Turn your job into a degree.

REACH UNIVERSITY

Candidate Handbook 2025-2026

Undergraduate & Graduate

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• Undergraduate Candidate Affairs & Success

Meet the Undergraduate Candidate Services Advising Team

• Graduate Candidate Affairs & Success

Meet the Graduate Candidate Services Advising Team

Dulce Chavez Delgado
Director of Graduate Candidate Services

Vina Gopal
Senior Candidate Success Advisor

Tanner Kamphefner
Candidate Success Advisor

Candidate Handbook

Candidates are responsible for informing themselves of and satisfactorily meeting all requirements pertinent to their relationship and course of study with the University. Candidates and others who use this handbook should be aware that the information, rules, policies, and procedures change from time to time at the sole discretion of Reach University and that these changes may alter the information contained in this publication. More current and complete information may be obtained in the University Catalog, appropriate department, school, or administrative offices, and students are responsible for consulting these sources. Some changes can also be found in the University Catalog, addendum, or Reach University's website at Reach.edu.

Reach University reserves the right, at any time and without notice, to make any changes to all rules, policies, procedures, and any other information that pertains to candidates or the institution. Nothing set forth in this Handbook, or University Catalog, or on its website constituting general descriptions of Reach University's services is intended or should be understood to be a specific promise by the University or to otherwise be a term or condition of contract, or create a contract between the candidates and Reach University.

Candidate Handbook Effective

Reach University's Candidate Handbooks are valid through the academic year Summer 2025, Fall 2025, and Spring 2026.

Location & Disclosures

1221 Preservation Park Way, Ste. 100
Oakland, CA 94612
Contact: https://www.reach.edu/contact
Website: www.reach.edu

In accordance with Section 600.9 of Title 34 of the Code of Federal Regulations, an individual may contact the Bureau for Private Postsecondary Education for review of a complaint. The bureau may be contacted at Bureau for Private Postsecondary Education, P.O. Box 980818, West Sacramento, CA 95798-0818, https://connect.bppe.ca.gov/#/submitcomplaint, Phone: (916) 574-8900, Fax: (916) 263-1895.

University Catalog & Policies

The 2025-2026 University Catalog can be referenced here: University Catalog

Academic Calendars

Reach University's Undergraduate and Graduate academic calendars have been published for the 2025-2026 academic year and can be accessed online at Reach Academic Calendar*

*__Note:__ All dates are subject to change at the discretion of the University, which may result in adjustments made to the Academic Calendar.

Reach University Course Catalog

Reach University maintains a University Course Catalog. This catalog includes the current course listings and descriptions for undergraduate and graduate programs. The 2025-2026 University Course Catalog can be referenced here: 2025-26 University Course Catalog

Frequently Asked Questions:

Reference Reach Knowledge Base Support Page

- Financial Aid & Billing FAQ
- How do I join my online classes (Canvas)?
- How do I check my schedule (Sonis)?
- How do I access my transcript (Sonis)?
- How do I download my 1098-T form for tax returns?
- Who is my Advisor? What is my degree program?
- Where is the scope & sequence?
- When do I graduate?

Contact us:

- Payment, Tuition, & Hold Questions: Bursar@Reach.edu
- Financial Aid Questions: FinAid@Reach.edu
- Registrar's Office: Registrar@Reach.edu

Our Purpose and Our Mission

Reach meets the non-academic needs of our candidates by providing a range of services. Each candidate works with a dedicated advisor until their graduation. An advisor is assigned in the first semester of the program (and may be assigned during the orientation process.) It is the candidate's responsibility to maintain contact with their advisor and to direct any questions, concerns, or difficulties regarding their program to their advisor in a timely manner. Should a candidate have needs or concerns of a more personal nature (counseling, substance abuse, etc.), their advisor will refer candidates to appropriate external agencies.
Candidates may reach out to the Candidate Services team or directly to their dedicated advisor.

- **Undergraduate Studies:** **CandidateServices@Reach.edu**
- **Intern Program:** **Intern@reach.edu**
- **Instructional Leadership Academy:** **ILA@reach.edu**
- **TIP Program:** **Induction@reach.edu**

Mutual Care	We commit to fostering advising relationships with a caring, human-centered spirit. We see you, the candidate, as an individual who holds agency, talents, and a wealth of knowledge.
Mutual Respect	We have a responsibility to high-quality advising, coaching, and building of candidate capacity and agency. This does not mean the advisor comes in with "all the answers" but partners with you to co-construct solutions.
Mutual Accountability	We welcome accountability – e.g., being open to feedback and being responsive. We also commit to helping you hold yourself accountable for meeting your professional and academic goals.

Reach's Advising Standards

***NOTE:** Candidate Handbook sections serve as a quick reference guide and resource for university policies and important information for current candidates. The material provided in this Handbook does not replace or supersede any policy or stipulation outlined in the University Catalog. For a complete list of policies, please refer to the University Catalog.

- Distance Education Advising Commission Standards for Advising Distance Learners
- 2023 CAS Academic Advising Standards.pdf

  Citation: White, E. R. (2006). Using CAS Standards for Self-Assessment and Improvement. Retrieved from the NACADA Clearinghouse of Academic Advising Resources website: http://www.nacada.ksu.edu/Resources/Clearinghouse/View-Articles/Using-CAS-Standards-for-self-assessment.aspx

Candidate Support & Resources

When to see/ contact your advisor

- To review and discuss your academic progress and goals
- To add, drop, or make changes to your course schedule
- To get support with conflict resolution, time management, study strategies, or stress management
- For thought partnership on coursework decisions in the event of personal, health, or family emergencies
- To troubleshoot issues or seek thought partnership on academic or tech-related concerns
- To update your employer and school site

How to see your advisor

- Texts, emails, & phone and Zoom calls are all ways to touch base with your advisor, Monday-Friday during normal business hours (10am - 6pm CST)
- For longer chats (30+ minutes), email your advisor to set up a time

Some best practices:

- Stay in touch with your advisor; send important updates. It's a two-way street!
- Come prepared with questions and 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 and valid; gossiping is another)
- Expecting advisors to be on call 24/7

Candidates are also able to ask for guidance in the following areas:

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

Knowledge Base

The Reach University online Knowledge Base provides prospective and current candidates with tools and resources related to the following general topics:

- Academics
- Accreditation, Disclosures & Consumer Data
- Admissions
- Candidate Supports
- Financial Aid & Bursar
- Policies & Procedures
- Writing & Research HUB

Library Resources

Informational and learning resources available to candidates include Study.net and EBSCO. Study.net is an online electronic delivery system of academic content, and is accessed through Canvas, the Learning Management System, utilized by all Reach academic programs. EBSCO is a research database system which facilitates candidates' ability to conduct research in their respective areas of development and interest.

