



# Undergraduate Handbook

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*Please note that it is the candidate's responsibility to read the [Reach Handbook](#) and the Undergraduate Handbook Addendum (this document). Both are living documents with periodic updates.*

## **A. MISSION & VISION**

Reach is a nonprofit university that employs job-embedded learning to help communities grow their own talent. The ultimate goal of Oxford Teachers College @ Reach University is to help fill rural & urban teacher shortages by enabling local residents to become high-quality, credentialed teachers.

Reach seeks to pioneer a new era in higher education where a job leads to a degree instead of the other way around.

## **B. REACH UNIVERSITY - ABOUT US**

The origins of Reach go back to 2006 with a group of 15 educators who gathered in California to reimagine teacher preparation. Dissatisfied with university-based programs, they sought to design an accreditation pathway embedded in the K-12 workplace, not the Ivory Tower. The result was a new nonprofit called the Reach Institute for School Leadership. In 2007, the Reach Institute launched its first teacher credential program with 25 teachers. Four years later, Reach obtained regional accreditation and launched its first master's degrees.

In 2020, Reach incubated the Oxford Teachers College, an innovative bachelor's degree program for full-time school staff and paraprofessionals seeking to become teachers.

With the addition of this undergraduate program, Reach officially became Reach University. The Reach Institute is now the university's graduate school, and Oxford Teachers College is the university's undergraduate school of education.

## **C. FACULTY**

The vast majority of our faculty members are previous or current K-12 educators who are serving/ have served as state education department leads, school administrators, and classroom teachers. In fact, we have several Louisiana and Arkansas Teachers of the Year on faculty.

## **D. CANDIDATE (STUDENT) SERVICES**

Reach meets the non-academic needs of our candidates by providing services from our Candidate Services Department. Each candidate works with a dedicated advisor until their graduation.

**When to see/ contact your advisor**

- To discuss your academic progress
- To add or drop courses
- To troubleshoot  
(e.g., tech, time management, study skills, stress management, decision making around coursework in the event of a health or family emergency, etc.)

### How to see your advisor

- Texts, emails, & calls are all ways to touch base with your advisor, Monday-Friday during normal business hours (9am - 7pm CST)
- For longer chats (30 mins+), email your advisor to set up a time via Calendly

### Some best practices

- Stay in touch with your advisor; send important updates. It's a 2-way street!!
- Come prepared with questions & a way to jot notes
- Be open to having a conversation around goals, school/work balance, study habits, time management, academic progress, soft skills, and more

### What advising is not

- Dumping the responsibility of communicating with professors on the advisor (happy to help you craft emails!)
- Badmouthing candidates, faculty, and staff (venting is one thing & valid; gossiping is another)
- Expecting advisors to be on call 24/7

candidates are also able to request and access support in the following areas:

- **Registrar** - Course registration, transcripts, and Academic Plans
- **Finance** - Tuition and fees, candidate ledger, payments, receipts
- **Financial Aid** - Award letters, FAFSA
- **Library** - Additional materials and access to academic databases

## E. SPECIAL ACCOMMODATIONS & DISABILITY SERVICES

Reach University will provide counseling and advising opportunities for candidates with disabilities or access needs, ensuring their full inclusion into the Reach community, as well as supporting their successful academic experience while at Reach.

The following steps must be completed to initiate special accommodations:

1. The candidate provides any supporting documents to kkim@reach.edu (e.g., copy of a high school IEP, physician's note on letterhead, etc.).
2. Next, the Disability Services Team prepares a Special Accommodations Letter (PDF).

3. This PDF form is sent to the candidate; the Disability Officer emails all professors the relevant letters according to course rosters.

### **Reasonable Accommodations**

Reach University is committed to serving its candidates with disabilities and access needs and makes every effort to provide reasonable accommodations for candidates unless doing so would be an undue hardship or cause a fundamental alteration to a program.

## **F. ADMISSIONS**

### **Admissions Process**

Interested applicants must submit a completed online application with required supporting documentation for the desired program on or before the stated application deadline(s). Reach University admits persons as regular students only if the following are applicable:

- Have a high school diploma and/or a recognized equivalent of a high school diploma; and
- Are beyond the age of compulsory school attendance in the State in which the Institution is physically located.\*

\*Reach University is physically located in the State of California. The age of compulsory school attendance is between the ages of six and eighteen years of age, except students who have graduated from high school or passed the California High School Proficiency Exam and obtained parental permission.

Links to online program applications and program informational materials are updated on the Reach website regularly to provide current and detailed information. Applicants may also request informational materials and applications by phone or email. Applications received by the priority deadline will be given first consideration. Any applications received after this date will be considered on a space-available basis. Incomplete applications may not be considered.

All application materials must be received prior to enrollment. Provisional enrollment may be granted pending special circumstances with prior approval from Reach. After applications are reviewed and Reach has made its admission decisions, applicants will be notified of admissions status. Notifications will be made by email.

### **Admissions Criteria**

Specific admissions criteria and procedures are defined and described in program informational materials and applications available on the Reach website. In general, applicants can expect to submit the following: official high school transcript, any college transcripts, two essays, and an employer verification form.

Reach strongly considers all applicants who apply and seeks candidates from diverse cultural, linguistic, and academic backgrounds, as well as those that come from a variety of work experiences. Candidates admitted into Reach programs demonstrate strong potential for professional success in schools, academic and work-related achievement, and a commitment to inquiry. During the admissions process, applicants'

submissions are reviewed and are selected for acceptance into Reach using a combination of the following procedures and factors (this is not an exhaustive list):

- Validity of the candidate's high school completion (or recognized equivalency).
- Each program seeks to admit candidates with diverse skills, experiences, and backgrounds that will contribute to a fertile learning community.
- Reach University considers academic readiness as evidenced by previous academic achievement and considers potential for professional success in schools upon graduation, demonstrated by personal characteristics and prior experience, including teaching experience.
- The university weighs the candidate's level of desire to engage in program work, and their desire to align with programs' goals.
- The university strongly considers the candidate's history of performance in prior Reach program/s (if applicable).
- The university strongly considers the support of the candidate's employer, including the employer's level of partnership with Reach.
- Reach University affords equal opportunity to all candidates and other participants without regard to race, color, religion, citizenship, political activity or affiliation, marital status, age, national origin, ancestry, physical or mental disability, medical condition, veteran status, family care status, sexual orientation, sex (which includes gender and gender identity, pregnancy, childbirth, or related medical conditions), taking or requesting statutorily-protected leave, or any other basis protected by law.

### **Deferred Admissions**

As of July 22, 2022, we no longer offer deferments or deferred admissions. An admitted applicant may reapply if they would like to start during a later semester.

## **G. ENROLLMENT**

In order to officially enroll into Reach University, the Matriculation Checklist (sent to you as a PDF from an advisor) must be completed by each stated deadline. Please know that during the initial 1:1 call with your advisor, time will be set aside to go over any questions about the items. **Not completing the checklist by the stated deadlines may result in an automatic dismissal from the undergraduate program -- e.g., not submitting a complete Undergraduate Enrollment Form & Financial Agreement. Additionally, candidates must pass Reach 50 or DEP 50 with a passing grade (C- or higher) to continue in their designated program.**

Additionally, candidates who have not signed and returned all necessary enrollment documents will not be able to attend class, receive course materials and coaching, or receive any additional candidate privileges until all enrollment documents have been returned to Reach. Failure to return these documents on or before the date designated may jeopardize your spot in the designated program and may result in disqualification from the program.

Disqualified candidates would then need to reapply with no guarantee of acceptance. An additional administrative fee may be assessed to process late enrollment documents.

## Change of employment/ district or parish

If a candidate who is earning a Bachelor's Degree in Global Education (with institutional recommendation for licensure - Pathway 1) plans to change employment to a new parish or district that does NOT have a Memorandum of Understanding (MOU) with Reach University, *a new partnership must be established between Reach University and the new school parish or district.* The candidate is expected to help facilitate this process; otherwise, the candidate may have to forgo an institutional recommendation for licensure without a MOU (i.e., cannot be recommended to the state for a teaching license). As listed in the Undergraduate Enrollment Form, a candidate is required to inform Reach University about any employment changes within seven business days (e.g., varies from the initial Employer Verification Form). Failure to do so may result in disciplinary action, change of program, complications with licensure and/or certification, or dismissal.

*The process:*

1. The candidate alerts their advisor of a potential employment change (best to notify an advisor at least 30 days prior to the new hire date).
2. The advisor sends the [Employer Change Form](#) to the candidate.  
(MUST: the new employer has to support the candidate's/ new employee's enrollment at Reach University. A candidate can continue a bachelor's degree but cannot earn a teaching license recommendation if the new employer does not sign the MOU. A candidate will be switched over to a Bachelor's Degree in Liberal Studies if the MOU remains unsigned.)
3. After submitting the Employer Change Form, the candidate communicates with their new employer about the degree program, so the MOU is expected (i.e., not a cold call or a surprise).
4. The lead of District Partnerships (Amy Griffin) will contact the new employer and an Admissions team member (Jason Lee) will send a new employer verification to the new district.
5. Once the MOU is signed and reviewed by the lead of District Partnerships, the candidate is set to start in their new employment *and* continue in their degree program.

## State Exams

To become a classroom teacher, state competency exams must be passed (e.g., Praxis Core, Praxis Subject or Praxis II, CBEST, and CSET). Reach University does not administer these exams; the tests are created and administered by organizations such as Educational Testing Service (ETS). Please click the links below to learn more about your required exams. Each website outlines how to register, pay testing fees, and prepare for the exams (free prep materials). *It also lists passing scores as determined by each state (the exception being Arkansas - scroll for details):*

- CA - CBEST and CSET (<http://www.ctcexams.nesinc.com/Home.aspx>)
- AL, \*AR, CO, LA - Praxis Core and Praxis Subject Matter Exam (<https://www.ets.org/praxis>)  
*Once on the ETS website, scroll midway to click on your state in the drop down menu (screengrab below). This is how you would find passing scores.*



## State Testing Requirements

Each state and licensing organization determines its own certification and Praxis passing score requirements. Before you register, confirm your state's requirements.

