



**HOPE INTERNATIONAL**  
**U N I V E R S I T Y**

Graduate and Online  
Student Handbook  
2015 - 2016





Hope International University  
Student Handbook for Graduate and Online Programs  
2015 - 2016

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# Hope International University Graduate and Online Student Handbook

## University Mission

*Hope International University's mission is to empower students through Christian higher education to serve the Church and impact the world for Christ.*

## Welcome

We are delighted to welcome you to Hope International University. As a student in our graduate and online programs, you will enjoy intimate classes, flexible formats and excellent faculty. We offer a number of innovative programs, designed to prepare leaders within their chosen professions. In an effort to provide you with information that will make your graduate and online experience at Hope International University both comfortable and rewarding, we ask that you carefully review all of the literature you receive.

### *Preface*

The purpose of this handbook is to provide students at HIU with the policies and procedures related to graduate and online programs. Information in this Graduate and Online Student Handbook is intended for general reference only, and does not constitute a contractual agreement by the university. It is intended only to supplement the University Catalog. For an online version of the University Catalog, please visit to [www.hiu.edu](http://www.hiu.edu) and look for the Catalog under the "Academics" tab.

## As A Student, What Are My Responsibilities?

Faculty and staff provide assistance upon request, but students are ultimately responsible for their own academic progress. The following list outlines students' responsibilities in the advising process:

- Read the Graduate and Online Student Handbook, HIU Catalog and other academic information as provided.
- Know and comply with all current policies, procedures, and requirements for earning a degree.
- Review the Course Schedule and discuss course options with your Academic Coach.
- Contact your Academic Coach in a timely fashion for registration, advising, and other necessary consultations.
- Register for classes in a timely manner using the student registration portal. Be sure to contact student accounts prior to registration to clear any account holds.
- Obtain, complete, and submit all forms needed for course changes (audit, add, drop), graduation, and related matters, according to the deadlines set by the Registrar.
- Contact your Academic Coach immediately with concerns about academic progress, in particular courses or progress toward a degree.

## Who Is My Academic Coach and How Can They Assist Me?

Your Academic Coach will act as your primary advocate and liaison for your program needs. However, you are ultimately responsible for your own academic progress. The Academic Coach will assist you in response to questions or difficulties you may be having in your academic program. Our current Academic Coaching staff includes:

**Carol Davidson** (cldavidson@hiu.edu) 1-888-352-4673, ext. 1279

**Jennifer Stead** (jastead@hiu.edu) 1-888-352-4673, ext. 3550

**Sandee Venegas** (srvenegas@hiu.edu) 1-888-352-4673, ext. 2641

**Danielah Germon** (dgermon@hiu.edu) 1-888-352-4673, ext. 3547

**Butch Ellis** (bellis@hiu.edu) 1-888-352-4673, ext. 2215

**Annette Mativo** (anmativo@hiu.edu) 1-888-352-4673, ext. 2244

Academic Coaches are generally available Monday through Friday, 8:00 a.m. to 5:00 p.m. PST

Contact your Academic Coach if you have questions, issues or needs regarding:

- Course schedules and/or schedule changes
- Course adds/drops/or withdrawals
- Graduation procedures and status
- Degree audits
- Professors or courses
- Transfer of units
- Any other questions or concerns regarding your program

## **How Do I Obtain A Student I.D. Number & I.D. Card?**

### **STUDENT I.D. NUMBER**

Your Student I.D. number is the 6-digit number you use to access your eCollege (HopeOnline.edu), and it is listed on your acceptance letter. You will need your Student I.D. number for access to a variety of services. If you have not received your Student I.D. number, contact your academic coach and they will be glad to assist you in obtaining one.

### **I.D. CARDS**

Having a Student I.D. card can be useful in obtaining a variety of business and community student discounts. All students receive an I.D. card. Students needing replacement cards may contact Student Affairs at the University's Fullerton campus. Please call ahead of time to make sure someone is there who can process your card. A fee of \$15.00 will be charged for replacement Student I.D. cards.

If you are an online student, you can still get a Student I.D. card. Please email your Academic Coach a digital passport-size photo (head/shoulder shot, approx. 1"x 1.25"). Your Academic Coach will verify you are a current student and forward your picture to Student Affairs. The card will be issued and mailed to you.

## **What Will My Graduate and Online Courses Be Like?**

### **UNDERGRADUATE ONLINE COURSES**

Typically your online 3-unit courses will be five to eight weeks in length. Class size will average between 12 to 16 students. Directed Independent Study (DIS) as an elective course may include 1 or more students.

Student cohorts are formed for in upper division core courses. Students meet with their cohorts throughout the Online program. This provides a strong academic support community and fellowship for students during the core of the major and sometimes even beyond graduation.

## **What Will My Online Course Look Like?**

Students participate in "eCourses" by logging into *www.HopeOnline.edu* from anywhere the internet is available. The entire eCourse is conducted through a course website, which facilitates online presentations, communications with the professor, other students, and assignments.