Ethical Research Practices

The Graduate Institute is committed to ethical practices in research, both among faculty and among candidates. The Code of Federal Regulations, Title 45 CFR Part 46, identifies eight exempt categories, and the determination of exempt research is based upon those categories. While many of the projects by faculty and candidates conducting research do fall under exempt categories, they are not limited to such research.

Action research, inquiry projects, and other forms of applied assignments within Reach Programs are specifically intended to fall into the exempt categories and to therefore not require Institutional Review Board approval. Reach IRB does not actually approve an exempt study but instead makes a determination that the project meets the criteria for at least one of the federal exempt categories.

Basic Exempt Criteria for Educational Strategies, Curricula or Classroom Management Methods, 45 CFR 46.101(b)(1):

- Research takes place in an established or commonly accepted educational setting
- Involves study of normal educational practices (e.g., regular and special education instructional strategies; studies effectiveness or comparison among instructional techniques, curricula, or classroom management methods).

Additional General Requirements or Considerations

- When children are studied in school or other institutional settings, approval from the relevant school official (including the school system IRB or research review committee, if available) must be attached to this application at the time it is submitted to Reach. Typically, studies of teacher pedagogy do not include children as the subject of the study, even if candidate data is used to evaluate the pedagogical practices in question.
- If children are studied, investigators must provide a rationale for why a particular age range was selected and indicate their expertise in working with children.

Normal Educational Practices Considered Exempt from Full Committee Review may include data sources such as:

- Candidates' curriculum-related written work, test scores, grades, artwork, and other work samples produced by children
- Candidates' curriculum-related oral and non-verbal communicative responses individually, such as in an interview, in small groups, and with the whole class
- Candidates' responses (written, oral, or behavioral) to curriculum-related activities
- Candidates' level of active participation in curriculum-related activities
- "A normal educational setting" means preschool, elementary, secondary, and higher educational facilities, and after-school programs (if the project relates to tutoring or homework help).
- In Special Education, normal educational practices correspond to the Individualized Educational Program (IEP), which is tailored to each candidate with an identified disability and may be implemented in diverse settings (e.g., school, home, work, community).

Data collection methods in exempt settings might include:

- Video recordings and photographs of curriculum-related classroom activities , audio tapes of teacher-candidate and candidate-candidate discourse related to the assignment (as long a there are signed consent forms)

- Teacher's non-participant observation of the curriculum-related activity of individual children or groups of children, noting what will be observed and how it will be analyzed, or whether it will be used as anecdotal evidence in the study
- Teacher's commentary on candidates' curriculum-related written work, artwork, and other artifacts produced by children
- Candidate journals and communication books related to the curriculum
- Candidate grades and test scores
- Teacher journals, notes, and reflective comments on candidate responses and participation in curriculum-related activities
- Questionnaires or interviews with candidates, parents and family members, teachers, and administrators
- Non-participant classroom observations by colleagues, with the classroom teacher's permission, stating what will be observed and how it will be used, i.e., how data will be analyzed or whether it will be used as anecdotal evidence.

Accessibility Resources & Services

Reach University complies with the ADA, offering medical and learning accommodations to support all candidates 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 completes this form to request special accommodations. It generally takes 5-7 business days for your request to be processed. Next, the Manager of Candidate Wellness & Accessibility Special Accommodations Letter (PDF).
2. This PDF form is sent to the candidate and the candidate's advisor; the Manager of Candidate Wellness & Accessibility emails all professors the accommodation letter according to the candidate's course schedule.
3. The Manager of Candidate Wellness & Accessibility sends accommodation letters out to professors during the first week of each semester for the duration of the candidate's time at Reach.

Please Note:

- There is no cost for utilizing accommodations.
- Candidates are required to submit an accommodations form only once. However, if they withdraw and reapply from Reach University, they must resubmit their accommodation request.

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.

Appeals Process for Accommodation Decisions

Reach University prohibits discrimination on the basis of disability. The Office of Candidate Accessibility and Wellness strives to provide equal access and reasonable, appropriate assistance and services to qualified

candidates with disabilities. The appeal process is designed to address disagreements, denials, or grievances regarding services, accommodations, or modifications to university academic practices or requirements.

The steps outlined below are intended to help candidates get their concerns addressed in an appropriate and timely manner.

Manager of Accessibility and Wellness (ADA/Section 504 Coordinator) – Candidates should present and discuss their concern/question regarding the written decision of their accommodation request to the Manager of Accessibility and Wellness. The Accessibility and Wellness office recommends that the candidate email this staff member as soon as possible to schedule a virtual meeting to discuss any concerns or questions they may have. This conversation may start a new interactive process in an attempt to determine what reasonable accommodation addresses the disability-related barriers a candidate identifies. The Manager will consult with the candidate, the Accessibility and Wellness Team, and any other relevant stakeholders or entities in order to address the candidate's concerns. If the candidate still has questions or concerns regarding the determination made regarding their accommodation request, they should proceed to the following step.

Senior Vice President, Candidate Affairs – The candidate must email a written appeal to the Senior Vice President, Candidate Affairs, within 15 business days detailing the questions and concerns the candidate still has after completing step one. The Senior Vice President, Candidate Affairs will review the candidate's written appeal, which includes having a meeting with the candidate, and will respond in writing within 15 business days following receipt of the written appeal. The decision of the Senior Vice President, Candidate Affairs is final.

Individuals may also contact the U.S. Department of Education's Office for Civil Rights with questions about disability accommodations. (Please note that inquiries to OCR alone are not sufficient to allow appropriate responsive action by Reach University. To ensure your concern is appropriately addressed under this Policy, please follow the process described herein).

Office of Civil Rights (OCR)
U.S. Department of Education
Office for Civil Rights
Lyndon Baines Johnson Department of Education Building
400 Maryland Avenue, SW
Washington, DC 20202-1100
Telephone: 800-421-3481
Fax: 202-453-6012; TDD: 800-877-8339
Email: OCR@ed.gov
Website: https://www.ed.gov/about/ed-offices/ocr
Contact information for the OCR enforcement office serving your state can be found here: https://ocrcas.ed.gov/contact-ocr. Information about how to file a complaint can be found here: https://www.ed.gov/laws-and-policy/civil-rights-laws/file-complaint.

