weapons as defined by state and federal guidelines
- Violation of any state policies or regulations governing student's relationship with the University

Students accused of improper conduct shall be given adequate notice of the charges and an opportunity to appeal the case to the grievance committee. Written notice of specific charges made against a student shall be given at least 15 (fifteen) days before the student is to appear before the committee. While disciplinary action against a student is pending, the student's status does not change unless it is found that the student poses a significant threat to the University community. Hearings are private. The accused student is afforded the opportunity to rebut all charges. The University establishes the charges by a preponderance of the evidence. The student has the right to appeal the disciplinary actions to the Academic Dean, but on the grounds that fair procedure was not followed by the committee or that the evidence in the record does not justify the decision or the sanction. A record will be kept of the disciplinary action taken and the basis for this decision. The disciplinary action taken may be reflected on the student's permanent record as part of the disciplinary punishment. Disciplinary action invoked by the committee may involve, but is not limited to, one or a combination of the alternatives listed as follows:

Dismissal:

Separation of the student from the University on a permanent basis.

Suspension:

Separation of the student from the University for a Specific Length of time.

Probation:

Status of the student indicating that the relationship with the University is tenuous and that the student's record will be reviewed periodically to determine suitability to remain enrolled.

Specific limitations and restrictions on the student's privileges may accompany probation. University policy stipulates that a student dismissed by disciplinary action, from either the University or a course, will not receive a refund of tuition or other fees. Students dismissed from the University for disciplinary reasons must exclude themselves from the University classes, activities, facilities, and buildings. Any exception must be approved by the President.

A student who is dismissed may reapply for admission two terms after the dismissal.

Student Disciplinary Policies and Procedures

A. Philosophy

The Problem-Solving Team deals with student behaviors which constitute violations of this code. The Problem-Solving Team works together to suggest intervention strategies which are considered to be most appropriate and effective for eliminating specific negative student behaviors.

B. Process

Incidents that come to the attention of the Problem-Solving Team may be addressed in one of the following ways:

1. No action.
2. Informal meetings with relevant university officials.
3. Initiate proceedings in the Office of the President for Academic and Student Life.

Official proceedings in the president's office are conducted when it becomes apparent to the Problem-Solving Team that the initial and more informal forms of intervention with a student have been unsuccessful in positively modifying a student's behavior.

C. Investigation and Disposition of Complaints

The following rules will govern the processing of alleged violations of the proscribed conduct listed in the Student Conduct Code, with one exception. Allegations of discrimination, including sexual harassment, will utilize a separate process in order to provide both parties their rights under the law and in accordance with Title VI of the Civil Rights Act of 1964 and Title IX of the Education Amendments of 1972. Copies of the Discrimination Grievance Process are available in the Office of the President.

1. A complaint alleging misconduct against any student at the university may be filed by anyone at the Administrative Office. Students, faculty members, administrators, and other employees of the university shall have concurrent authority to request the commencement of the disciplinary proceedings provided for in this chapter. A person filing a complaint shall be complainant of record.
2. Any student charged in a complaint shall receive written notification from the president. Such notice shall:
 - a. Inform the student that a complaint has been filed alleging that the student violated specific provisions of the Student Conduct Code and the date of the violation(s).
 - b. Set forth those provisions allegedly violated.
 - c. Specify a time and date the student is required to meet with the president or designee.

d. Inform the student that failure to appear at the appointed time at the president's office may subject the student to suspension from the university.

3. When president meets with the student, the president shall:

- a. Provide for the student a copy of the Student Conduct Code.
- b. Review the alleged violation with the student.
- c. Investigate the alleged violation.

4. Upon completion of the review with the student and/or the investigation, the president may:

- a. Drop the charges when they appear to be invalid, without substance or capricious.
- b. Issue a verbal warning.
- c. Apply any of the sanctions as outlined in Section IV if such sanction is warranted by the evidence.
- d. Refer the case to the school board.
- e. Invoke the summary suspension procedure as outlined in Section VII when deemed appropriate.

5. The president shall inform the student that only suspension and expulsion sanctions may be appealed to the Board, and that if an appeal is made, the president shall take no action nor make any determination, except for summary suspension, in the matter other than to inform the student of the time, date, and location of the proceeding by the Board

Disciplinary Sanctions

The following may be the sanctions imposed by the President for and school board.

A. Warning

Notice in writing that the student has violated university rules or regulations or has otherwise failed to meet the university's standard of conduct. Such warning will contain the statement that continuation or repetition of the specific conduct involved, or other misconduct will normally result in one of the more serious disciplinary actions described below.

B. Disciplinary Probation

Formal action will specify the conditions under which a student may continue to be a student at the university, including limitation of specified activities, movement, or presence on the CUSV campus, including restricted access to any university building. The conditions specified may be in effect for a limited period or for the duration of the student's attendance at the university.