Find Your State

*\*ARKANSAS - candidates who are on Pathway 1 (4-year degree program) are required only to pass Praxis II, not Praxis Core. If you are on Pathway 2 or Pathway 3 and are planning to enroll into alternative certification (or a nontraditional licensure program), please check with the program directly to verify its state exam requirements.*

## H. UNDERGRADUATE ENROLLMENT FORM & FINANCIAL AGREEMENT

As stated on the Matriculation Checklist, one critical document must be signed and submitted (via DocuSign): the Bundled Undergraduate Enrollment Form & Financial Agreement.

The Undergraduate Enrollment Form (UEF) section lists the expectations of matriculation, tuition and fees, and an optional photo release. The Financial Agreement (FA) section lists:

- A. All payments are processed on the last business day of the month.
- B. It is the responsibility of the candidate to fill out and submit the Financial Agreement by the stated deadline as listed on the Matriculation Checklist. It is also the responsibility of the candidate to **select the correct payment plan: monthly, twice-a-year, or one-time** (last section on page 1 - see screen grab):

**INSTALLMENT PLANS:** Please choose ONE installment plan below.

*Note: Should the scheduled payment date fall on a weekend or holiday, the payment will be charged on the Friday before the 15th.*

- One Payment - Total payment due on **July 15th, 2021**
- Two Payments - Two equal payments. One payment due **July 15th, 2021**, and another **January 15, 2022**
- Twelve Payments - Twelve equal monthly payments due on the 15th of each month, **July '21 - June '22**

- C. If the fees will be a shared cost with the employer, it is the responsibility of the candidate to complete and submit the employer information on the Financial Agreement (Section I). **This section may only be completed IF your employer has agreed IN ADVANCE to contribute to tuition & fees PRIOR**



**TO SUBMITTING THIS FORM.** See employer section in the screengrab below:

OTA@Reach <b>Student Contribution Payment Agreement</b>		
<b>BILLING INFORMATION AND PAYMENT AUTHORIZATION</b>		
<b>SECTION I: EMPLOYER PAYMENT AUTHORIZATION</b> - Employer will be automatically invoiced for total school contribution by Reach.		
Full Name of Authorizing School Billing Contact		
Authorizing School Billing Address (include school name)		
School Billing Contact Email		School Billing Phone Number
Total School Contribution (please enter dollar amount)		
Authorizing School Signature		Date Signed

- D. It is the responsibility of the candidate to provide new payment information or resolve overdrafts for insufficient funds. Reach University is not responsible for any overdraft fees or related fees imposed by the candidate’s financial institution.
- E. **candidates may be dismissed from the program after two consecutive missed payments and/or the outstanding balance exceeds 230-dollars. Any outstanding balances will be carried over to collections.**
- F. Please give 3-5 business days for your financial institution to clear payments (i.e., for the payment to clear on your end).

Once the bundled document is received by the Candidate Services Team, Academic Plans with estimated graduation dates will be sent to candidates during their first semester in the program (via DocuSign). **Failure to sign and submit the Academic Plan within seven business days may result in a candidate being placed on the default track, Pathway 1.**

Lastly, please note that **ALL Reach University candidates must complete and submit a FAFSA application by the due date for each academic year of enrollment.** Failure to do so may result in dismissal from the program; candidates will not be able to continue in their courses and be placed on administrative probation.

## I. TRANSFER POLICY

For candidates with prior college credits, our general transfer policy is as follows:

*Reach University accepts 30 transfer credits (no more, no less) from accredited institutions in the United States This qualifies an applicant to enter as an Intermediate Year candidate. Credits must be tied to **non-remedial** courses (course ids or titles that are greater than 100) and passed **with a grade of C- or higher**. Only OFFICIAL transcripts will be used to analyze transfer credits. **Candidates who do not submit official transcripts in a timely manner (by the first Friday of the first week of the start of the first school semester) will be defaulted to the standard track, Pathway 1.** (Digital official transcripts preferred to apply@reach.edu.)*

The one exception to this policy applies to candidates with associate degrees. Specifically, candidates who hold associate degrees are eligible for both **Pathway 1** (4-year track to earn a bachelor’s degree in Global Education with institutional recommendation for teaching licensure) and **Pathway 3** ( 2-year track to earn a bachelor’s degree in Liberal Studies). Please note that the associate degree must be conferred from a regionally accredited college or university in the United States; trade school courses and degrees are non-transferable. The associate degree information, including the date of the degree conferral, must be listed on the candidate’s official transcript. All documentation to verify a candidate’s degree information must be submitted by the Friday of the first full week of the first semester. Candidates who fail to submit official transcripts in a timely manner will be defaulted to the standard track, Pathway 1.

Lastly, please note that **our Registrar Team does not offer a customized pathway program with one-to-one transfers (i.e., transfer candidates must complete all courses listed on their designated pathway)**. This is because our program is designed to help candidates pass teacher competency exams such as Praxis I and Praxis II\* or CBEST and CSET.

\*According to [this Forbes article](#), 54-percent of candidates fail the Praxis exam on their first try.

## J. POST-SECONDARY DEGREES BY STATE

Reach University offers the following degrees.

State	Degree(s)	Teaching License(s)	Alternative Certification Options if earning a license as a Liberal Arts degree holder & not with Reach University
<b>Alabama</b>	- Bachelor’s in Liberal Studies  (Pathway 2, 3, 4)	N/A - candidates must apply to alternative certification	AL State Board of Education list of alt certs <a href="#">here</a>
<b>Arkansas</b>	- Bachelor’s in Liberal Studies - Bachelor’s of Arts in Global Education (BAGE)  (Pathway 1, 2, 3)	- Elementary Education (K-6) in BAGE	AR State Board of Education list of <a href="#">nontraditional licensure programs</a> (alt certs)
<b>California</b>	- Bachelor’s in Liberal Studies  (Pathway 2, 3, 4)	N/A - candidates must apply to alternative certification	CA State Board of Education list of alt certs, including Reach University’s <a href="#">Intern Program</a>
<b>Colorado</b>	- Bachelor’s in Liberal Studies	N/A - candidates must apply to alternative	CO State Board of Education <a href="#">alt cert program</a>

	(Pathway 2, 3, 4)	certification	<a href="#">search engine</a> . Possible options: <a href="#">Teach Colorado U Denver</a>
<b>Louisiana</b>	<ul style="list-style-type: none"> <li>- Bachelor's in Liberal Studies</li> <li>- Bachelor's of Arts in Global Education (BAGE)</li> </ul> (Pathway 1, 2, 3)	<ul style="list-style-type: none"> <li>- Elementary Education (1-5) in BAGE</li> <li>- Elementary Special Education (1-5)</li> </ul>	LA State Board of Education <a href="#">list of alt certs</a>  Caddo Parish Avoyelles Parish

Please note that as a university, we do not reward licensure; this is up to each state's Board of Education. The onus is upon the candidate to meet specific state requirements, such as passing all required subtests of PRAXIS I (also known as PRAXIS Core) and PRAXIS II or known as CBEST and CSET in California.

PRAXIS I and PRAXIS II testing requirements are listed [here](#) by state (scroll mid-way on the web page to the search bar with "find my state"). PRAXIS II qualifying scores are listed [here](#) by state. CBEST and CSET registration and basic information is found [here](#).

## K. RETAKE POLICY - NOT PASSING COURSES

Undergraduate grading scale allows for candidates to earn credit for any course that achieves a final grade of C- or higher. Grades below a C- are considered failed courses and will not earn credit. "W" grades also will not earn credit. Any course where the candidate did not earn credit must be successfully repeated at the next available course offering before the candidate will be allowed to matriculate into the next semester's coursework. A candidate may not continue through the degree's scope and sequence until a grade of C- or higher is achieved in the non-credited courses.

## L. PATERNITY LEAVE

Similar to the medical residency model, our education undergraduate program is also job-embedded. As such, all assignments are closely tied to on-the-job responsibilities. A candidate taking paternity leave may be required to sit out a semester and return post-paternity leave. Please talk to your advisor to plan for your maternity or paternity leave in advance.

## M. DROPPING COURSES

During bundled semester courses during Intermediate, Advanced, and Clinical years, Methods and Placement courses may not be dropped, because the assignments (including the Craft Tracker) are closely tied to the core subject areas. For example, during the bundled history semester, a candidate/student may not keep the history courses and drop placement.

## **N. INCOMPLETE GRADES**

Incomplete: Indicates that a portion of the required coursework has not been completed and evaluated in the prescribed time period due to justifiable circumstances and that there is still a possibility of earning credit.

“Incomplete” may be awarded by the faculty, at their discretion, when there are extenuating circumstances and when there is a specific plan for completion. If the plan for completion, including revised deadlines, is not met, the grade that would have been earned (prior to the Incomplete) will be awarded. Students have 30 days to complete the missing assignments and related work to earn a grade.

## **O. MIDTERM GRADES POLICY**

Once midterm grades are posted, the assignments from the first half of the semester may no longer be completed.

## **P. GRADE APPEALS**

A candidate may appeal a final course evaluation when they believe that the assigned evaluation does not reflect what the candidate has earned according to the criteria for grading as outlined by the faculty of the course. Reach policy states it is the responsibility of each faculty member to define his/her/their grading policy and criteria as early in the semester and as explicitly as possible while conforming to accepted Reach practices.