Retaliation against any persons filing a complaint is prohibited under state and federal law.

For complaints related to employees and contractors, contact:
People Operations
Joanna LaBounty, Vice President of People Operations
jlabounty@reach.edu

University Grievance Process

Informal Grievance Procedure

In the area of academics, protocol requires that candidate concerns or grievances about course content, grading, pedagogy, and the like be taken up first with the instructor of the given course.

A candidate who experiences problems arising from conflicts with faculty, evaluation results, advancement, degree/credential requirements, policies, probation conditions, or disqualification should discuss them first with their candidate services associate. If a candidate wishes to review a problem or to appeal a decision, they should then consult with the supervising program director. Should questions arise beyond this point with respect to where or to whom a specific appeal should be directed, the program 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.

If the informal grievance is related to tuition payment or other financial concerns, please refer to the Fees, Expenses, and Refunds section of the handbook.

Formal Grievance Procedures

Upon request made in writing to the Director of Academic Operations and Candidate Services, or should the supervising program director deem it necessary, a disciplinary/grievance committee will be assembled. Prior to assembling the committee, the Director of Academic Operations and Candidate Services will determine whether the informal grievance procedure has been exhausted and may require additional stepsto 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.

The candidate must file a grievance within 30 days from the end of the semester in which the candidate's concern occurred. The time limit may be extended by the Director of Academic Operations and Candidate Services, at their sole discretion, upon presentation of good cause.

Code of Conduct for Reach Candidates

Reach University ("Reach") is committed to maintaining a safe learning environment for candidates, faculty, and staff. Each member of the Reach community is expected to demonstrate behaviors that are consistent with Reach policies and procedures. Candidate behavior that is inconsistent with the Code of Conduct is addressed through processes that are designed to promote safety and good citizenship and, when necessary, the University will administer appropriate consequences.

Candidates are expected to act with professionalism and high regard for ethical conduct in all matters. At times, conduct might fall outside of specific policy statements but may still be in violation of the Code of Conduct. This occurs when conduct is dishonest, unprofessional, or grossly disrespectful of the mission and values of Reach. Examples of such misconduct include, but are not limited to:

- Plagiarism or other violations of the academic honesty and integrity policy (listed below);
- Conduct that threatens or endangers the health or safety of any person within or related to the Reach community, including verbal and physical abuse, threats, intimidation, harassment, or sexual misconduct;
- Disruptions in seminars and other learning settings which render the faculty member unable to teach, and/or candidates unable to learn, including the use of alcohol or other substances during class time;
- Forging signatures or otherwise unethically altering or manipulating any document for any reason;
- Inappropriate or otherwise disrespectful communication or behavior toward Reach faculty, staff, administration, or peers;
- Making false accusations against any other person, whether written, oral, or in electronic communication;
- Fraudulent use of checks, credit card, or bank account numbers, or other attempts to engage in illegal or deceptive financial transactions;
- Unauthorized recording, dissemination, or publication of academic presentations (including handwritten notes) for a commercial purpose;

By enrolling at Reach, the candidate inherently accepts the policies, best practices, and rules of the institution, as well as the guidance of the faculty and administrative staff. This includes abiding by Reach policies and procedures with regard to course schedules, registration, enrollment, following course sequences, prerequisites, and all related matters pertaining to being a candidate at Reach. The Director of Academic Operations, in conjunction with the Dean of each college, has broad final authority to resolve breach of conduct issues.

Academic Honesty and Integrity Policy

The principles of truth and integrity are recognized as fundamental to any community of teachers, administrators, 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 faculty. While collaboration, feedback, and learning from the work of others are essential to professional collegiality, Reach candidates are expected to complete assigned work using their original ideas and contributions, and without misrepresenting the degree to which they received or provided assistance. Similarly, faculty, coaches, and advisors have the responsibility of exercising care in the planning and supervision of required work so that expectations are clear and 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. Candidates are prohibited from utilizing artificial intelligence (AI) in any manner that compromises academic integrity, undermines the ethical principles of learning, or infringes upon Reach policies. The responsible and ethical use of AI technology is a fundamental expectation, and any misuse may result in disciplinary actions in accordance with Reach's code of conduct.

When a staff member discovers a violation of Reach's policy of academic honesty and integrity, they are required to notify the Director of Academic Operations, the Dean of the college where the infraction took place, the candidate(s) involved, and the designated school site administrator/employer. A course evaluation of "Did Not Meet Expectations" or a grade of D or below may be assigned, or another penalty may be applied at the discretion of the Director of Academic Operations or the presiding Dean of the college. Additional sanctions may be determined by the Provost. Sanctions may include disciplinary probation, suspension, permanent expulsion from Reach, administrative hold on the release of records, a notation on the candidate'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 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 consent of the university deans and the Provost. The Provost or a designee will conduct an investigation, confer with the reporting party, faculty member, candidates, or any witnesses identified, and review all evidence. The candidate is entitled to a formal hearing, scheduled by the Provost/designee, in which the evidence of the alleged violation shall be presented before a committee consisting of university deans (The Committee of Deans), and the candidate shall be present to provide an explanation or defense. The Committee of Deans shall submit a written report to the Provost containing the findings, conclusions, and recommendations. Alternatively, a settlement agreement may be made with the Provost. The settlement agreement will specify the disciplinary sanctions, the length and terms of disciplinary probation or suspension, and the conditions the candidate is expected to meet in order to remain in good standing. The candidate is expected to meet all recommendations in order to remain in good standing (e.g., training or regular meetings with the presiding Dean or other designated Reach personnel). All findings and associated sanctions are relayed to the candidate, the reporting party, and the candidate's site administrator/employer. Any repeated violation of academic honesty and integrity policy shall result in more serious sanctions including suspension or expulsion from Reach with a note on the candidate's permanent record.

Candidate Responsibilities & Understandings

Social Media Policy

Candidates are expected to adhere to respectful and nondiscriminatory language and conduct when engaging with the university's online platform, social media channels, 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 (avoid sales/promotions, political, conspiracy, religious posts, divisive topics, or spam, etc.)
- Encouragement and pushes – not shaming or belittling

- 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 Handbook

Repeated nonadherence to these guidelines may result in disciplinary action, including but not limited to being restricted from all Reach social media channels.

Media Release

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 packet.