C. Restitution

An individual student may be required to make restitution for damage or loss to university or other property and for injury to persons. Failure to make restitution will result in suspension until payment is made.

D. Suspension

Dismissal from the university and from status as a student for a stated period. The notice suspending the student will state in writing the term of the suspension and any condition(s) that must be met before readmission is granted. The student so suspended must demonstrate that the

conditions for readmission have been met. There is to be no refund of fees for the trimester in which the action is taken, but fees paid in advance for a subsequent quarter are to be refunded.

E. Deferred Suspension

Notice of suspension from the university with the provision that the student may remain enrolled contingent on meeting a specified condition. Not meeting the contingency shall immediately invoke the suspension for the period and under the conditions originally imposed.

F. Expulsion

The surrender of all rights and privileges of membership in the university community and exclusion from the campus without any possibility for return.

G. Forfeiture of Entitlements or Awards

For the specific instance of hazing, forfeiture of any entitlement to state-funded grants, scholarships, or awards for a specified period.

Disciplinary Procedures

Notices to a student required under disciplinary proceedings shall be hand-delivered or mailed by certified mail. Any student, faculty or staff member of California University – Silicon Valley may present a written allegation to the Academic Dean that a student has been engaged in prohibited conduct, as soon as possible after the incident has occurred. The student will be notified of the allegation(s) within a reasonable time thereafter. The University will investigate the facts underlying the allegation. The investigation shall allow the student to present written and/or oral explanation of the facts and circumstances underlying the alleged conduct. All physical evidence, written statements, and notes of oral statements taken in an investigation shall be kept in a case file relevant to the matter.

If the Academic Dean does not believe that conduct constituting a violation of this code has occurred, the charge shall be dismissed. A written finding of this dismissal of charges shall be placed in the case files, with copies of the results delivered to the student accused in the allegation.

Findings, Hearings, and Appeals

If the Academic Dean (AD) believes there has been a violation of the Code of Conduct, she/he will conduct an appropriate investigation.

If the AD decides the outcome is a minor violation, he/she will arrange a one-on-one meeting with the student to discuss these findings. Following this meeting, the AD may decide to impose any of the following sanctions: counseling, guidance, oral reprimand and/or written reprimand.

The AD will deliver the findings, in writing, to the student. If a violation is found and a sanction proposed by the AD, the student will have ten calendar days from receipt of the written finding to appeal the finding and sanction to the Administrative team. This appeal must be in writing. Appeals are limited to: a) the showing of new evidence that was unknown at the time of the decision, b) sanction that is not supported by the evidence, or c) bias or other unfair prejudice in

the decision or procedure.

A meeting of the Administrative team (the University President, the Academic Dean, the Dean of Students and the Director of Administrative Affairs) will be arranged within ten calendar days of receipt of the written appeal. Student may attend this meeting but is not obligated to attend. The student may elect to be accompanied by an advisor of their choice, if the advisor is a member of the University community and does not act as legal counsel.

The decision of the Administrative team regarding the appeal is final. The AD shall then record and file all results of both the preliminary and subsequent investigations in the student's academic records file.

More serious violations of the Code of Conduct may require a formal hearing, as determined by the Academic Dean. For the purposes of a formal hearing, the Administrative team consists of the University President, the Academic Dean, the Dean of Students and the Director of Administrative Affairs. The following procedure applies:

1. If the AD believes that a more serious sanction may be warranted, she/he will refer the case to the Administrative team for a formal hearing and will submit all relevant documents and records. The AD will not be involved in the determination of any Administrative team sanction.

2. The student will be notified in writing of the hearing time and date, and the charges against him. The student has the right to examine the evidence against him/her prior to the hearing and to respond, in writing, to the allegations no less than ten calendar days prior to the hearing. The hearing shall be arranged by the AD. At the hearing, the Administrative team will review and consider all materials appropriately submitted by the AD and the student who has been charged. The Administrative team will deliberate and deliver their decision to the student within ten calendar days of completion of the hearing, or as soon thereafter as is reasonably practicable given the nature and circumstances of the case.

3. Following receipt of this decision, the student will have an additional ten calendar days in which to appeal sanctioned decisions arrived at by the Administrative team. This appeal must be directed to the University President. Such appeals must be in writing and presented to the President via certified mail postmarked within ten calendar days of receipt of the committee's decision. Appeals are limited to the following circumstances: a) the showing of new evidence that was unknown at the time of the decision, b) sanction that is not supported by the evidence, or c) bias or other unfair prejudice in the decision or procedure.

Policy and Procedure of Student Complaints and Grievance

Introduction

Consistent with its commitment to students first, California University - Silicon Valley has adopted this policy to assist students, faculty, and staff in the resolution of student concerns and complaints and grievance constructively, quickly and fairly.