If there is any deviation from this original statement of course expectations, all affected candidates should be informed. In addition, it is assumed that the evaluation awarded is accurate, and the candidate appealing the evaluation must justify the need for a change of the awarded evaluation. Normally, evaluation appeals should be resolved informally between the candidate and faculty involved. A candidate who believes they have been assigned an improper evaluation should meet with the faculty of record and together review the assessment criteria used to determine the evaluation awarded on the candidate's transcript. If, after careful review of the assessment criteria, the candidate is still dissatisfied, or if the faculty of record refuses to take part in the informal process, the candidate may initiate the formal grade appeal procedure consistent with the grievance procedures (see the Grievances and Appeals section).

## **Q. ON TRACK REQUIREMENT**

*Please see the Reach Handbook about making Satisfactory Academic Progress (SAP). The University may terminate a candidate's enrollment for failure to maintain SAP, failure to abide by the rules and regulations of the institution (including professional conduct); absences in excess; and/or failure to meet financial obligations to the University.*

## R. ACADEMIC PROBATION

A candidate is placed on academic probation if one's grade point average (semester GPA) is 2.0 or lower at the end of a term. To assist candidates at risk of academic probation, Reach University faculty and staff provide differentiated support for candidates who are struggling in their coursework. Such measures of support are documented in the candidate Success Form, which is completed by the faculty member (one form per each course in question). The advisor sends the completed form(s) to the candidate and loops in the candidate's site supervisor to ensure coordinated efforts of support.

Academic Probation may also be issued for academic dishonesty (i.e., not meeting standards of academic integrity). Candidates who have been dismissed from the program due to Academic Probation but are in good administrative and financial standing may re-apply to the University. Students dismissed for egregious offenses may not apply for five years.

## S. ADMINISTRATIVE PROBATION

A candidate may be placed on administrative probation due to one or more of the following issues (but not limited to):

- Not submitting documents and/ or signatures in a timely manner (including FAFSA)
- Not submitting two or more tuition or fee payments in a timely manner (not current in payments)
- Not meeting standards of professionalism, including nonresponsiveness to staff members such as advisors and faculty (e.g., not returning emails or phone calls within 3-5 business days)
- Not meeting University standards as outlined in the candidate Handbook and its supporting documents

Administrative probations are lifted when the candidate addresses the issues as outlined in the Administrative Probation Form (to be signed by both the candidate and the advisor). Until the situation is resolved, the candidate will not have access to transcripts (applicable only to financial holds), events, or courses. If the terms of the form are not met, the candidate will not be able to register for the next term. Candidates will not be able to enroll or matriculate unless they are current in their tuition and fees.

## T. ACADEMIC WITHDRAWAL

A candidate will be administratively withdrawn from the undergraduate program if the following conditions are met:

- Candidate is on academic probation for two consecutive semesters.
- Candidate does not fulfill the conditions documented within their Academic or Administrative Probation Form (i.e, unfulfilled Administrative Probation with GPAs under 2.0).
- Candidate has not logged into Canvas during the first week of the semester or is not engaged (attending classes, submitting assignments, etc.) for seven business days.
  - Reach University requires instructors to report attendance on the first and second meeting period of class. Students who fail to begin attendance by the second meeting period may have their financial aid adjusted/revoked and may be subject to administrative withdrawal due to non-attendance. Attendance reports will be pulled by the registrar within 72 hours of the second reporting date. Beyond the second meeting period of class, individual faculty reserve the right to continue attendance at their own discretion for the purposes of institutional

reporting. Attendance recorded after the first day of class will not be used for punitive measures.

- Candidate has not completed all the requirements of matriculation (enrollment), such as delayed or missing forms, financial holds (e.g., not completing FAFSA), and/or not passing DEP 50.

## U. DISMISSAL FROM THE PROGRAM

Issues that may lead to a dismissal include but are not limited to:

- Candidate is found to not be meeting admission requirements or have falsified information on the application (e.g., not working in a classroom setting, 15-hours per week or under the age of 18).
- Candidate commits or repeats actions of academic dishonesty.
- Candidate does not uphold Reach's policy on professional conduct and professionalism.
  - If a candidate has been dismissed for egregious conduct issues, a candidate may not apply for five years

## V. ATTENDANCE POLICY

Reach University requires instructors to report attendance on the first and second meeting period of class. Candidates who fail to begin attendance by the second meeting period may have their financial aid adjusted/revoked and may be subject to administrative withdrawal due to non-attendance. Attendance reports will be pulled by the registrar within 72 hours of the second reporting date. Beyond the second meeting period of class, individual faculty reserve the right to continue attendance at their own discretion for the purposes of institutional reporting. Attendance recorded after the first day of class will not be used for punitive measures.

Regular class attendance is expected of all candidates of the University. The authority to excuse absences rests with the course instructors, bearing in mind that the following section ("Illness, injury, hospitalization, or military orders") includes potential excusable absences.

While instructors should seek to accommodate candidate absences specified below, candidates should recognize that certain portions of courses can be difficult/impossible to accommodate or makeup. Reasonable accommodation is determined by the course instructor; however, separate accommodations can be registered with Candidate Services. Instructors are not expected to accommodate a candidate who has missed so many of the critical components of a course, even for legitimate reasons, that arrangements for makeup work would not be reasonable. An excused absence does not absolve the candidate of their responsibility for the material/content covered in the missed class(es). Please look below for a list of excused absences.

### **Illness, injury, hospitalization, or military orders**

Acute illness or injury of a candidate or a candidate's dependent of three calendar days or more must be formally documented by a healthcare provider who has provided the candidate or the candidate's dependent treatment. Illness or injury of a candidate or a candidate's dependent of two calendar days or less may still be required to be formally documented, subject to the discretion of individual course instructors. Candidates with chronic health conditions and/or disabilities that may affect their class attendance should request special accommodations from their candidate Success Advisor. Acute or chronic medical conditions related to the

pregnancy of a candidate or a candidate's spouse are covered by this policy.

## **University-sponsored activities or events**

candidates involved in University-sponsored activities may need to be excused from a class.

University-sponsored activities are defined as those that a University department is able to verify. In all instances it is the candidate's responsibility to request permission for the absence (preferably in writing) from the instructor and to discuss how the absence will affect their ability to meet the course requirements. candidates should do this as soon in the semester as possible.

## **Religious observation**

In recognition of the diversity of the candidate body, the University provides that a candidate may request an excused absence from class for participation in religious observances. In all such instances, it is the candidate's responsibility to request, preferably in writing, that the instructor excuse the absence and to discuss how the absence will affect the candidate's ability to meet the course requirements. A candidate should make any such requests by the end of the second week of classes.

For circumstances not listed, the instructor has the primary responsibility to decide on a case-by-case basis if an absence is due to unavoidable or legitimate circumstances.

## **Personal tragedy (including natural disasters)**

A candidate grieving from a personal tragedy, such as the loss of a loved one or a natural disaster, may need to be excused from a class. It is the candidate's responsibility to contact their professors or advisor (the advisor can help reach out to instructors). If contacting the advisor, this is for the instructor's information only and does not relieve the candidate of contacting instructors as soon as possible about making up missed assignments and course requirements. Upon their return, the candidate will provide documentation of the loss or natural disaster to each instructor. Consistent with course requirements, instructors should seek to make reasonable accommodations for the candidate, and should attempt to provide the opportunity to earn similar or equivalent credit for missed assignments or assessments. The University strongly encourages candidates in bereavement or facing extenuating circumstances to reach out to their healthcare provider for mental health services and support. Candidate Services is also able to connect you to our Wellness Advisor and a list of emergency resources; please contact your advisor to get this process started.

## **Notification requirements**

In all cases where applicable, it is the responsibility of the candidates to provide their instructors prior notice to their absence. Each candidate must submit in writing the class dates which they will miss and the cause that they believe warrants an excused absence, unless the course instructors have expressed their wishes to not be notified. However, in some cases it may be impossible to provide prior notice.

In cases where a candidate is unable to contact their instructors due to major illness, serious injury, or hospitalization, or when given military orders which are effective immediately, a notice may be sent to the candidate's instructors by a family physician or candidate Success Advisor. This notice is for the instructor's information only and does not relieve the candidate of contacting instructors as soon as possible.

An instructor has the right to request further information to verify all absences and to not provide an excused absence if the information is not provided within a reasonable time period.

## Not attending a course

Not attending a course does not constitute an official drop (dropping a course or two) or cancellation (canceling enrollment from the University entirely). You must process the drop or cancellation by reaching out to your candidate Success Advisor or the Registrar – they will send an official drop or cancellation form via DocuSign. The drop or cancellation will become official and tuition will be assessed based on the date of the transaction via DocuSign, or the date the form is processed.

DEPARTMENTS RESERVE THE RIGHT TO CANCEL A COURSE RESERVATION FOR A candidate WHO DOES NOT MAINTAIN 90-PERCENT ATTENDANCE DURING THE FIRST WEEK OF THE SEMESTER, OR DOES NOT MEET THE PREREQUISITES FOR THE COURSE. THE SPACE MAY BE REASSIGNED TO ANOTHER candidate APPLYING FOR ADMISSION TO THE COURSE. IF DROPPED FROM THE COURSE BY THE DEPARTMENT, YOU ARE STILL RESPONSIBLE FOR MAKING SURE THE COURSE IS DROPPED FROM YOUR REGISTRATION.

## Appeals

If a candidate believes they have been treated unfairly in regards to a requested absence, the candidate should pursue their complaint using the usual process for appeals of candidate grievances (see the “Grievances & Appeals” section of this handbook). candidates should reference the course attendance policy and the University Class Attendance Policy, indicating where they perceive a violation. Chairs and deans who have questions about what constitutes reasonable accommodation should consult with the senior academic officer for resolution of the disagreement.