Technology Requirements & Resources

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, candidates must:

- Maintain working access to a laptop or desktop computer with system requirements that provide access to the learning platform, Canvas. The computer must be sufficient to complete required assignments, online collaborations, email inquiries, and digital assignment items.
- High-speed internet access
- Reliable email access
- Access to Google Suites, Adobe Acrobat and Zoom
- Maintain and submit digital evidence of seminar/practicum work in the method/format prescribed.

Candidate Understandings

- **Syllabi:** All candidates are required to read the syllabi of the currently enrolled courses within two weeks of the commencement of the program. If needed, candidates must get clarification from their faculty member within the first two weeks of the semester. 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.

- **Policies & Handbook:** Candidates are responsible for reading and understanding the Reach University Academic Catalog, Reach Candidate Handbooks for Graduate & Undergraduate programs, respectively, and the Undergraduate Candidate Services Welcome Packet as applicable to their program.

- **Newsletter:** Candidates are expected to read the college newsletter to stay informed about announcements and updates.

- **Academic Calendar:** Candidates are expected to become familiar with the academic calendar for their individual program, including all course start and end dates, holidays, or semester breaks.

Candidate Resources

Due to the small and personalized nature of Reach programs, Reach does not have a range of student affairs offices that handle a variety of candidates' needs as a traditional university might. Instead, we meet the academic needs of our candidates primarily through Reach Candidate Affairs, Advisors, and Faculty who will offer academic support through each program's structured coaching/field supervision components. Additionally, Reach faculty have the flexibility to provide recommendations to existing educational and community resources and supports on an as-needed basis.

Disclosures

The Graduate Institute at Reach University does not have any pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, or has not had a petition in bankruptcy filed against it within the preceding five years that has resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

International Candidates

The Graduate Institute will admit candidates from other countries if they meet all of the required admissions requirements as outlined by each program. Visa services are not provided by the Graduate Institute. Additionally, the Graduate Institute will provide verification of enrollment for any candidates regardless of country of origin. There are no additional fees associated with the admissions of candidates from countries outside of the United States.

Housing

Reach does not offer housing or dormitory facilities. Reach has no responsibility to find or assist a candidate in finding housing.

Name and Likeness

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 opt out of the electronic and traditional media and name and likeness use. A Media Release Statement is provided to all candidates in the enrollment packet.

Career Services

Reach provides career services through stewardship and building partnerships, working with the candidate's existing employer. The Reach mission is to provide job-embedded apprenticeship degree programs in which Reach University and the candidate's employer, through partnership, work together to support candidates' ongoing career goals.

During the admissions process at Reach, steps are taken to identify existing employees looking to advance their education and careers with their employers. Upon graduation, the objective is to coordinate and assist the candidates in obtaining the necessary requirements along with their degree or credential to qualify for new opportunities. Reach University does not provide career placement assistance at this time. Reach does not guarantee employment for its graduates.

Course Cancellation/Schedule Change Disclosure

The institution that cancels or changes a program of study or course (time or location) in such a way that a candidate who has started the program or course is unable to continue ensures the following:

a. Make arrangements, in a timely manner, to accommodate the needs of each candidate enrolled in the program; or
b. Refunds all money paid by the candidate for the program of study or course if alternative arrangements determined by Georgia Nonpublic Postsecondary Education Commission (GNPEC) to be equitable to both the institution and the candidate are not possible.

Notice Concerning Transferability

The transferability of credits you earn at Reach University is at the complete discretion of the institution to which you may seek to transfer. Acceptance of the degree or courses you earn at Reach University is also at the complete discretion of the institution to which you may seek to transfer. If the degree that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution you may seek to transfer to after attending Reach University to determine if your credits will transfer.

Statement of 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 Procedures**

  Any candidate who believes that they have 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.

- **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.

Family Education Rights and Privacy Act (FERPA)

The Family Education Rights and Privacy Act (FERPA) is a Federal law that applies to educational agencies and institutions that receive funding under a program administered by the U. S. Department of Education. The statute is found at 20 U.S.C. § 1232g and the Department's regulations are found at 34 CFR Part 99.
Under FERPA, schools must generally afford students who are 18 years or over, or attending a post-secondary institution:

- access to their education records
- an opportunity to seek to have the records amended
- some control over the disclosure of information from the records

For more information on how you and your records are protected by FERPA, visit the U.S. Department of Education website.

The federal Family Educational Rights and Privacy Act (FERPA) of 1974 affords students certain rights with respect to their education records. **These rights are:**

- The right to inspect and review the student's education records within 45 days of the day the University receives a request for access. Students should submit to the Registrar, written requests that identify the specific record(s) they wish to inspect. The Registrar will make arrangements for access and notify the student of the time and place where the records may be inspected.
- The right to request the amendment of the student's education records that the student believes are inaccurate or misleading. Students may ask the University to amend a record that they believe is inaccurate or misleading. They should write to the Registrar, clearly identify the part of the record they want changed and specify why it is inaccurate or misleading. If the University decides not to amend the

record as requested by the student, the University will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment.
NOTE: The right to challenge grades does not apply under the act unless the grade assigned was inaccurately recorded.

- The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that the law authorizes disclosure without consent. One exception that permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is defined as a person employed by the University in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the University has contracted as its agent to provide a service instead of using University employees or officials (such as an attorney, auditor, or collection agent); a person serving on the Board of Trustees; or a student serving on an official committee; such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an educational record in order to fulfill his or her professional responsibilities for the University.
- Another exception is the release of "directory information," which may be released without a student's consent unless specifically prohibited by the student. The following is considered directory information: The Family Educational Rights and Privacy Act (FERPA) designates certain information related to students as “Directory Information”. This gives the University the right to disclose such information to anyone inquiring without having to ask students for permission, unless the students specifically request in writing that all such information not be made public without their written consent. The categories of “Directory Information” at Reach University are as follows:
    - Student’s legal name
    - Mailing Address
    - Major field of study
    - Dates of attendance and Enrollment status for a particular semester (FT, HT, LT)
    - Class standing (if an Undergraduate – Foundation Year, Intermediate, etc.)
    - Expected date of graduation
    - Degrees and awards received including Dean’s/President’s lists and graduation honors
    - Most recent previous educational institution attended by the student

  To facilitate participation in our programs, certain Education Records and Personally Identifiable Information (as defined in FERPA) may be disclosed to a candidate’s employer school partner as well as the relevant local or state workforce agencies (“Workforce Agencies”) as required for oversight of apprenticeship programs such as the one in which the candidate is participating. Further, such information may be re-disclosed by a candidate’s employer school partner to Workforce Agencies.