Where minor concerns arise, students are encouraged to make an appointment with the instructor or staff member who is directly involved with the concern. Usually, the concern can be resolved satisfactorily through honest and open communication with the faculty or staff member. Meeting with the instructor or staff member should be the first step in resolving the concern.

However, where informal discussions have not yielded a satisfactory resolution, or where the matter is more serious, the following policy provides for a more formal process to be pursued.

Complaints made under this policy will be monitored and reviewed to enable the university to continually improve processes and services in support of student learning.

Policy

A. Definitions

In this policy:

Complaint is an allegation by a student that there has been, in an individual case, an arbitrary or discriminatory application of, or failure to act pursuant to, the policies of California University - Silicon Valley in relation to students. The complaint should be a written statement submitted by a student about a matter that requires formal consideration and resolution by the university in the terms set out in this policy.

Fair play means the right to have a decision made by an unbiased decision maker who observes fair and impartial procedures.

B. Application and scope

1) This policy applies to student complaints about any aspect of the teaching and learning process and the broad provision made by the university to support that process.

2) This policy may not be used:

a. where the complaint can be dealt with under: The Student Government Association Constitution, the Student Conduct Policy, the Grade Appeal Process or the general work of the Student Rights Committee, the Sexual Assault Policy, and the Sexual Harassment Policy, or other general policies that provide a specific process for resolution of complaints.

b. to challenge the academic judgment of faculty.

3) No action will be taken on malicious or anonymous complaints.

4) A complainant must be able to demonstrate that the complaint is brought without malice and is based on evidence that the complainant honestly and reasonably believes to be substantially true. Those responsible for resolving complaints under this policy must take all reasonable steps to ensure that the complainant is protected against any subsequent recrimination or victimization.

5) Students and staff involved in the consideration and resolution of concerns and complaints have various rights and responsibilities, which are outlined in the appendix to the policy.

C. Informal resolution of concerns

- 1) Before making formal written complaints, students are encouraged to seek resolution to any concerns by raising and discussing them informally with the relevant faculty or staff member who is most directly associated with the matter. **Usually, the concern can be resolved satisfactorily through honest and open communication with the faculty or staff member.**
- 2) A staff member with whom a concern is raised by a student is expected to deal with the matter in an open and professional manner and to take reasonable and prompt action to try to resolve it informally.
- 3) If the concern has not been addressed satisfactorily by meeting with the faculty or staff member, the student should bring the concern to the Director of Student Affairs, S/he will often be able to resolve the concern satisfactorily.
- 4) A student who is uncertain about how to seek informal resolution of a concern is encouraged to seek advice from the Director of Student Affairs.

D. Formal complaint procedure

- 1) If after visiting with the staff or faculty member and the Director of student Affairs it has not been possible to resolve the concern informally, a student may make a formal complaint.
- 2) A student who wishes to make a formal complaint must submit it in writing on the prescribed form, to the Academic Dean who is responsible for the action or matter that has given rise to the complaint.
- 3) The written complaint must be submitted within one month after the occurrence of the action or matter that has given rise to the complaint unless the Academic Dean agrees to receive it beyond this time frame.
- 5) If a complaint involves the Academic Dean, it should be directed to the President.
- 6) The Academic Dean or the President who receives a student complaint must acknowledge it in writing within three working days. He or she must also lodge the complaint in the relevant division and must maintain a file of all documentation in relation to the consideration of the complaint.
- 7) The Academic Dean or Director of Student Affairs must ensure that any staff member named in the complaint receives a copy as soon as practical.
- 8) The Academic Dean or Director of Student Affairs must consider the complaint in accordance with the principles of fair play and must ensure that all parties to the complaint are accorded the full benefit of those principles.
- 9) The process may include meetings with relevant staff and/or the complainant. Where meetings are held, the parties may, if they wish, be accompanied by a peer support person.

E. Resolution of complaints

1) The Academic Dean or Director of Student Affairs must decide in relation to the complaint and must communicate his or her decision to the parties, in writing, within 28 days of receiving the complaint.

2) If the complaint involves a university policy or procedure and if, in the opinion of the Academic Dean or Director of Student Affairs, the complaint has substance, Academic Dean or Director of Student Affairs must arrange for the relevant policy or procedure to be reviewed, with a view to preventing a recurrence and ensuring continued improvement.

3) If the resolution of the complaint involves potential disciplinary action for an employee, the Academic Dean or Director of Student Affairs must follow the appropriate procedures outlined in the Faculty Handbook. If the Academic Dean or Director of Student Affairs does not have authority over the employee, then they may forward a recommendation for disciplinary action to the President

F. Appeals

1) Any party to a student complaint who is dissatisfied with a decision by the Academic Dean or Director of Student Affairs under this policy may appeal to the President for the area most directly related to the complaint.

2) The appeal must be submitted in writing within two weeks of the letter communicating the decision.

3) The President will consider the relevant documentation and may, at his or her discretion, consult the Academic Dean or Director of Student Affairs who made the decision. The President may also interview any parties to the complaint.