If you wish to withdraw a class (receive a “W” for Withdrawn without impacting your GPA), please let the Registrar@reach.edu know by the end of Week 9 (end of business day).

## W. RE-ENROLLMENT PROCESS

If a candidate took a leave of absence and would like to re-enroll, they must schedule a one-on-one check in call with an advisor prior to reenrollment. The advisor will then outline customized next steps for re-enrollment, including the signing of new contracts and participation in candidate success workshops.

*The process for re-enrollment:*

- attend orientations and/or workshops
- submit a time management plan to the advisor
- participate in an one-on-one welcome call (check in call) with an advisor, especially to plan out what would be different this term than prior terms – using the time management plan
- sign new contracts such as the Enrollment Form and Financial Agreement by the stated deadline
- complete the required FAFSA
- any other follow up steps as assigned by the advisor



Dismissed candidates are required to reapply to the program to be considered for re-enrollment. If readmitted, the candidate will have to complete the steps of a new candidate.

## **X. GRIEVANCES & APPEALS**

### **Informal Grievance Procedure**

A candidate who has problems arising from conflicts with faculty, evaluation results, advancement, degree/credential requirements, policies, probation conditions, or disqualification should discuss them first with either a candidate Success Advisor or a faculty member. If a candidate wishes to review a problem or to appeal a decision, s/he should then consult with the Dean of Undergraduate Studies. Should questions arise beyond this point with respect to where or to whom a specific appeal should be directed, the Candidate Services Director may be consulted for advice. After all of the informal procedures for grievances and appeals have been exhausted, the formal grievance procedures may be initiated.

### **Formal Grievance Procedures**

Upon request made in writing to the Dean of Undergraduate Studies, or should the program director deem it necessary, a disciplinary/grievance committee will be assembled. Prior to assembling the committee, the Dean of Undergraduate Studies will determine whether the informal grievance procedure has been exhausted and may require additional steps be taken through the informal grievance process, and a new written notice be given, prior to convening a committee. Once it is determined that a disciplinary/grievance committee is appropriate, the committee will be assembled within 30 calendar days of receiving the written request, and members will include, but are not limited to a member from the executive leadership at Reach and a Reach faculty member. Findings of the disciplinary committee may be appealed to the full Board of Directors as necessary. The decisions of the Board of Directors are final.

## **Y. ACADEMIC HONESTY**

The principles of truth and integrity are recognized as fundamental to any community of teachers and scholars. Reach expects that both faculty and candidates will honor these principles and in so doing will protect the integrity of all academic work and participating teachers. While collaboration, feedback, and learning from the work of others are essential to professional collegiality in teaching, Reach candidates are expected to complete assigned work without misrepresenting the degree to which they received or provided assistance. Coaches and faculty have the responsibility of exercising care in the planning and supervision of required work so that expectations are clear and so that honest effort will be encouraged and positively reinforced.

There are certain forms of conduct that violate Reach's policy of academic integrity.

ACADEMIC DISHONESTY (CHEATING) is a broad category of actions that involve fraud and deception to improve an evaluation or obtain course credit. Academic dishonesty (cheating) is not limited to performance assessment situations alone, but arises whenever candidates attempt to gain an unearned advantage. PLAGIARISM is a specific form of academic dishonesty (cheating), which consists of the misuse of published or unpublished works of another by claiming them as one's own. Plagiarism may consist of handing in someone else's work as one's own, copying or purchasing a pre-written composition and claiming it as one's own, using paragraphs, sentences, phrases, words or ideas written by another without giving appropriate citation, or using data and/or statistics compiled by another without giving appropriate citation. When a coach or faculty member discovers a violation of the Reach's policy of academic honesty and integrity, they are required to

notify the Dean of Undergraduate Studies, the candidate(s) involved, and possibly the designated school site administrator. A course evaluation of "Did Not Meet Expectations" may be assigned or another penalty may be applied at the discretion of the coach or faculty member and the Dean of Undergraduate Studies.

Additional sanctions are determined by the Dean of Undergraduate Studies. Sanctions may include disciplinary probation, suspension, permanent expulsion from Reach, administrative hold on the release of records, a notation on the participating teacher's official transcript, withholding a degree or recommendation for a credential, and/or recommending the revocation of a credential. Any disciplinary action shall be noted on the participating candidate's formal academic record either permanently or for the duration of the probationary period. Disciplinary expulsion is a part of the candidate's permanent record. The candidate may pursue a formal hearing or make a settlement agreement with the Dean of Undergraduate Studies. The Dean of Undergraduate Studies or a designee will conduct an investigation, confer with the coach or faculty member, candidates and any witnesses identified, and review all evidence. The candidate is entitled to a formal hearing, scheduled by the Dean of Undergraduate Studies, in which the evidence of the alleged violation shall be presented before an impartial Hearing Officer (appointed by the Reach Governing Board with the advice of the Dean) and the candidate shall be present to provide an explanation or defense. The Hearing Officer shall submit a written report to the Dean of Undergraduate Studies containing the findings, conclusions, and recommendations. Alternatively, a settlement agreement may be made with the Dean of Undergraduate Studies. The settlement agreement will specify the sanctions, the length and terms of disciplinary probation or suspension, and any other conditions. The candidate is expected to meet all recommendations in order to remain in good standing (e.g., training or regular meetings with the Dean or other designated Reach personnel).

Sanctions are reported to the coach or faculty member reporting the incident and the participating candidate's site administrator. Any repeated violation of academic honesty and integrity policy shall result in more serious sanctions, including dismissal with a note on the candidate's permanent record.

## **Z. PAYMENTS & LEDGER**

The monthly fee of \$75 (or annual fee of \$900) is due on the last business day of each month. It takes 3-5 business days for banks or credit companies to process payments and additional 3-5 business days for the payments to post on Sonisweb. If you have a question about your payment or Sonisweb ledger, contact [finance@reach.edu](mailto:finance@reach.edu).

### **Delinquent Accounts**

Candidates or candidates in arrears by 30 days will be placed on a financial hold and will not be allowed to continue onto the subsequent course/ semester. Additionally a financial hold would also mean that any transcript requests or credential recommendation would not be issued until tuition is paid in full.

Reach reserves the right to suspend participation and disqualify candidates when they are over 90 days in arrears. Candidates with a past due account balance may be prohibited from registering for classes or obtaining credential or degree recommendations, or transcripts. In the case of a candidate's failure to agree or adhere to a payment plan, delinquent accounts may be turned over to a collections agency.

## AA. REFUND POLICY

*Please scroll to the financial aid section if you are inquiring about federal financial aid refunds.*

### CANDIDATE'S RIGHT TO CANCEL

- A. You have the right to cancel your agreement for a program of instruction, without any penalty or obligations. **Once a candidate/ candidate has officially withdrawn from the program, the \$75 per month will cease to be charged, so long as the Notice of Cancellation Form is submitted prior to the last business day of that month** (sent & received via DocuSign). If the notice is received after the last business day of the month, the payment for that month (and associated fees) are ineligible for a refund. Candidates who pay in advance (i.e., the entire academic year is paid in one or two payments), are in good financial standing, and cancel their enrollment will receive a prorated refund for the time that they were enrolled in the program. **This refund does not apply to FAFSA grants which are non-refundable.**
- B. Cancellation may occur when the candidate provides **a written notice of cancellation to their advisor**. This can be done by mail or e-mail.
- C. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with proper postage. If notice of cancellation is sent by email, it is effective on the date when the email was received.
- D. The written notice of cancellation must be in the form of the Notice of Cancellation Form and it is effective if it shows that the candidate no longer wishes to be bound by the Enrollment Agreement.

### WITHDRAWAL FROM THE PROGRAM

You may withdraw from the school at any time after the cancellation period (described above) and receive **a pro rata refund if you have completed 60 percent or less of the scheduled weeks in the current payment period/academic year in your program through the last day of attendance**. The refund will be less a registration or administration fee not to exceed \$250.00, and less any deduction for equipment not returned in good condition, within 45 days of withdrawal. If the candidate has completed more than 60% of the academic year, the tuition is considered earned and the candidate will receive no refund.

Again, **this refund does not apply to the monthly fee of \$75 or FAFSA grants.**

For the purpose of determining a refund under this section, a candidate shall be deemed to have withdrawn from a program of instruction when any of the following occurs:

- The candidate notifies the institution of the candidate's withdrawal or as of the date of the candidate's withdrawal, whichever is later.
- The institution terminates the candidate's enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; absences in excess of maximum set forth by the institution; and/or failure to meet financial obligations to the school.
- The candidate fails to return from a leave of absence.

The refund amount owed equals the daily charge for the program (total institutional charge, minus non-refundable fees, divided by the number of weeks in the program), multiplied by the number of weeks scheduled to attend, prior to withdrawal. If the candidate has completed more than 60% of the academic year, the tuition is considered earned and the candidate will receive no refund.

If any portion of the tuition was paid from the proceeds of a loan or third party, the refund shall be sent to the lender, third party or, if appropriate, to the state or federal agency that guaranteed or reinsured the loan. Any amount of the refund in excess of the unpaid balance of the loan shall be first used to repay any candidate financial aid programs from which the candidate received benefits, in proportion to the amount of the benefits received, and any remaining amount shall be paid to the candidate. If the candidate has received federal candidate financial aid funds, the candidate is entitled to a refund of monies not paid from federal candidate financial aid program funds.

## **W. CANDIDATE (candidate) RECORD RETENTION & DISPOSAL POLICY**

Reach University will retain all candidate or candidate records for a period of seven (7) years following the candidate's completion or withdrawal from the program in which they were enrolled. Academic transcripts granted by Reach will be held in perpetuity. Reach is committed to effective record management to meet legal and regulatory standards, preserve its history, optimize the use of space, and minimize the cost of record retention.