- The right to file a complaint with the U.S. Department of Education concerning alleged failures by the University to comply with the requirements of federal law as they pertain to access and disclosure of student's education records. The name and address of the office that administers this law is:
  Family Policy Compliance Office
  U.S. Department of Education

400 Maryland Avenue, S.W.
Washington, DC 20202-4605

Except as outlined above, Reach University requires written consent from candidates before releasing any personally identifiable information from their education records. Such written consent for release must specify what information/record is to be released, state the purpose for release, identify the party to whom the information/record will be released to, and be signed and dated by the candidate. Please use the FERPA Release of Information Authorization Form (linked here).

Requests will be maintained as part of the student record. Authorization may be revoked by the candidate at any time by submitting a written request to the Registrar's Office at Registrar@reach.edu. Questions or concerns about the privacy of the candidate's education records or these procedures may be brought to the attention of the Registrar's Office at Registrar@reach.edu.

University Bursar

***NOTE:** Candidate Handbook sections serve as a quick reference guide and resource for university policies and important information for current candidates. The material provided in this Handbook does not replace or supersede any policy or stipulation outlined in the University Catalog. For a complete list of policies, please refer to the University Catalog.

Department Information

- Reach University Bursar
- bursar@reach.edu

Payments & Ledger

Reach University requires all candidates to maintain timely payments for their semester tuition. All candidates are required to have an active monthly payment subscription unless the candidate is paying tuition in full or if the tuition is being paid in full by an employer. Any declined or return transaction may result in the cancellation of the payment subscription.

The monthly payments are due on the **last business day of the month** for graduate candidates and undergraduate candidates. It takes 5-7 business days for bank or credit card companies to process payments and an additional 3-5 business days for the payments to post on the Candidate Portal. If you have a question about your payment or the Candidate Portal ledger, contact bursar@reach.edu.

Delinquent Accounts

Reach University reserves the right to suspend participation and disqualify any candidate when they are over 60 days in arrears. Candidates with a past due account balance may be prohibited from registering for classes or receiving their diplomas.

Candidate's Right to Cancel

You have the right to cancel your agreement for a program of instruction without any penalty or obligations. Once a candidate has officially withdrawn from the program, any payment plans 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). Candidates who have a credit balance, 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.

- Cancellation may occur when the candidate provides a written notice of cancellation to their advisor. This can be done by mail or e-mail.
- 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.

- 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. If the candidate has completed more than 60% of the academic year, the tuition is considered earned, and the candidate will receive no refund.
NOTE: This refund does not apply to the monthly payments 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 the 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 third party, the refund shall be sent to the third party.

Credential Re-Recommendation Fee

Candidates will be recommended to the California Commission on Teacher Credentialing (CCTC) for a credential upon completion of all program requirements. Candidates will have 90 days to accept and pay for the credential recommendation before it expires. If the candidate has not accepted and paid for the recommendation by the time it expires, a Reach Candidate Services Associate will need to re-recommend the candidate to the CCTC. A $30 fee payable by check, money order or online payment must be received before the Reach Candidate Services Associate proceeds with the credential re-recommendation process.

Expenses

Books and Materials: Candidates are responsible for the cost of required texts and materials, including, but not limited to, a functioning computer with Internet access. Reach will make every effort to inform candidates well in advance regarding the required materials.

Office of Financial Aid

*__NOTE:__ Candidate Handbook sections serve as a quick reference guide and resource for university policies and important information for current candidates. The material provided in this Handbook does not replace or supersede any policy or stipulation outlined in the University Catalog. For a complete list of policies, please refer to the University Catalog.

Department Information

Reach University Office of Financial Aid
finaid@Reach.edu
Federal School Code: 042637

Financial Aid Process

Step 1: Apply for Aid through FAFSA

- Complete a FAFSA at 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 Eligibility

To stay eligible for financial aid, candidates must:

- Complete the FAFSA and submit any required documents each year
- Maintain Satisfactory Academic Progress (SAP) - see SAP section of this handbook.
- Be a U.S. citizen or an eligible non-citizen
- 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.

Accessing Your Candidate Account

Your Candidate Portal account will show you any direct charges (tuition and fees). Financial aid will be credited to your Candidate Portal 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".

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 candidates. 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.

- **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 candidates.

- **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 minimum amount from a lender, guarantor, or servicer of education loans.
- **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.
- **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.
- **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.
- **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 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.
- **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 is permitted.

Withdrawals & Refunds

See University Catalog.

Return to Title IV (R2T4) Funds & Repayment Calculations

See University Catalog.

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 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:

- Read all information associated with your financial aid award letter, including the handbook.
- You must comply with all federal requirements of the 1983 Amendments to the Military Selective Service Act.
- 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.
- You must be in good standing and be making satisfactory progress as outlined in this handbook.
- 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.
- You must meet all other conditions contained elsewhere in this handbook.
- 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.
- 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.
- 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 loan received at any institution.
- If requested by the college, you must participate in loan entrance counseling.

- Participate in loan exit counseling if you received a federal, state, or Institutional loan while you attended Reach University.
- Notify the Registrar's Office of a change in your name or address.
- You must notify the Registrar's Office AND the Office of Financial Aid of a change in your enrollment (i.e. full-time to part-time attendance).
- Understand the Reach University withdrawal process and the refund policy.
- Monitor and retrieve emails 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:

- 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.
- 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.
- 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.
- 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.
- 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:

- The names of the accrediting and licensing organizations.
- About its programs and faculty.
- What the cost of attendance is, including tuition, room and board, books and supplies, and other miscellaneous expenses.
- How aid recipients are selected and how a candidate's need is determined.

- How much of a candidate's financial need, as determined by the college, is being met.
- To explain each type of assistance in the candidate's financial aid award.
- 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.
- The average indebtedness of a candidate who graduates from the university and the percentage of candidates who default on their federal candidate loans.
- How the college determines when a candidate is not making satisfactory academic progress and its implications.
- What special facilities and services are ADA compliant.
- Completion/graduation and job placement rates and how they are calculated.

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 to be provided to our office. Information that is provided to the Office of Financial Aid through the FAFSA or other means is safeguarded and used solely for the purpose of administering our financial aid program. Written consent from the candidate is required for the 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) that 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

Undergraduate Satisfactory Academic Progress (SAP) for Financial Aid

See University Catalog.