4) If he or she determines that the complaint process has been conducted in accordance with this policy and the outcome is appropriate, the President may dismiss the appeal. Otherwise, he will decide the appeal in consultation with the Academic Dean or Director of Student Affairs and any other parties. Subject to subsections (6) and (7), the decision of the President under this section is final.

5) The President will communicate his or her appeal decision in writing to the parties.

6) The President will also inform any staff members who are dissatisfied with a student complaint process.

7) If the original complaint was addressed to the President under section 4(4), any appeal must be made to the President. That appeal will be considered and decided, in accordance with appeal processes consistent with those set out in this policy, by the President or a nominee of the President.

G. Confidentiality

All students related information will be considered confidential and protected under FERPA (Family Educational Rights & Privacy Act). Records relating to employees and other records that do not include student information are not confidential.

H. Report to the Student Complaint Log

All employees who receive a complaint must submit a report to the Student Complaint Log, including an overview of the student complaint and decisions made regarding the complaint. Complaint logs are located in the Academic/Administrative Office.

Rights and Responsibilities of Parties to a Student Complaint

Parties to a student complaint have the right to

1. be treated with courtesy at all times
2. a fair and timely investigation process
3. express their points of view without fear of recrimination
4. receive full information at all stages of the complaint process
5. be advised in writing of all decisions made in relation to the complaint
6. appeal the outcome as outlined in this policy

Parties to a student complaint have a responsibility to

1. treat all parties with courtesy at all times
2. respect the points of view of others
3. respect the rights of all parties to the complaint with respect to confidentiality
4. in the case of the complainant, ensure that the complaint is made in good faith and complies with the requirements of the Student Complaint Policy
5. provide full and accurate information to the person investigating the complaint
6. not take any action that may prejudice the situation or be regarded as an act of recrimination against any other party.

If students who have complaints or feel aggrieved do not satisfied with the final decision made by the President or a nominee of the President may file a complaint about this institution to:

1) the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll free or by completing a complaint form, which is available on the bureau's internet website www.bppe.ca.gov. Bureau for Private Postsecondary Education (BPPE) is at 2535 Capitol Oak Drive Suite 400, Sacramento, CA 95833. Internet website address is www.bppe.ca.gov. Telephone: (916) 431-6959, Fax number: (916) 263-1897.

2) The Accreditation Commission for Acupuncture and Oriental Medicine (ACAOM) at 8941 Aztec Drive, Eden Prairie, Minnesota 55347; phone 952/212-2434; fax 952/657-7068; www.acaom.org

Student's Right-To-Know Disclosure

The student Right-to-Know Act requires schools disclose the completion or graduation rates for a specific cohort of the general student body as determined by the school.

This cohort is made up of degree-seeking, full-time, first-time graduate students. Since the rate of graduation changes from one trimester to another, please visit the Administrative Office for the information, if you are interested.

CUSV maintains fair and reasonable practices in all matters affecting students such as the delivery of educational programs, provision of support services, and timely resolution of disciplinary matters, as well as the handling of grievances. In addition, the University endorses the basic principles of the codes of ethics issued by the American Association of Collegiate Registrars and Admissions Officers (AACRAO).

Right to Appeal

The purpose of appeal procedures is to provide a system that will represent “fairness and the absence of arbitrariness.” With the intent of assuring fairness and objectivity, the University has created and implemented procedures for appeals by students. The University makes every effort to assure that the appeal procedures are clear to students and are not burdensome.

Students have the right to appeal any academic policy or requirement if either of the following conditions is present:

- Extenuating circumstances make it impossible to comply with the policy or requirement.
- An undue hardship would result from a strict application or interpretation of the policy or requirement.

Please note, however, that extenuating circumstances must be beyond student control and that undue hardship must be a condition far more serious than simple inconvenience. Documentation will be required and the timeliness of the appeal will be taken into consideration. If you appeal an academic policy or requirement, that appeal will be reviewed by the Academic Dean.

Right to file a Complaint Policy

In case a student, the parent of a student, or any other individual has a complaint that an official of the University is violating FERPA, and the complaint cannot be satisfactorily resolved within the University, that person has the right to file a complaint with the Department of Education by contacting:

Family Policy Compliance Office U.S. Department of Education 400 Maryland Ave., S.W.
Washington, D.C. 20202-5920 (202) 260-3887

For Resolution of Discrimination and Sexual Harassment Complaints

Any applicant for admission, enrolled student, applicant for employment, or employee of California University – Silicon Valley who believes she/he has been discriminated against (on the basis of such things as race, gender, disability, sexual orientation, or age) or who believes s/he is a victim of sexual harassment may lodge a formal institutional grievance according to the following procedure:

Step 1: Informal Meeting -- To informally resolve the concern, the complainant may request a meeting with the individual believed to have committed the discriminatory or sexual harassment act or with the appropriate supervisor, as determined by the University administration office. The time for informal resolution of concerns shall not exceed thirty days from the time the concern is lodged.