## **X. EQUAL OPPORTUNITY AND NON-DISCRIMINATION**

It is the policy of Reach University and its Board of Directors to maintain an organizational working and learning environment free of all forms of unlawful discrimination and all forms of harassment, exploitation, or intimidation, including sexual harassment.

### **Equal Opportunity**

Reach University affords equal opportunity to all employees and prospective employees, volunteers, candidates, and other participants without regard to race, color, religion, citizenship, political activity or affiliation, marital status, age, national origin, ancestry, physical or mental disability, medical condition (as defined under California law), veteran status, family care status, sexual orientation, sex (which includes gender and gender identity, pregnancy, childbirth, or related medical conditions), taking or requesting statutorily protected leave, or any other basis protected by law.

### **Complaint Procedure**

Any candidate who believes that she/he/they has been discriminated against, should bring their concerns to the attention of appropriate Reach personnel consistent with the grievance procedures outlined in these policies.

### **Consequences**

Reach University will not tolerate any form of discrimination and will take appropriate disciplinary action, including possible termination, of any person determined to have engaged in unlawful conduct under this policy.

### **No Retaliation**

Retaliation (including intimidation, threats, coercion or discrimination) against an individual for raising an allegation of sexual harassment or discrimination is prohibited.

## Y. UNDERSTANDINGS

1. **Catalog:** Information about the Oxford Teachers Academy at Reach Institute of School Leadership ("Reach University" or "Reach") is published in a school handbook that contains a description of certain policies, procedures, and other information about the school. Reach reserves the right to change any provision of the handbook at any time. Notice of changes will be communicated in a revised handbook, an addendum or supplement to the handbook (such as this document), or other written format. Candidates are expected to read and be familiar with the information contained in the school handbook, in any revisions, supplements and addenda to the handbook, and with all school policies. By enrolling in Reach University, the candidate agrees to abide by the terms stated in the catalog and all school policies.
2. **Location:** Instruction occurs remotely via Zoom session (accessed through Canvas)
3. I understand that I will be awarded a Bachelor's Degree in Global Education when I have completed all of the program requirements. A graduate must have passed each course and have satisfied all financial obligations.
4. **NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION(S):**  
The transferability of credits you earn at Reach University/ Reach Institute for School Leadership is at the complete discretion of an institution to which you may seek to transfer.
5. **Career Services:** Reach University does not provide career placement assistance at this time.
6. **Financing:** The candidate understands that if a separate party is financing his/her education, that the candidate, and the candidate alone, is directly responsible for all payments and monies owed to the school listed on this agreement. Failure to meet tuition requirements may result in a dismissal from the program (e.g., two months of missed payments).
7. **Equipment:** Lost, mutilated, or stolen items will be replaced at the expense of the candidate.
8. **Loan:** If a candidate is eligible for a loan guaranteed by the federal or state government and the candidate defaults on the loan, both of the following may occur:
  - a. The federal or state government or a loan guarantee agency may take action against the candidate, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
  - b. The candidate may not be eligible for any other federal candidate financial aid at another institution or other government assistance until the loan is repaid.If the candidate obtains a loan to pay for this program, you, the candidate, will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

## Z. EXPECTATIONS & PROFESSIONALISM

1. **Technology Requirements:** Candidates are required to have a desktop or laptop computer with systems requirements that provide access to the learning platform, Canvas, as well as the ability to access and use Google Drive and Zoom. Candidates are required to secure regular internet access to be able to attend online classes and complete assignments.
2. **Self-Advocacy & Conduct:** Candidates are expected to proactively reach out to faculty and the

Candidate Services department as educational needs arise in a professional manner. **Professionalism is expected at all times in your interactions with the University (with fellow candidates, faculty, and staff).** See [slides #20-25 of Day 1 Orientation](#):



The slide features a dark blue background with a white border. At the top left is a flame icon next to the word "Professionalism" in large white font. To the right are two circular icons: one showing a person with a checkmark labeled "Taking Responsibility" and another showing two people talking labeled "A sense of humor". Below these is the question "Helps to think: Is my behavior a model for my own students at work?". The slide is divided into two columns. The left column, titled "Not helpful to you" in red, lists several behaviors in orange and black text, including talking badly about professors, drinking/smoking during class, talking down to classmates, threatening professors, triangulation, and relaying hearsay. The right column, titled "A better way" in orange, lists positive behaviors in orange and black text, such as giving healthy criticism privately, looking presentable, showing respect to classmates and professors, and asking questions for clarity. A quote at the bottom of the left column reads "I heard this school isn't credentialed." and a note at the bottom of the right column says "(It's GREAT to be proactive.)".

3. **Social Media:** Candidates are expected to adhere to respectful and nondiscriminatory language and conduct when engaging with the University’s online platform and community. Some of the agreed upon norms of online behavior include:

- Respectful language and conduct at all times; no discriminatory language
- On-topic posts (please avoid sales/promotions, political, conspiracy, religious posts, or spam, etc.)
- Encouragement and pushes; let’s not shame or belittle one another
- Clean language (no profanity, illegal, or obscene content)
- Do not block moderators of the social media page; keep the lines of communication open to discuss concerning posts with the moderator
- Candidates are not obligated to accept or respond to friend requests or private messages
- Conduct must conform to the guidelines on professionalism as outlined in the Reach University Undergraduate Handbook

Please note that this space is reserved for admitted, *active* candidates and Candidate Services staff (i.e., faculty will not participate in this space). Repeated nonadherence to these guidelines may result in disciplinary action, including but not limited to being removed from the Facebook group.

4. **Attendance:** Candidates are required to attend online courses with their respective faculty members with the allowance of a certain number of missed sessions dependent on the requirements stated in the syllabus of the course.
5. **Plagiarism:** Candidates are expected to submit original work with proper citations. Failure to abide by this expectation may result in disciplinary action. See [slide #6 of this slide deck](#) for the different forms of plagiarism.

Page 60 of the Reach Candidate (candidate) Handbook states the following:

*There are certain forms of conduct that violate Reach's policy of academic integrity. ACADEMIC DISHONESTY (CHEATING) is a broad category of actions that involve fraud and deception to improve an evaluation or obtain course credit. Academic dishonesty (cheating) is not limited to performance assessment situations alone, but arises whenever candidates attempt to gain an unearned advantage. PLAGIARISM is a specific form of academic dishonesty (cheating), which consists of the misuse of published or unpublished works of another by claiming them as one's own. Plagiarism may consist of handing in someone else's work as one's own, copying or purchasing a pre-written composition and claiming it as one's own, using paragraphs, sentences, phrases, words or ideas written by another without giving appropriate citation, or using data and/or statistics compiled by another without giving appropriate citation*

6. **Syllabi:** All candidates are required to read the syllabus of the currently enrolled courses within two weeks of commencement of the undergraduate program.
  - a) If needed, candidates must get clarification from their faculty member within the first two weeks of the semester.
  - b) candidates are responsible for completing all coursework required by the faculty member, as listed in the syllabus, unless otherwise arranged by the faculty member. Please check deadlines and key dates listed on the syllabi with your professors as well.
7. **Policies & Handbook:** Candidates are responsible for becoming familiar with the Reach Candidate Handbook and the Candidate Services Welcome Packet. **Our policies are non-negotiable.**
8. **Extenuating Circumstances:** Although faculty are encouraged to work with candidates who experience extenuating life circumstances, professors **are not** required to excuse absences from missed classes or assignments.
9. **Communication:** Candidates must check and use their Reach University email account and Canvas account on a consistent, professional basis (3 times per week) and understand that faculty and staff have three business days to respond to candidate emails (i.e., they will not reply to texts and emails on the weekend unless it is an emergency). All communication will be sent to your @my.reach.edu email account.
10. **Newsletter:** Candidates are expected to read the college newsletter to stay informed with announcements and updates.
11. **Nonresponsiveness:** Advisors and Reach staff reach out to candidates on a consistent basis, especially for check ins or follow ups about missing documents. If three consecutive attempts by Reach University staff are not successful in eliciting a response from a candidate within 10 business days (e.g., phone calls, voice messages, letters, emails), the University reserves the right to review the candidate's enrollment in the undergraduate program. This may or may not result in a dismissal.

## AA. TECHNOLOGY

Reach University is a job-embedded, distance-learning college that requires online coursework, online collaboration, and digital assignment requirements. Candidates are responsible for accessing sufficient technology to complete the requirements and school or home technology difficulties are not acceptable grounds for extensions (with the exception of extenuating circumstances, such as natural disasters, impacting connectivity). In order to participate in the Reach program, candidates must:

- Maintain working access to a computer, sufficient to complete required assignments, online collaborations, email inquiries, and digital assignment items, at their own expense (or by arrangement

with their employer), including: high-speed internet access, reliable email access, and ability to access Google Suites

- Have access to Adobe Acrobat
- Maintain and submit digital evidence of seminar/practicum work in the method/format prescribed.

## **BB. MEDIA RELEASE**

Reach University periodically uses electronic and traditional media (e.g., photographs, video, audio, testimonials) for publicity, educational, or advertising purposes. Candidates will have the option to provide their consent to the use of the electronic and traditional media. A Media Release Statement is provided to all candidates in the enrollment form.

## **CC. FINANCIAL AID**

Please direct any questions to:

Reach University Office of Financial Aid

[financialaid@reach.edu](mailto:financialaid@reach.edu)

Federal School Code: 042637

### **Financial Aid Philosophy and Basic Policies**

Reach University is committed to helping candidates gain access to higher education and career opportunities. It is our desire to provide financial assistance to candidates with demonstrated need, within the limits of the University's resources. With this goal in mind, Reach holds to the following:



- 1) We will use family, government, and university resources to provide affordable access to higher education.
- 2) Determining need will be done in a consistent and equitable way.
- 3) Special circumstances will be considered on a case-by-case basis and we will use our professional judgment to determine when adjustments should be made.
- 4) Clear communication of information regarding financial aid.
- 5) Financial need does not affect admissions decisions.