University Policies & Academic Regulations

*__NOTE:__ Candidate Handbook sections serve as a quick reference guide and resource for university policies and important information for current candidates. The material provided in this Handbook does not replace or supersede any policy or stipulation outlined in the University Catalog. For a complete list of policies, please refer to the University Catalog.

University Scope & Sequences

See here for the University Scope & Sequence RTC Program Outline.
Includes Undergraduate and Graduate Scope & Sequences, also known as a Degree Audit.

Semester Credit Limit Policy

Enrollment Level	
Undergraduate Enrollment Status	
Full-time	12 or more credits
Three-Quarter Time	9 to 11.99 credits
Half-Time	6 to 8.99 credits
Less-than-Half-Time	1 to 5.99 credits

Enrollment Level	
Graduate Enrollment Status	
Full-time	8 or more
Half-Time	4 to 7.99 credits
Less-than-Half-Time	1 to 3.99 credits

Academic Levels

Each semester, candidates are classified based on the following:

Foundational	Considered freshman level, no transfer credits applied. Not applicable to BALS 2-year program
Intermediate	Considered sophomore level
Advanced	Considered junior and senior levels based on program
Clinical	Only applicable for BAGE program
Capstone	Only applicable for BALS 4-year program
Graduate	A candidate in a post-baccalaureate credential or certificate program, and/or in a master's program

Credit Hour Policy

Reach University is pioneering a new era in higher education where a job leads to a degree instead of the other way around. Through job-embedded learning, Reach's unique undergraduate and graduate degree programs leverage candidates' workplaces as learning spaces, allowing employers to grow their own talent pipelines and working adults to earn a degree and/or a credential. Our approach and definition of Academic Instruction, Academic Preparation, and Applied Practica reflect our approach to job-embedded degree and credential attainment.

Background

This policy is intended to reflect Reach University's commitment to best practices in higher education and demonstrate consistency with credit hour requirements dictated by federal law (600.2 and 600.4), updated July 1, 2020, to shift responsibility for compliance to the accreditation agency and/or state. This updated policy is in compliance with WSCUC guidelines (implementation date of June 2021) and the Reach Institute for School

Leadership Credit Hour Policy, originating in 2016.

Purpose

The purpose of this policy is to define the amount of instruction and candidate work equivalent to a credit hour or one unit of class. This policy also establishes a mechanism for periodic review of credit hour assignments to courses to ensure accuracy and consistency, as well as adherence to standard higher education practices.

Definitions

- **Academic Instruction (class time):** Defined course activities related to the academic subject that may include but are not limited to: submitting an academic assignment, engaging in or listening to class seminars or discussions (synchronous or asynchronous), taking an exam, participating in interactive Reach Tutorials, contributing to academic online discussions, or similar academic activity.
- **Academic Preparation (out-of-class preparation):** Course activities related to preparation for academic instruction including but are not limited to: subject-matter research, reading, conducting research, reviewing course content, and completing practice-based assignments and projects.
- **Applied Practica (job-embedded learning):** Practica assignments are course activities that are embedded in the candidate's actual work responsibilities. Practica are designed to integrate with the candidate's regular teaching, leadership, or other 'on-the-job' related tasks and assignments. Residency hours, applied assignments, participation in coaching and formative assessment, peer collaboration, observation of work practices, and performance assessments are examples of job-embedded course activities.
- **Credit Hour:** WSCUC defines a credit hour as an amount of work represented in stated learning outcomes and verified by evidence of candidate achievement. Reach University defines a credit hour as follows:

  1 Credit Hour = 45 hours of combined Academic Instruction (class time), Academic Preparation (out-of-class preparation), and Applied Practica (job-embedded).

Attendance Policy

Reach University requires instructors to report attendance based on positive academic engagement during the first and second meeting periods of class, within the census dates set by the institution each semester. Reach candidates are required to post positive academic engagement during the first and second meeting periods of class, within the census dates set by the institution each semester. This includes the opportunity to post positive attendance asynchronously, as defined by the Department of Education. Candidates who fail to be academically engaged by the end of the census period may have their financial aid adjusted/revoked and may be subject to being dropped from the course(s) due to non-attendance.

Academic Engagement

Academic engagement is active participation in an instructional activity related to a candidate's course of study, which can include interacting with an instructor about academic matters, submitting an academic assignment, taking an exam, participating in an interactive tutorial, webinar, or interactive computer-assisted instruction, participating in a study group, online discussion or group project assigned by the University, attending and participating with the course instructor and candidates in a class, recitation, field activity, on-the-job applied

practica, lecture, or laboratory activity either physically or online. Academic engagement does not include participating in academic advising or counseling, or logging into an online class without active participation.

- Asynchronous academic engagement includes any of the categories described in this policy; due to the asynchronous nature of some courses, these activities may take place online, within a certain timeframe, and at the discretion of the candidate.
- Synchronous academic engagement describes a particular type of learning activity that is performed in real-time with an instructor, including online meetings, seminars, synchronous lectures, recitation, or field or laboratory activity.
- Placement and clinicals are considered academic engagement that includes both synchronous supervised field experience/practicum/apprenticeship/residency hours, where time spent includes observation hours, participation in coaching, feedback from the mentor teacher and/or site supervisor, and asynchronously applied assignments.
- Applied practica (job-embedded learning) assignments are course activities that are embedded in the candidate's actual work responsibilities. Practica are designed to integrate with the candidate's regular teaching, leadership, or other "on-the-job" related tasks and assignments. Residency hours, applied assignments, participation in coaching and formative assessment, peer collaboration, observation of work practices, and performance assessments are examples of job-embedded course activities.

Class Participation

Regular class participation is expected of all candidates of the University. The authority to excuse missing participation is at the discretion of the instructor; illness, injury, hospitalization, or military orders are excusable. Instructors are not expected to accommodate a candidate who has missed many critical components of a course, even for legitimate reasons, if arrangements for makeup work would not be reasonable. Candidates are responsible for all the material/content covered in the course(s). Reasonable accommodation is determined by the course instructor, and separate accommodations can be registered with Candidate Services.

Dropping a Course

A drop shall be defined as the disenrollment from one or more classes that does not result in complete removal from all courses. Ceasing to attend a course does not constitute an official dropping of a course or a cancellation of enrollment from the University. Dropping or failing a course(s) may affect course bundles, which may require corequisites to be retaken and/or may require auditing courses within a bundle to retake previously dropped course(s). Due to sequential scheduling, Reach does not guarantee that a course dropped or failed will be available in the next consecutive semester or year. Candidates must process the drop or cancellation by reaching out to their candidate success advisor ("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/Case, or the date the form is processed. Candidates who drop a course successfully during the withdrawal period will be assessed a 'W' grade, an attempted nonpunitive grade. Those candidates dropping a course after the withdrawal period will be assessed a grade based on the grade scale and academic calendar.