Step 2: Official Hearing -- If not satisfied by the results of the informal meeting or if the informal meeting has been waived, the complainant may request in writing a meeting with the Academic Dean.

Academic dishonesty or acts of student conduct that violate University standards and Code of Conduct will subject the student to disciplinary action that may include dismissal from the University. However, in conformance with Due Process and prior to implementing any disciplinary action, the student is given a hearing before an impartial committee. The student is also given an opportunity to appeal any decision that is unfavorable.

- a. The request for an official hearing must be made in writing and set forth the specific grievance raised by the complainant.
- b. Within thirty calendar days of receiving the written request, the appropriate officer (identified in Step 2) shall arrange a meeting to hear the complaint. It shall be at the discretion of the complainant to determine whether the person to whom the complaint has been directed shall meet with the complainant and officer separately or in a single meeting. If the complainant requests a single meeting, the meeting shall be attended by the complainant, the person to whom the complaint is directed, and the officer, who shall chair the meeting.
- c. Following the hearing and within thirty calendar days of receiving the written request, the officer will report his/her findings in writing to both the complainant and the person to whom the complaint has been directed.

Step 3: Presidential Appeal -- If the complaint is not resolved as a result of the hearing conducted by the officer in Step 2, either the complainant or the person to whom the complaint has been directed may request an appeal to the university president.

- a. The request must be made in writing within ten days after receipt of the written result of the official hearing.
- b. Within fifteen days after receiving the request, the college president or the president's designee will conduct the presidential appeal hearing and report the findings in writing to both the complainant and the person to whom the complaint is directed.
- c. Attendance at the presidential appeal hearing shall be limited to the college president or his/her designee, the officer who conducted the formal hearing, the complainant, and the person to whom the complaint is directed, unless otherwise mutually agreed by the parties. The college president or his/her designee shall preside.
- d. Either the complainant or the person to whom the complaint is directed may call witnesses, at the direction of the person presiding.
- e. The written findings of the presidential appeal will be considered final. No further intra-institutional appeal exists.

If desired, inquiries or appeals beyond the institutional level may be directed to:

Regional Civil Rights Director
Office for Civil Rights, Region IX
U.S. Department of Education
221 Main Street, 10th Floor
San Francisco, California 94105
(415) 227-8020 TTY(415) 227-8124

For Resolution of Academic Complaints

- Step 1. Students with concerns about academics must first submit their concerns directly to the instructor or officer involved.
- Step 2. If there is no satisfactory resolution, the complaint should then be filed in writing to the Academic Dean, who will act as mediator to resolve the grievance.
- Step 3. If a satisfactory resolution cannot be obtained, then, the student may submit an additional written request citing the specific issues. Within in 1 week, the dean will convene a Grievance Committee hearing. The CUSV Grievance Committee will consist of two administrative, one faculty, and one student representative with the Dean serving as the chair. The committee will hear the matter and make a decision within 5 working days of the hearing date.
- Step 4. If the Grievance Committee's decision does not produce a satisfactory resolution, a formal appeal for review can be made to the office of the President. All decisions of the President are final. If the Grievance is about the President, the student's written appeal will go to the Board of directors for consideration
- Step 5. If a student is not satisfied with the outcome, the student may contact the following agency:

Any questions or problem which have not been satisfactorily answered or resolved by the University may be directed to:

Bureau for Private Postsecondary Education (BPPE)

P.O. Box 980818 West Sacramento, CA 95798-0818

Physical Address:

2535 Capitol Oaks Drive, Suite 400

Sacramento California, 95833

Phone: (916) 431-6959

Drug, Alcohol and Smoking Policies

Conforming to federal law, California University – Silicon Valley does not permit the use of alcoholic beverages on campus and does not tolerate the use of illegal substances on campus. California University – Silicon Valley does recognize that occasionally a student may need help in these areas. Students or employees who need help are encouraged to speak to the academic dean, clinic director or other trusted staff member for referral to an appropriate counseling source.

Area counseling and referral services are listed in the “Drug Free Campus Policy and Procedures” published for all students and employees.

It is the policy of the Board of Trustees that the learning environment be free of prohibited or controlled substances. Specifically, all members of the University community which includes administration, faculty, staff, students, and guests, must abstain from the consumption of alcohol, narcotics, and/or misuse of prescription drugs while on University property and on any field trip sponsored as part of the instructional program. Violation of this policy may lead to suspension, expulsion, termination, and in the context of criminal activity, referral to law enforcement agencies. Employees and students having difficulties with addictive substances can seek confidential advisement from the Student and Alumni Services Coordinator for referrals to agencies providing assistance with alcohol or drug related problems.