## Cost of Attendance

The cost of attendance is what the college estimates it will cost to attend Reach University for one year. Included in the cost of attendance are direct costs of tuition, fees, food and housing, and indirect cost estimates for books, supplies, and personal expenses. Candidates will have a housing and food budget based on an average expense determined from surveying candidates to determine the average amount that is spent on living expenses.

### 2022 - 2023 Undergraduate Cost of Attendance:

Undergraduate - Full Time Attendance (Fall 2022 & Spring 2023)	
Cost Type	Cost
Tuition Fee (12 credits)	\$12,374
Books and Supplies	\$1,700
Food and Housing	\$7,875
Personal Expenses	\$1,800
Transportation	\$1,350
<b>TOTAL</b>	<b>\$25,099</b>

### Why is the cost of attendance so high? I thought the program was only \$900 per year.

You are probably asking yourself this question right now, so let's break this down even more:

- 1) **It's the law.** We are required to include all the parts of financial aid shown above. The tuition is the main one that will matter for you as a candidate (candidate). The other four (books and supplies, food and housing, personal expenses, and transportation) are included because they have to be even if the program is online.
- 2) **Reach is a high quality program.** The amount you pay is meant to be affordable on purpose. We believe that every candidate should have an amazing teacher and becoming an amazing teacher should be affordable. This does not mean that it costs only \$900 to provide all the high quality teaching and Candidate Services that you see and get. The actual cost to provide all of this is better

shown in the tuition amount you see listed above. We help pay for these costs through financial aid and philanthropy to bring you a high quality pathway to a career at an affordable cost.

- 3) **Will I have to pay more than \$900?** If you complete the financial aid application process (submit the FAFSA and any required verification documents), you will pay no more than \$900 per year. If you do not submit the FAFSA or required documentation, you will have to pay the full semester tuition before enrolling in classes.

### **Financial Aid Eligibility**

In order to stay eligible for financial aid, candidates must:

- 1) Complete the FAFSA and submit any required verification documents *each year*
- 2) Maintain Satisfactory Academic Progress (SAP) - see SAP section of this handbook.
- 3) Be enrolled at least half time
- 4) Be a U.S. citizen or an eligible non-citizen
- 5) Have a high school diploma or recognized equivalent

Note: You will need to submit a FAFSA each year.

### **Other eligibility requirements:**

- **Class Attendance** - candidates are expected to maintain regular attendance in their classes.

Note:

- Full-time enrollment is defined as 12 credits or more per semester.

## Undergraduate Satisfactory Academic Progress (SAP) Standards and Procedures

The Office of Financial Aid has developed the following standards and procedures regarding Satisfactory Academic Performance (SAP) as it pertains to undergraduate students' financial aid eligibility. The following policy is applicable to all undergraduate candidates uniformly regardless of their program of study or enrollment level (fulltime, part-time).

A candidate's SAP status is reviewed annually at the end of each academic year (at the conclusion of the Spring semester) to determine their financial aid eligibility for the following academic year. Federal regulations require a student's entire Reach University academic program record be reviewed for SAP, including semesters in which they did not apply for or receive financial aid. Failure to maintain all three of the required SAP standards outlined below will result in suspension of financial aid eligibility.

The following standards will measure the student's qualitative and quantitative progress towards degree completion. Furthermore, a student's maximum timeframe will also be measured.

### SAP Standard 1 – Qualitative: Cumulative Grade Point Average (GPA)

To successfully maintain the qualitative standard of SAP, an undergraduate student must maintain a cumulative GPA of 2.0 (or higher) on a 4.0 scale.

Grading, GPA and correlation to SAP standards

Reach University employs the following grading system, based on a 4.00 scale:

<b>Letter Grade</b>	<b>Description</b>	<b>GPA</b>	<b>SAP Correlation</b>
A	Exceptional	4.00	Qualitative/Quantitative
A-		3.67	Qualitative/Quantitative
B+		3.33	Qualitative/Quantitative
B	Good	3.00	Qualitative/Quantitative
B-		2.67	Qualitative/Quantitative
C+		2.33	Qualitative/Quantitative
C	Satisfactory	2.00	Qualitative/Quantitative
C-		1.67	Qualitative/Quantitative
D+		1.33	Qualitative/Quantitative
D	Passing, but unsatisfactory	1.00	Qualitative/Quantitative
D-		0.67	Qualitative/Quantitative
F	Failure	0.00	Qualitative/Quantitative
I	Incomplete	-	-
NG	No grade reported	-	-
AU	Audit	-	-
S	Satisfactory (Pass)	-	Quantitative
U	Unsatisfactory (Fail)	-	Quantitative
W	Withdrawal	-	Quantitative
WF	Withdrawal Failing	0.00	Qualitative/Quantitative
WP	Withdrawal Passing	-	Quantitative
CR	Advanced placement & departmental credit	-	Quantitative

### SAP Standard 2 – Quantitative: Completion Rate

To successfully maintain the quantitative standard of SAP, the student must maintain a cumulative completion rate/pace of 67% (or two-thirds). This can be calculated by dividing the total credit hours earned by the total credit hours attempted.

- Courses completed with grades of A, B, C, and D count toward earned credit hours.
- Courses completed with grades of F, W, I or any other grade that does not result in credit hours completed are not considered as credit hours earned.

### SAP Standard 3 – Maximum Timeframe: Duration

To successfully maintain the maximum time frame/duration standard of SAP, the student must be able to complete their degree program without having attempted more than 150% of the number of credits required for the degree.

- Bachelor of Arts (BA) in Global Education
  - Credit hours required for degree completion: 124 (127 AR)
  - Maximum timeframe/Duration allowed: 186 (190.5 AR)
- Bachelor of Arts (BA) in Liberal Studies
  - Credit hours required for degree completion: 120
  - Maximum timeframe/Duration allowed: 180

### **SAP Terminology/Glossary**

*Withdrawals (W):* Courses that are recorded on the student's permanent academic transcript will be included as credit hours attempted. These will have an adverse effect on the student's ability to meet the requirements of the credit hour progression schedule for financial aid.

*Incomplete grades (I):* Courses that are assigned an incomplete grade are included in the cumulative credit hours attempted. These cannot be used as credit hours earned in the progress standard until a successful grade is assigned.

*Repeated Courses:* Retaking courses in which the student either received a passing or failing grade, adversely affects the student's ability to meet the progress requirements. All attempted credit hours are counted in the quantitative standard. Students are allowed only one time to repeat a course in which they achieved a passing grade. After one allowable time, the student will not earn federal financial assistance for future repeats.

*Transfer Credits:* Only transfer credit hours officially accepted will be counted in the maximum number of attempted (and completed) credit hours for financial aid eligibility. If the student is required to take additional hours that would exceed the maximum cumulative allowable hours, the student must submit a written appeal to the Office of Financial Aid. If the appeal is approved, the student may continue to receive financial aid.

### **SAP Suspension**

A student for whom financial aid eligibility has been suspended may appeal this determination to the Director of Financial Aid.

The appeal must include the SAP Appeal Form and a signed personal statement. Supporting documentation may be requested by the Director of Financial Aid. Reasons that may be acceptable for an appeal may include but are not limited to: (1) serious illness or accident on the part of the student; (2) death, accident or serious illness in the immediate family; and (3) other extenuating circumstances.

The signed personal statement must include the following:

1. A detailed description of the circumstances which led to the student not meeting the required SAP standard(s), and
2. A detailed description of changes in their circumstances that will now allow the student to restore their SAP standing following a SAP Probationary semester.

**Please note:** Merely filing an appeal does NOT guarantee continued eligibility for Federal aid, as an appeal may be denied. Notification of the appeal results will take place within ten business days from the receipt of the appeal.

### **SAP Probationary Semester**

If an appeal is approved, the student will be placed on SAP Probation for one semester. An Academic Plan will be implemented to measure the student's progress and the student will be considered eligible for Federal aid during the SAP Probationary semester.

### **Denied Appeals**

If an appeal is denied, the suspension decision is final. The student may re-establish eligibility for a subsequent semester by taking action that brings them into compliance with the SAP standards. Suspension from receiving financial aid does not prevent students from enrolling if they are otherwise able to continue their enrollment.

### **Regaining Eligibility**

Students who failed to meet the SAP standards and who choose to enroll without benefit of financial aid may request a review of their academic record after any term in which they are enrolled without the receipt of financial aid. If the standards are met at the time of review, eligibility may be regained for the subsequent term of enrollment.

*Per Electronic Announcement (2020-03-05): Circumstances related to an outbreak of COVID-19, including, but not limited to, the illness of a student or family member, compliance with a quarantine period, or the general disruption resulting from such an outbreak may form the basis of a student's SAP appeal even if not specifically articulated in the institution's SAP policy.*

## **Financial Aid Process**

### **Step 1: Apply for Aid through FAFSA**

Complete a FAFSA at [www.fafsa.gov](http://www.fafsa.gov). Make sure to include Reach on your application by entering our school code (042637). Otherwise, we will not have access to your FAFSA!

Use the IRS Data Retrieval Tool to import tax data into your application as it simplifies the aid application process, improves accuracy of the application and can reduce the likelihood that the FAFSA will be selected for the verification process.

Once you have applied for aid, Reach will review your application and determine what documents are needed to verify eligibility for all awards. More about verification on the following pages.

### **Step 2: Submit Required Items to the Office of Financial Aid**

Submit all requested documentation as soon as possible.