Course Repeat Policy

Undergraduate

Candidates who fail to meet their state's minimum grade requirement for their program or a course-specific minimum passing grade will be required to repeat the course until they can successfully pass it. Reach University utilizes the summer semester for course repeats, and many candidates will be required to retake a course during the summer. Candidates who are unable to attend a summer semester to retake a course(s) will be held from progressing to the next semester of courses in their scope & sequence until they retake the required course(s). Candidates who need to repeat more than two courses will be required to retake their courses before progressing to the following sequence of courses.

Reach allows what is called stacking courses; this is when candidates take their needed repeated courses simultaneously with their originally scheduled course load, which may be permitted if they have shown the ability to handle a course overload successfully. Stacking courses are available to candidates with two or fewer courses to repeat. To support our candidate's success, Reach will not permit an overload if it is not in the best interest of the candidate.

Graduate

Candidates who do not meet the minimum grade requirement for their program or the specific passing grade for a course will be required to retake the course before advancing in their program. Each candidate is allowed a total of three attempts: one original attempt followed by two consecutive retakes. If a candidate is unable to pass the required course(s), they will not be permitted to progress to the next semester of courses as outlined in their scope and sequence until they successfully complete the necessary course(s). Failure to make academic progress may result in administrative withdrawal from the University.

Right to Cancel

Entering candidates who have not yet started any classes have a right to cancel, without any penalty or obligations, prior to or on the first day of classes. Cancellation may occur when the candidate provides a written notice or Notice of Cancellation Form to their advisor via email or mail. Mail is effective from the postmark date, and email is effective on the date when the email was sent.

Official Withdrawal from the University

Candidates have the right to withdraw from all courses and from Reach University on or after the first day of classes and after posting positive academic engagement. When a candidate initiates a withdrawal, this withdrawal is considered official. If a candidate requests to withdraw in writing, then the request is supported by the Withdrawal Form. The Department of Education considers the date the candidate begins the official withdrawal process as the *Date of Initiation*, and the official date of withdrawal, the *Date of Determination*, is the date on which the school was made aware, as the signature date on the Withdrawal Form. Based on the Date of Initiation, candidates will be assessed a grade based on the University's withdrawal grade scales and academic calendar.

Family Leave

Similar to the medical residency model, our education program is job-embedded. As such, all assignments are closely tied to on-the-job responsibilities. A candidate taking leave (maternity/paternity/family leave) may be

required to sit out a semester and return post-leave. Please talk to your advisor to plan for your family leave in advance.

Leave of Absence

Reach University does not extend leave of absences to enrolled candidates. If a candidate requires time away from the institution or program for any reason, the candidate should contact their advisor for more information on the leave options available to them.

Official Grades

Grades are considered part of the official academic record one year after the posted semester/term and will not be permitted for change of grade or adjustment. Instructor grades submitted directly into the candidates' grading matrix as a final grade or to the Registrar's Office are considered final official institutional grades. A grade is based on the instructor's evaluation of coursework completed as of the course's ending date, which is the final day of the academic semester/term.

Midterm Grades

Once midterm grades are posted, the assignments from the first half of the semester may no longer be completed. This applies differently for candidates with formalized special accommodation plans. See Academic Calendar for mid-term dates at Reach Academic Calendar.

U.S. Armed Forces Military Mobilization

Any candidate who has been ordered to service due to an emergency or other declared U.S. Armed Forces Military mobilization and must drop current enrollment or withdraw from the University will be given special consideration.

- Complete withdrawal from the term without penalty. A nonpunitive letter grade of 'WM' indicating withdrawal due to military service will be assigned.
- Candidates can choose to receive course credit based on work completed in place of a 'WM', approved at the Dean's discretion.
- Degrees may be awarded if credit is granted and a letter grade is received in those courses, and that met the completion (graduation) requirements for the program are met.
- Candidates who left the University to perform military service will be eligible to reenroll within two years with the same academic status as when last attended.

Return to Reach is permitted up to a two-year leave while on active duty. Extended periods due to military circumstances are permitted with the Dean's approval.

Undergraduate Minimum Grade Requirements

Reach University operates in various states to develop partnerships and sustainable job-embedded programs; with this, we maintain each state-mandated and US Department of Education requirements, which include minimum grade requirements for the Teachers College.

- Clinical Year (BAGE)- Minimum passing grade requirements of a B or higher in all clinical year courses

- All states (except California) - Minimum passing grade requirement of a C+ (2.3) or higher in all courses; see clinical year requirement.
- Arkansas State Residence - Required to pass the Arkansas History course with a C- or higher.
- California State Residence:
    - Minimum passing grade for Mathematics Basic Skills (MR) and Literacy Basic Skills (LIT) courses requires a B or higher.
    - SSP course series (that includes the U.S. Constitution requirement) requires a minimum passing grade of C or higher.
    - All other classes minimum passing grade requirement of a C- or higher in all courses; see clinical year requirement.

Graduate Grading Evaluations

- **Exceeded Expectations:** Performance of the candidate demonstrated sustained excellence in applying the course expectations and demonstrating the course knowledge, skills, and habits. Equivalent to a 4.0 on the GPA scale.
- **Met Expectations:** Performance of the candidate adequately met the requirements of the course and demonstrated the necessary application of course knowledge, skills, and habits. Equivalent to a 3.0 on the GPA scale.
- **Did Not Meet Expectations:** Performance of the candidate did not adequately meet the requirements of the course and/or failed to demonstrate the necessary application of course knowledge, skills, and habits. This may include failure to submit assignments on time, failure to meet the attendance requirement, or failure to demonstrate the necessary knowledge and skills through course assignments. Academic probation may be required for continued participation in the program (see Academic Probation). Equivalent to a 0.0 on the GPA scale.

Failure to make sufficient progress can lead to disqualification and revocation of credentials in progress. See the Grievances and Appeals section of the handbook for information regarding an appeal of a disqualification decision.

References or recommendations are given at the discretion of Reach faculty. Candidates who wish to receive a reference or recommendation from Reach faculty will have their coursework and or transcripts reviewed by Reach faculty, and the substance of the reference will be determined, in part, by the extent to which the candidate met course expectations.