It is the policy of CUSV that smoking is prohibited in all University facilities. At the discretion of the administration, an outside area may be set aside within the University facilities to accommodate students, staff members, and faculty who smoke. Violation of the smoking policy may result in suspension or termination of academic status or employment.

Disability Policy

California University – Silicon Valley is committed to complying with all the mandates set forth in Section 504 of the Rehabilitation Act and the Americans with Disabilities Act. California University – Silicon Valley facilitates access to university programs, activities, and services for students with disabilities.

Utilizing documentation of disability and information obtained in consultation with the student, CUSV staff assesses the effects of a student’s disability on his/her ability to access the educational process and identifies reasonable academic adjustments. In addition, CUSV works to sensitize university faculty and staff to the needs of students with disabilities and helps students obtain the materials, equipment, and assistance necessary to successfully pursue their education.

The first floor of the University building is wheelchair accessible, but not all the classrooms do. Any of physical, psychological, emotional, and learning disabilities students and patients may contact the Administration Office at (408) 532-5567 for assistance.

Financial Information, Policies & Procedures

Tuition & Fees Structures (U.S. Dollars)

All fees are subject to change from time to time, without notice. Total Charges for a period of attendance and an estimated schedule of total charges for the entire educational program are the same.

PROGRAM NAME	Total Units	Tuition Per Semester Credit (1 credit = 15 contact hours)	Registration Fee	Total Program Tuition	Estimated Cost of Books & Materials	Total Program Charges
MAcCHM	175 units / 3,105 hours	\$245.00	\$45 (per academic term)	\$49,435	Approximately \$360/academic term or more	\$50,940

Application for Admission Fee (domestic student)	\$150.00	Non-Refundable
Application for Admission Fee (international student)	\$300.00	Non-Refundable
International Student Fee	\$1500.00	Non-Refundable
Tuition	\$49,435	
Registration Fee (per academic term)	\$45.00	Non-Refundable
Clinical Training	\$15.00 per clinical hour	
Lab/Clinic supplies and/or Kits	\$250.00	
Late Registration Fee	\$50.00	Non-Refundable
Late Payment Fee Per Week	\$60.00	Non-Refundable
Returned Check Fee	\$25.00	Non-Refundable
Student I.D. Card remake	\$5.00/per remake	
Transcript Fee	\$10.00	
Graduation Examination	\$100.00	
Pre-clinic Comprehensive Examination	\$100.00	
Retake exam in a required time	\$200.00	
Tutoring	No Charge	
Transfer Credit Fee (Per Credit)	\$15.00	no maximum
Graduation Fee (Including Diploma, Official Transcript and Commencement)	\$200.00	
Student Tuition Recovery Fund Fee	\$2.50 per thousand	Non-Refundable
In-Resident Housing (Not available)	N/A	
Textbooks, or Other Learning Media;	Approximately \$360/academic term or more	

Malpractice Insurance for internship	\$150.00
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Student Tuition Recovery Fund (STRF) Disclosure

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you: 1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and 2. Your total charges are not paid by any third-party 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 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.

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 a residency programs attending certain schools regulated by the Bureau for Private Postsecondary and Vocational 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:

- The school closed before the course of instruction was completed. 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.
- 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.
- There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau.
- An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.

Payment Policies

All tuition and applicable fees are due and payable as specified by the student's payment option. There will be a late payment fee if payment is not received consistent with the terms of the student's chosen financial option.

Students are required to clear any indebtedness to CUSV before grades or transcripts will be issued or the degree awarded. All costs of collection, court fees and reasonable attorney’s fees will be added to delinquent accounts collected through third parties.

NOTE: Failure to pay tuition and fees in accordance with the student’s chosen financing agreement can result in administrative withdrawal, no course credit, account holds, assessment of late fees, referral to collections and unfavorable credit reference. Failure to comply with terms of the chosen financial option may result in a student being defaulted to the “Cash” option. Further violation of these policies will jeopardize eligibility for deferment and re-entry into CUSV.

Cash Payment Option

Students who have selected the Cash Payment Option, or have been defaulted to Cash Payment Option, are required to pay all tuition and fees in full when they register for courses. At CUSV, checks, credit cards and cash are all considered as “cash” for purposes of this option. Students who have not paid tuition may not be allowed to attend the course. A fee will be required of students who change the form of payment (see the fee schedule).

Students retain full responsibility for ensuring that all appropriate tuition and fees are paid in a timely manner.

Refund Policy

Students have a right to a full refund of all charges, less the \$45 registration fee, if the student cancels the enrollment agreement on the first day of class or on the seventh day after enrollment/signing this agreement, whichever is later. The amount retained by the school will not exceed the \$45 registration fee.