Required tax documents may include:

- 1040 or 1040X tax returns
- Verification of citizenship
- Default Clearance Letter or documentation of default loan payment plan
- Statement of Educational Purpose
- Photo ID

Once all required items have been received by the Office of Financial Aid, your documents will be reviewed. At the end of this process, you will receive your financial aid package.

### **Step 3: Review your Financial Aid Notification**

The Office of Financial Aid will send you an official Financial Aid Notification (FAN) via the email we have on file for you, detailing your complete financial aid eligibility for the academic year, which may include federal grants and university grants.

Your FAN is your official notification of the financial aid funding you will receive as determined by the Office of Financial Aid upon review of your FAFSA.

Reviewing your FAN is extremely important. The next section provides information about how to appeal your financial aid eligibility due to extenuating circumstances.

## Financial Aid Appeals Process

If you have special circumstances and want to appeal your financial aid offer, you can file an appeal.

Professional Judgment policies allow us to make case-by-case determinations of when extenuating circumstances allow for changes in a candidate's EFC data elements or cost of attendance.

Some examples of special circumstances that may warrant an appeal:

- Parent's job loss
- Significant medical expenses not covered by insurance
- Tuition expenses at an elementary or secondary school
- Unusually high child care or dependent care costs
- Recent unemployment of a family member or an independent candidate

Please contact the Office of Financial Aid at [financialaid@reach.edu](mailto:financialaid@reach.edu) to learn more about the process for filing an appeal.

## Verification

Certain FAFSAs are selected for verification by the federal government. They may be selected for verification because it contains estimated information or inconsistencies, was incomplete, or was selected at random. In addition, Reach may also select FAFSAs for verification.

If your FAFSA is selected for verification, you will be required to provide documentation to Reach University verifying the information entered on the FAFSA. The required documentation varies depending on the reason(s) your application was selected. Typically, if your FAFSA is selected you must complete a Verification Worksheet, use the IRS Data Retrieval Tool to import tax information into the FAFSA or submit IRS Tax Transcripts or signed Federal Income Tax Returns, including W-2 statements.

In some cases, after the Verification process has been completed, your federal aid eligibility may change, which may require Reach University to adjust the amount and sources of financial aid. The Office of Financial Aid will notify the candidate of any changes to their award.

Candidates receiving federal financial aid such as the Federal Pell Grant cannot have these funds applied to their candidate account until verification is complete.

Verification information received from candidates after the deadline may result in a delay in financial aid disbursement.

## Accessing Your candidate Account

Your Sonisweb account will show all financial aid disbursements.

## Grants and Scholarships

Here are the types of grants and university scholarships you may receive as part of your Financial Aid Notification:

### Federal Pell Grants

*Criteria* **Federally funded need-based grant awarded to undergraduate candidates working towards completing their first bachelor's degree.**

*Amount* **Up to \$6,895 depending on need**

*Source* **FAFSA, Federal government funding**

### Reach Scholarship

*Criteria* **Institutional Scholarship**

*Amount* **Up to \$12,347 depending upon need**

*Source* **Reach University**

### Note: Outside Scholarships

Please notify the Office of Financial Aid if you received any outside scholarship not listed above.

The Office of Financial Aid is responsible for ensuring that candidates do not receive more financial aid than federal and state eligibility rules allow for, and we are charged with making adjustments as needed.

## Loans

All of our academic programs are designed to ensure that you do not require loans. For that reason, Reach University has chosen to no longer participate in the Title IV federal student loan program, effective July 1, 2022.

## Office of Financial Aid Code of Conduct

In August 2008, Congress enacted and the President signed into law the Higher Education Opportunity Act (HEOA), reauthorizing the Higher Education Act of 1965, as amended. Among its many provisions, the HEOA requires every institution participating in federal financial aid programs to adopt a code of conduct for student loans and display it prominently on its website. Our code can be found on the Reach University website (<https://www.reach.edu/financial-aid>).

Reach University prohibits conflicts of interest with the responsibilities of officers, employees, or agents of the university with respect to education loans for students. The university shall comply with, administer, enforce, prominently publish on its website(s), and annually inform officers, employees and agents of the university with responsibilities with respect to education loans of the Financial Aid Code of Conduct.



1. **Ban on Revenue-Sharing Arrangements:** Reach University shall not enter into any revenue-sharing arrangement with any lender or other vendor working with any of its offices that are responsible for carrying out financial aid functions. Reach University shall not accept any fee or other material benefit in exchange for recommending a lender to its students
2. **Gift Ban:** No university officer or employee with financial aid responsibilities shall solicit or accept a gift having a monetary value of more than a de minimus amount from a lender, guarantor, or servicer of education loans.
3. **Contracting Arrangements Prohibited:** No university officer or employee with financial aid responsibilities shall accept from any lender or lender affiliate payment or other financial benefit as compensation for any type of consulting arrangement or other contract to provide services to a lender.
4. **Interaction with Borrowers:** The university shall not automatically assign a particular lender to any borrower, unless required to do so by law, and shall not refuse to certify or delay certification of any loan based on the lender or guarantee agency selected by the borrower.
5. **Prohibition on Offers of Funds for Private Loans:** The university shall not request or accept from a lender an offer of funds to be used for private education loans in exchange for the university providing the lender with a specified number or volume of federal loans or in exchange for placement on a preferred lender list.
6. **Ban on Staffing Assistance:** The university shall not request or accept from any lender assistance with call center staffing or Financial Aid Office staffing unless any such assistance has been legislatively defined as acceptable. Lenders, for example, may provide professional development training to financial aid administrators, educational advising materials to borrowers, or assistance in state or federally-declared natural disasters.
7. **Advisory Board Assistance:** All employees with financial aid responsibilities shall be prohibited from receiving anything of value from a lender or guarantor in return for service on its advisory board. Reimbursement for or payment of reasonable expenses incurred in connection with such service, however, is permitted.

## **Federal Student Loan Statistics of Student Borrowers at Reach University**

Not data available yet.

## **Candidate (Student) Account**

Your Sonisweb account will show you any direct charges (tuition and fees). Financial aid will be credited to your Sonisweb candidate account to determine the final amount you will be responsible to pay. If you complete the financial aid application process (submit the FAFSA and any required verification documents), you will pay no more than \$900 per year. If you do not submit the FAFSA or required documentation, you will have to pay the full semester tuition before enrolling in classes.

The difference between your direct charges and your financial aid credits (grants, scholarships) is the amount you will owe Reach University. This is called your "Net Tuition".

## Withdrawals

If you wish to withdraw from Reach University, you are responsible for starting the withdrawal process. Please contact Candidate Services at [candidateservices@reach.edu](mailto:candidateservices@reach.edu).

## Return to Title IV (R2T4) Funds

Reach University currently participates in the Federal Pell Grant program, a Title IV federal student aid program. When a candidate is a recipient of Title IV aid and officially withdraws (or unofficially withdraws by ceasing to attend), regulations require a calculation to determine if any Title IV aid must be repaid.

Title IV funding must be returned to the Department of Education in the following manner:

1. Direct Unsubsidized loan funds\*
2. Subsidized loan funds\*
3. Perkins loan funds\*
4. PLUS loan funds\*
5. Pell Grant funds
6. Supplemental Educational Opportunity Grant (FSEOG) funds\*

*\*Not applicable to Reach University candidates*

## Repayment Calculations

The amount of Title IV aid to be repaid is calculated based on the percentage of time completed within a semester, which involves calculating the amount of earned Title IV aid, unearned Title IV aid, and the amount of institutional charges for the semester.

The Office of Financial Aid considers the date the student initiates the withdrawal process with Candidate Services as the official date of withdrawal. This is considered the date the student began the official withdrawal process.

To calculate the percentage of the semester completed, the Office of Financial Aid divides the number of completed days (up to the date of withdrawal) by the total number of days in the semester. The total number of calendar days in a semester includes all days within the semester except for scheduled breaks of at least five consecutive days in length (i.e. Thanksgiving Break for Fall semester and Spring Break for Spring semester). These breaks are excluded from the total number of calendar days in the semester and are not considered as days completed.

To calculate the percentage of earned Title IV aid, multiply the total amount of Title IV aid received for the semester by the percentage of the semester completed (as described above).

To calculate the percentage of unearned Title IV aid, the Office of Financial Aid subtracts the amount of earned Title IV aid from the total amount of Title IV aid received for the semester.

If a candidate withdraws after completing more than 60% of the semester, in accordance with federal regulations, the candidate is considered to have earned 100% of their financial aid for the semester.

For students who unofficially withdraw or are administratively withdrawn, the 50% point within the semester is considered as the withdrawal date in determining earned Title IV aid (see *Unofficial Withdrawals* below for more information).

If the amount of disbursed Title IV grant or loan funds is greater than the amount earned, the unearned funds must be returned. All unearned Title IV funds must be returned within 45 days of the date of the institution's determination that the student withdrew. In the event the R2T4 calculation results in an amount to be returned that is greater than the school's required portion, the candidate is responsible for the excess amount required to be returned and must repay that portion of funding to the Department of Education. Please note: candidates are not responsible for returning funds to the Department if the amount owed is \$50 or less. The Office of Financial Aid will notify the candidate if they will be required to repay funds to the Department of Education.

If the remaining earned aid results in an excess credit balance, the credit balance will be refunded via direct deposit to the student as soon as possible but no later than 14 calendar days from the date of the repayment calculation.

### **Post-withdrawals Disbursements**

If the amount of disbursed Title IV grant and/or loan funds is less than the amount the student has earned and is otherwise eligible to receive, he or she is notified by the Office of Financial Aid within 48 hours of the repayment calculation regarding a post-withdrawal disbursement of the earned aid that was not received.