Incomplete Grade Period Policy

Undergraduate

An incomplete grade indicates that some 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. An incomplete grade 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 is not met, the grade that would have

been earned before the incomplete will be awarded. Candidates have 30 days from the scheduled end date of the original course term to complete the assignments and related work to earn a grade. All incompletes must be submitted by the Friday before Finals Week for a regular term or before the finals for a 5-week term.

Incomplete Requests

Candidates wishing to receive an incomplete for a course(s) are to request an Incomplete Request Form from the assigned instructor. The Incomplete Request Form is a signed agreement between the course instructor and the candidate and must be signed off by both for the Registrar's Office to assess an "I" incomplete grade to the record.

Change of Grades

Instructors are required to submit final grades within 30 days from the scheduled end date of the original course term dates (end of semester or end of the 5-week term). An incomplete final grade does not fall within the traditional final grade deadline, and faculty will not receive additional days for grading; these grades are due on the date the incomplete period is over. Grade changes should be submitted by email to the Registrar's Office at registrar@reach.edu.

Graduate

An incomplete grade indicates that some 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. An incomplete grade 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 is not met, the grade that would have been earned before the incomplete will be awarded. Candidates have 30 days from the scheduled end date of the original course term to complete the assignments and related work to earn a grade. All incompletes must be submitted before final grades are due.

Disclosure: Reach University Graduate Institute's prior use of extensions is no longer the current practice, as of 2024-25, will maintain this incomplete policy as the process.

Incomplete Requests

Candidates wishing to receive an incomplete for a course(s) are to request an Incomplete Request Form from the assigned instructor. The Incomplete Request Form is a signed agreement between the course instructor and the candidate and must be signed off by both for the Registrar's Office to assess an "I" incomplete grade to the record.

Plan for Completion

Candidates have 30 days to complete missing assignments and related work to earn a final grade. If the plan for completion is not met, the grade that would have been earned before the incomplete will be awarded.
If an incomplete has been granted for a graduate course that requires outside examination or assessment, and the candidate does not meet the plan for completion, the grade earned will be awarded. If needed, it will be scheduled into the consecutive term to retake the course.

Change of Grades

Instructors are required to submit final grades within 30 days from the scheduled end date of the original course term. An incomplete final grade does not fall within the traditional final grade deadline, and faculty will not receive additional days for grading; these grades are due on the date the incomplete period is over. Grade changes should be submitted by email to the Registrar's Office at registrar@reach.edu.

Change of Grade

Grade changes are considered substantial changes in a final grade. Final grades may not be changed because candidates didn't like their grades or submitted additional work, repeated examinations, or additional examinations after the conclusion of the course. In those cases, please refer to the incomplete policy as an option.

Grade Reports & Unofficial Transcripts

Grade reports and unofficial transcripts are available to candidates through RIO. The University does not release any grade information to any person other than the requesting candidate without the written permission of the candidate.

Official Transcripts

Official transcripts can be obtained via the National Student Clearinghouse. Requests for official transcripts can be made by going to https://tsorder.studentclearinghouse.org/school/select and selecting "Reach University."

Academic Progress Requirements & Appeals Process

See University Catalog.

Graduation/Completion Requirements

Each program publishes and communicates the specific graduation requirements. In general, graduation/completion requirements include:

- Satisfying all requirements for the credential/degree for which the candidate is enrolled.
- Successfully demonstrating the requisite skills and knowledge through course completion, required performance assessments, and state-required exams.
- Maintaining a minimum of 90% attendance/participation in all Reach cohort meetings, seminars, and coaching sessions. (Note, for TIP, candidates need to maintain 100% attendance).
- Participating in a coaching relationship by meeting regularly with a Reach coach or designee as required by the program (meetings may be in person, observations, phone, or virtual, as determined together with the coach and or by program). Each meeting may generate some evidence in the form of notes or formative assessment materials.

Degree Posting & Conferral Dates

The University posts degrees and confirms completion of credential programs three times each year, at the end of each standard semester. All degree and/or program requirements must be met prior to the posting date. The three approximate posting dates are at the end of the regular fall semester (in December), the end of the regular spring semester (in May), and the end of the regular summer semester (in August). Degrees and/or programs completed between posting dates will be posted at the next scheduled date. Once the degree is posted, no changes will be made to the transcript and is considered official.

Undergraduate Licensure Disclosure

While Reach applies for licensure on a candidate's behalf, please note that Reach University does not award 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 II, the California subject matter and basic skills competency requirement, or any other state-determined requirements.

PRAXIS I and PRAXIS II testing requirements are listed here by state, along with qualifying scores (double-check your state selection). CBEST and CSET registration and basic information is found here.

Graduate Credential Recommendation Process and Requirements

Intern Credential

Recommendation Process and Requirements

Intern Credential recommendations are submitted to the CTC once a candidate has completed the following:

- Submitted all admission requirements.
- Satisfied the Subject Matter Competency Requirement (SMCR)
- Successfully completed Reach 210 Preservice

Once the recommendation has been submitted, the candidate will receive an email with the next steps to accept and pay for the recommendation. The recommendation should be accepted as soon as possible and expires within 90 days. Failure to accept the recommendation could result in a delay of credential issuance.

Employment Restriction

Intern Credentials are restricted to a candidate's place of employment at the time of the recommendation. In other words, Intern Credentials can only be used at the school district or charter school it is connected to. If a candidate changes their place of employment, they must notify their advisor immediately.

Period of Validity

Intern Credentials are valid for two calendar years. Candidates must complete the Intern Credential program and all other Preliminary Credential requirements within those two years. If a candidate is unable to finish the program on time due to hardship, they can request a one-time one-year extension with the CTC. These extensions are not guaranteed.

Preliminary Credential

Recommendation Process and Requirements

Preliminary Credential recommendations are submitted to the CTC once a candidate has completed the following:

- Successfully completed all program coursework
- Passed Cycle 1 and Cycle 2 of the CalTPA
- Completed all program completion requirements:
  1. Valid CPR/FIRST AID Certification *MUST cover Infant, Child, and Adult CPR

2. Individual Development Plan (IDP)
3. Supervision Tracking

Once the recommendation has been submitted, the candidate will receive an email with the next steps to accept and pay for the recommendation. The recommendation should be accepted as soon as possible and expires within 90 days. Failure to accept the recommendation could result in a delay of credential issuance.

Period of Validity

Preliminary Credentials are valid for five calendar years. Candidates must enroll in an induction program to clear their credentials within those 5 years.