If a student withdraws from the program after instruction has begun, the student will receive a pro rata refund for the unused portion of the tuition and other refundable charges if the student has completed 60% or less of the instruction. The date of withdrawal is the date of cancellation and is determined as the date the student notifies the school of the decision to cancel, or the last date of attendance if the student fails to notify the school. The student will be charged for all hours attended. For example, if the Student completes 50 hours of a 100-hour course and paid \$2,000 for tuition-in-full, the student would receive a refund of \$1,000.

Total Hours Enrolled	Hourly Tuition Charged	Total Tuition Paid By Student	Total Hours Completed	Total Refund Due Student
100	\$20.	\$2,000.	50	\$1,000.

CUSV will refund money collected from a third party on the student’s behalf if CUSV cancels or discontinues the course in which the student is enrolled, or if the student drops out. If any portion of the tuition was paid from the proceeds of a third party, the refund will be sent to the lender or agency that guaranteed the funds. Any remaining amount will first be used to repay any student financial aid programs from which the student received benefits, in proportion to the benefits received. Any remaining amount of money will be paid to the student. If the student obtains a

loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund. If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds. If the student defaults on a federal or state loan, both the following may occur: (1) 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 person is entitled to reduce the balance owed on the loan. (2) The student may not be eligible for any other federal student financial aid at another institution or other government financial assistance at another institution until the loan is repaid.

Cancellation of Registration

A cancellation of Registration cancels all classes a student has registered for. If a Cancellation of Registration is submitted prior to the end of business hours of the day before the first week of the trimester in which the student is enrolled, a full refund of tuition, fees (other than non-refundable fees) shall be granted to the student. Students who submit a cancellation of registration after the 1st week of trimester are not eligible to receive refund of any fees, but are eligible for partial refunds of tuition up to sixty percent (60%) of the course of instruction calculated based on the date of the CUSV Front Office receives the completed withdrawal notice from the student as follows:

Student Charges:

1 st Week:	No Charge, 100% Refund
2 nd Week:	10% Charged, 90% Refund
3 rd Week:	20% Charged, 80% Refund
4 th Week:	30% Charged, 70% Refund
5 th Week:	40% Charged, 60% Refund
6 th Week:	50% Charged, 50% Refund
7 th Week:	No Refund

Dropping Classes

Students who drop an individual class or classes during the established Add/Drop period (but remain enrolled in at least one class) will be granted a one hundred percent (100%) refund for dropped classes. Students who drop individual classes after the Add/Drop period are not eligible to receive refunds of any fees but are eligible to receive partial tuition refunds up to sixty percent (60%) of the course of instruction calculated based on the date the CUSV Front Office receives the completed withdrawal notice from the student, see refund policy.

Students who have been enrolled past the end of the sixth week of instruction with in any trimester will not receive a refund and will be charged one hundred percent (100%) of the tuition and fees for that trimester.

Student Charges:

1 st Week:	No Charge, 100% Refund
2 nd Week:	10% Charged, 90% Refund

3rd Week: 20% Charged, 80% Refund
 4th Week: 30% Charged, 70% Refund
 5th Week: 40% Charged, 60% Refund
 6th Week: 50% Charged, 50% Refund
 7th Week No Refund

Dropping Clinic Hours

Students who drop clinic hours prior to the end of business hours of the day before the first week of the trimester will receive a full refund. Students who drop clinic hours after the Add/Drop period, but before the end of the sixth week will be charged based on same calculation based on the date of the CUSV Front Office receives the completed withdrawal notice from the student just as the didactic class drop policy. No refund of fees related to clinic internship will be given unless the student is eligible for full refund of the entire clinic hours registered. Students who drop clinic hours after the end of the sixth week will be charged for the total amount of clinic hours they initially registered for.

Student Charges:

2nd Week: 20% Charged, 80% Refund
 3rd Week: 30% Charged, 70% Refund
 4th Week: 40% Charged, 60% Refund
 5th Week: 50% Charged, 50% Refund
 6th Week: 60% Charged, 40% Refund

Students are allowed to withdraw from the Friday evening, Saturday and Sunday classes and interns' hours during the next business day and will be counted as if student withdrew in the previous week rather than the date of withdrawal. Another option to withdraw from the weekend class is to fax student's desire to withdraw with all the pertinent information including student's signature before the end of the week. Student who withdraws with this method needs to submit the original document (not the fax) and the confirmation of fax to the front office during business hours in the following week.

THE FOLLOWING ARE EXAMPLES ONLY. ACTUAL REFUND AMOUNTS ARE SUBJECT TO TUITION CHARGES AND UNIT/HOUR REQUIREMENTS IN EFFECT AT THE TIME THE STUDENT REQUESTS A TUITION REFUND.

-----*Clinical Tuition Refund*-----

Student enrolled in 40 clinical hours, withdraws in the third week

Total Tuition charges for 960 clinical hours (960 hours X \$15.00) = \$ 14,400.00

Divide total clinical tuition by number of clinical hours (14,400.00/960) = \$ 15.00 [This number (the quotient) represents the hourly charge for the clinical aspect of the program.]