The post-withdrawal notification received from the Office of Financial Aid will include the following information, deadlines and instructions:

1. The student's withdrawal date and the date of the University's determination that the student withdrew (this date may not be the same);
2. The percentage of the payment period (semester) the student completed and the amount of aid a student has earned;
3. The amount and source of aid already disbursed, as well as the amount and source of the post-withdrawal disbursement;
4. A 14-day response deadline;
5. Instructions requesting that the student explicitly instruct the University in writing to either proceed with the post-withdrawal disbursement or to cease the post-withdrawal disbursement;
6. *Next Steps and Timeframes*
  1. *Next Steps and Timeframes* for proceeding with the post-withdrawal disbursement:
    1. Title IV grant funds will be disbursed to the student within seven calendar days from the date of the student's response;

2. If the resulting post-withdrawal disbursement generates an excess credit balance, the credit balance will be refunded via direct deposit to the student as soon as possible but no later than 14 calendar days from the date of the student's (or parent's) response.
2. *Next Steps and Timeframes* for ceasing the post-withdrawal disbursement:
  1. Title IV grant funds will be returned within seven calendar days from the date of the student's response.
7. If the Office of Financial Aid does not receive a written response from the student within the allotted 14-day response deadline, the Office will cease the post-withdrawal disbursement and return the Title IV grant funds within seven calendar days from the date of the 14-day deadline expiration.

## Unofficial Withdrawals

The Office of Financial Aid reviews all students posted grades at mid-term. With the assistance of the Registrar's office, students receiving all Fs at mid-term are followed-up with to determine enrollment status. An appropriate return of aid calculation will be completed if necessary.

At 60% completion mark of each semester the Registrar will send out a notice to all Faculty members asking them to identify any students that have not been attending class. Once those students are identified, the Registrar (with the help from other appropriate offices on campus) will follow-up with the students to determine their enrollment status. An appropriate return of aid calculation will be completed if necessary.

At the conclusion of each semester, the Director of Financial Aid will review all final grades to identify candidates receiving all Fs at the conclusion of the semester. Professors will be required to report to the Director of Financial Aid as to whether the candidate completed the course but failed to achieve the course objectives with a passing grade OR did not complete the course.

If, at any moment during the payment period, the Registrar's office unofficially or administratively withdraws a student the Office of Financial Aid is notified immediately. For students who are unofficially or administratively withdrawn, the 50% point within the payment period is considered the withdrawal date in determining earned Title IV aid and an R2T4 calculation is completed.

## Drug and Alcohol Policy

See our drug and alcohol policy here:

 [Drug and Alcohol Prevention](#)

## General College Information

Reach University admits candidates of any race, color, national and ethnic origin, sex, and age to all the rights, privileges, programs, and activities generally accorded or made available to candidates at the university. It

does not discriminate against any person on the basis of race, color, national and ethnic origin, sex, or age in the administration of its educational policies, admissions policies, scholarships and loan programs, or other programs administered by the university.

### **Required Federal Consumer Disclosures**

College Information as reported to the U.S. Department of Education may be accessed at the College Navigator site. The site has a large amount of statistical information about expenses, financial aid, enrollment, admissions, retention rates and much more. The site allows consumers to compare information from different colleges.

Learn more about federal compliance & candidate consumer information. [Completion Rates](#)

Completion rates are reported by July 1st of each year pursuant to the candidate Right-to-Know Act. This information is available at the Registrar's Office.

[Campus Security Information](#)

Institutions are required to collect campus security data. The Security Report is made available annually every October 1st.

[candidate Records Disclosure Information](#)

## Rights and Responsibilities in Accepting Financial Aid

By accepting your financial aid disbursements, you have indicated that you have read, understood and will comply with all of the rights and responsibilities contained therein. These include:

### Your Responsibilities

1. Read all information associated with your financial aid award letter, including the handbook.
2. You must comply with all federal requirements of the 1983 Amendments to the Military Selective Service Act.
3. If you owe money from a prior over-award of federal funds at any institution, you need to make arrangements for repayment of the over-award. You are not eligible for financial aid if you owe a refund on federal funds.
4. You must be in good standing and be making satisfactory progress as outlined in this handbook.
5. You must report any additional financial aid (scholarships, grants or loans) you receive that is not listed on your current award letter from Reach University.
6. You must meet all other conditions contained elsewhere in this handbook.
7. You will need to submit information requested by financial aid processors, Reach University or any other institution or program to which you are applying for aid to clarify your eligibility for financial aid.
8. If you are selected for verification or financial aid review, you and your parent(s) may be required to submit additional documents. These may include tax transcripts, W-2 forms and financial aid verification worksheets. Failure to submit the requested information within 30 days prior to the end of your award period will result in the deactivation of your file and could result in the loss of available funds.
9. You must repay all loans according to your established repayment schedule. You are not eligible for financial aid if you are in default on a Federal Perkins Loan, Federal Direct/FFEL Stafford Loan or Federal Direct/FFEL PLUS received at any institution.
10. If requested by the college, you must participate in loan entrance counseling.
11. Participate in loan exit counseling if you received a federal, state, or Institutional loan while you attended Reach University.
12. Notify the Registrar Office of a change in your name or address.
13. You must notify the Registrar Office AND the Office of Financial Aid of a change in your enrollment (i.e. full-time to part-time attendance).
14. Understand the Reach University withdrawal process and the refund policy.
15. Monitor and retrieve email and electronic postings issued by the Office of Financial Aid. As a prospective candidate, you will receive electronic messages and official notifications related to your financial aid if you reported a valid email address on your FAFSA. As an enrolled candidate, you will receive all official notifications related to your financial aid electronically via your Reach email account and/or the email account listed on the FAFSA. In addition, some information may be posted directly to your candidate account. Candidates who do not want to receive their financial aid information electronically must inform the Office of Financial Aid that they wish their information to be distributed in paper format.

## **Your Rights**

1. You may appeal Reach University's offer of financial assistance if you feel that it is unfair or unreasonable. Appeals should be directed to the Office of Financial Aid.
2. Information given to Reach University's Office of Financial Aid is treated confidentially. Personal information you and your family share with the Office of Financial Aid as a prospective candidate is treated confidentially by the staff members of the financial aid and admissions offices; staff members follow prescribed data security policies to ensure the security and confidentiality of your information. Rules regarding the disclosure of personal information once you are enrolled at the college are dictated by the Family Educational Rights and Privacy Act (FERPA) of 1987.
3. FERPA affords you certain rights with respect to your educational records. The primary intent of the law is to provide you access to your educational record and to limit disclosure of such records without your written consent. Reach University has posted a detailed outline of its FERPA policies.
4. You may have your financial need reviewed if your circumstances change during the academic year. Contact the Office of Financial Aid if you feel that your calculated financial need should be reviewed.
5. You have the right to contact the Federal candidate Loan Ombudsman if the Office of Financial Aid did not address and/or resolve any dispute you brought forth in regard to the terms of your federal candidate loans (Stafford loan, Federal Direct Loan, Perkins loan, Parent PLUS loan). You can contact the Ombudsman toll free at: 1.877.557.2575.

## **You have the right to ask Reach University the following questions**

1. The names of the accrediting and licensing organizations.
2. About its programs and faculty.
3. What the cost of attendance is, including tuition, room and board, books and supplies, and other miscellaneous expenses.
4. How aid recipients are selected and how a candidate's need is determined.
5. How much of a candidate's financial need, as determined by the college, is being met.
6. To explain each type of assistance in the candidate's financial aid award.
7. What the interest rate is on any candidate loan the candidate has, the total amount the candidate must repay, when repayment starts, and what cancellation and deferment provisions apply.
8. The average indebtedness of a candidate who graduates from the university and the percentage of candidates who default on their federal candidate loans.
9. How the college determines when a candidate is not making satisfactory academic progress and its implications.
10. What special facilities and services are ADA compliant.
11. Completion/graduation and job placement rates and how they are calculated.

## Accessibility Resources and Services

Reach University is committed to providing and improving accessibility for all members of our community, this includes people with specific needs or disabilities. Reach University is committed to the fair and equitable treatment of all members of the university community. Accommodation services are provided for candidates, and employees. Candidate Services at Reach University fosters the holistic development of candidates. We are committed to nurturing an engaged, thriving, safe and healthy community that is responsive to candidate needs.

For employees and applicants, Reach University follows all federal and state laws for allowing equal opportunity despite disability. The Human Resources Department will coordinate efforts to meet this obligation. Reach University actively supports the rights of disabled individuals throughout the College community.

The Reach University website is designed to be accessible to visitors with disabilities and to comply with federal guidelines concerning accessibility. If you have suggestions on how to make the site more accessible, please report a digital accessibility issue.

## Consumer Information for the Candidate

Reach University is required by the federal government, through the Higher Education Act of 1965, as amended, to provide all candidates with specified consumer information. This includes, but is not limited to all information that is related to financial aid including costs of attendance, awarding policies, the availability of need and non-need-based aid programs, application and renewal of financial aid, loan availability, terms and interest rates. Satisfactory progress standards are available in this Financial Aid Handbook.

Read the complete guide to [Reach University Consumer Information](#) on our financial aid website.

## Financial Aid Privacy Policy

The Office of Financial Aid requires sensitive information be provided to our office. Information that is provided to the Office of Financial Aid through the FAFSA or other means are safeguarded and used solely for the purpose of administering our financial aid program. Written consent from the candidate is required for release of records to outside parties, except for those agencies authorized by law. The data provided to the college is protected under the Higher Education Act (as amended), the Family Educational Rights and Privacy Act (FERPA) and the Privacy Act. Under this Act, candidates may:

- Review their own educational record
- Challenge information (not including grades) they believe to be inaccurate, misleading or not in accord with their right to privacy
- Contact the U.S. Department of Education if they feel that the FERPA policy is not being administered correctly

**Contact [financialaid@reach.edu](mailto:financialaid@reach.edu) with any questions.**