Amount owed by student:

Hourly charge (\$15.00) X total hours in session at time withdrawal (12) = \$ 180.00

Amount paid by student (40 hours X \$15.00 per unit) = \$ 600.00
Amount of Clinical Tuition Refund (amount paid minus amount owed - \$600.00 minus \$ 180.00)
= \$ 420.00

This refund schedule is subject to revision, including retroactive revision during the academic year without notice and does not list information regarding didactic (classroom) instruction time frames.

Disbursement of Tuition Refunds

All tuition refunds will be disbursed through the CUSV administration office, unless the refund recipient requests in writing that it be mailed. In such cases, the recipient must provide in writing a current mailing address or other address to which the refund should be sent.

Financial Charges Grievance

CUSV has a responsibility to protect the rights of students and ensure compliance with its nondiscrimination financial policy by providing an appeal process for those who desire to file a grievance against CUSV. All disputes relating to charges must be initiated within six (6) weeks from the charge date and must be submitted in writing to the Financial Office.

Financial Disputes

Student disputes or requests for policy exceptions must be submitted in writing and include all relevant. Note: All fees are subject to change. For student(s), currently enrolled or not, who has/have an outstanding balance, CUSV reserves the rights to refuse any type of service, including release of grades and documents.

Financial Aid Programs

California University – Silicon Valley does not participate in federal and state financial aid programs.

Policies on International Students

Maintaining Legal Status as a Student While in the US

To maintain legal F-1 visa status and your eligibility to continue studying at California University – Silicon Valley (CUSV), you must follow the immigration regulations.

Full-Time Enrollment

You must enroll in full-time courses of study each trimester at least 9 credits, and your attendance should be no less than 80% in each semester except for special reasons.

Reduced Course Load

You may request a reduced course load to drop below full-time enrollment under certain circumstances. Go to Reduced Course Load Exemptions for eligibility requirements and

F-1 student visa regulations require F-1 students to study full-time each term. ‘Full-time’ means 9 credits per term for graduate students. Exceptions to the full-time requirement must be approved by an international student advisor except where noted. You can request permission to take a reduced course load of less than 9 graduate credits by filling out a reduced course load form at the beginning of the term. You must be enrolled for a full course load unless your reduced course load request has been approved by an international student advisor.

Final Term of Study	Available only if a full course load is not needed the final trimester to complete degree requirements.
Vacation Trimester	Available to students who have enrolled full-time for three or more trimesters and would like to take a vacation trimester during the fall, winter or spring trimesters.
Clinical Practice	Available to graduate students who have completed all course work requirements but will be enrolled in a minimum of 3 Clinical Practice credits while they complete their degree requirements.

To request a reduced course load, complete **the Form for the reason you wish to drop below full-time enrollment.**

Medical leave

Available to students who have been recommended by a medical professional to take a trimester off or enrolled in a reduced course load due to an illness or medical condition. For more information, please read this F-1 Medical Reduced Course Load – Information Guide.

Changing Your Course Schedule

After the 14th day of each trimester, you cannot drop below full-time enrollment or withdraw from all of your courses. You must meet with an academic advisor. This is a safeguard to keep you from dropping out of legal status.

Making Normal Progress

You are required to make normal academic progress toward degree completion. Normal progress means enrolling full-time and maintaining a satisfactory grade point average (GPA) of a 2.3 or higher. Students who fail to make normal progress may be found ineligible for F-1 benefits such as travel signatures or I-20 extensions.

If you are disqualified, suspended or expelled from CUSV, you are no longer eligible to continue studying at the CUSV and your F-1 visa status ends immediately. Please meet with an academic advisor if you are having problems making normal progress toward degree completion and/or have been disqualified from CUSV.

Maintaining Valid Immigration Documents

I-20: Do not let your I-20 expire if you have not completed your degree program. If you need more time to complete your degree, you must request an extension of your I-20 at least two weeks before the program end date expires. Failure to request and obtain a program extension prior to the program end date will result in termination of your immigration status.

Passport: Your passport should be valid at least 6 months into the future. If your passport will expire within 6 months, you must get it renewed through the embassy or consulate

of your home country.

Change of Address, Phone, or Email

International students are required to report to the CUSV office within 10 days if there is a change of US address, phone number, or email address.

Grace Period

F-1 students who complete an academic degree or their one-year Optional Practical Training (OPT) period have a 60-day grace period to remain in the U.S. During the grace period, students cannot work and must leave the U.S. before the grace period ends, be admitted to a new degree program, transfer to another school, or seek another immigration status.

F-1 students who have received prior authorization from an international student advisor to withdraw from classes have 15 days to depart the U.S. after the withdrawal date. Students who withdraw from classes without prior authorization are not eligible for a grace period.

Student Handbook

1/1/2024 to 12/31/2024

California University – Silicon Valley

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