The eCourse is set up on a weekly format which will include lectures, quizzes, reading assignments, written assignments, threaded discussions, and a variety of other Online media. In order to be successful in the online environment, students must be intentional in their online participation. Students are expected to login regularly into the eCourse each week (a minimum of 4-5 days per week) in order to interact with the professor and fellow students (especially for participation in threaded discussions). Professors monitor the eCourse daily and will respond to student postings and emails promptly.

The Online learning system is tightly structured in the sense that students must complete each assignment within a specified timeframe. However, the system also allows great flexibility in that students are not required to be Online at the same time as their classmates (asynchronous learning). Instead, they may go online anytime of the day or night, fitting their studies into their own busy schedules.

## **How Do I Obtain My Books and Materials for Class?**

Students are responsible for obtaining their own textbooks and classroom materials from the HIU bookstore. The HIU bookstore is located in the Student Center on the Fullerton campus, and at *www.hope.bkstr.com*.

The Hope International Bookstore is part of the Follett bookstore network, which serves over 4 million students. The network's clout allows it to bring students the largest selection of used textbooks, the most cash at buyback (students selling their used books back to the bookstore), and the best merchandise at the lowest prices possible.

#### ***What does this mean to you?***

- You can shop the Hope International Bookstore through [www.hope.bkstr.com](http://www.hope.bkstr.com), where you will find a list of the required texts for each course, along with simple instructions for making purchases.
- You can pick your textbooks by course and have them shipped to your door, or save the shipping costs by picking them up at the store or dropped off at the Anaheim campus.
- Then, just in case you need to do so, you can return a book to the bookstore without having to send it through the mail.

Book lists will be posted at [www.hope.bkstr.com](http://www.hope.bkstr.com) for each course approximately 3-4 weeks before the course begins. Students in Online courses should order books for their next course no later than two weeks prior to the course start date to ensure sufficient time for shipping. If you need further assistance, call our bookstore at 714-992-5911.

## **Academic Standards**

### **How Much Time Each Week Will I Need for Class and Study?**

#### **ONLINE PROGRAMS**

The University has designed its Online degree-seeking programs so that *students take one to two courses at a time*. Since adult students must typically balance their studies with family, careers, and other responsibilities, most find it difficult—if not impossible—to complete three or more courses simultaneously. However, under some circumstances, students find it desirable or necessary to do so, upon approval by the College Dean. *Keep in mind, government regulations may not make financial aid available for courses that overlap another course.*

Online courses are designed for approximately 15-20 hours per week for student workload. This may vary from course to course due to content level. Time allotted each week can also vary from student to student as a result of individual study skills, academic skills, and time management skills. More time may be required if a student is pursuing a higher grade.

### **What Expectations Will My Professor Have During the Course?**

#### **COURSE APPROPRIATE COMMUNICATION ONLINE**

Being actively involved with your eCourse involves regular communication with other students and your professors by email and threaded discussion. This will be very much an expectation of professors, and is essential to success in the Online program. However, especially when choosing to email your entire class group, the content of student messages should be relevant to course material. Show respect for, and be supportive of one another. At times, personal messages requesting prayer or offering encouragement can be appropriate; however, forwarding “junk mail” or sending messages of personal interest to you simply clutter up an already very busy learning schedule. Your professor and classmates appreciate your refraining from such behavior.

#### **SENDING EMAILS**

**STUDENTS ARE REQUIRED TO USE THEIR HIU STUDENT EMAIL ADDRESS FOR ALL COURSE, FACULTY AND STAFF CORRESPONDENCE.** This is to ensure that your email correspondence will be received without interference from campus firewall/virus filters.

Emails can be sent to your professor anytime either through the eCourse or your own email provider. Be sure to **always include your full name in your email text** so that you can be easily identified.

#### **SUBMITTING PAPERS**

**Unless otherwise instructed by your professor, all papers must be submitted in APA (American Psychological Association) format.** Papers submitted in an incorrect format will be subject to grade deduction. To become familiar with APA format you can refer to the Publication Manual of the American Psychological Association 6<sup>th</sup> Ed., and/ or the “Writing Guide” link under Course Home.

All papers and assignments for eCourses will be submitted online unless directed otherwise by the professor. When submitting papers in the “Dropbox”, “Document Sharing”, or as an email attachment, be sure to **include your name in the file name** (e.g. Strategies **Essay\_Bob Jones.doc**). This greatly assists the professor in the file management of your assignments.



Papers must also be submitted as a *Microsoft Word* document (.doc or .docx) in order to maintain uniformity in document review. If you have a word processor other than Microsoft Word (for example, Microsoft Works), then you must save your documents in *Rich Text Format* (.rtf) before submitting them to your professor.

## ACADEMIC INTEGRITY

Because Hope International University seeks to develop mature and moral leaders and scholars, the University acknowledges the principle of academic integrity. Consequently, all forms of dishonesty, including plagiarism or cheating in any form are wrong, non-productive, and contrary to the University's educational objectives the student's best interest.

*Plagiarism* is "stealing" the unique ideas or the wording of another, and presenting the ideas as one's own. It includes, but is not limited to cheating on examinations, copying work, the purchase, renting, borrowing, or otherwise appropriating of a research paper, project, or assignment, and presenting it as one's own work.

The principal rule of academic integrity is that each member of the University community will do one's own work, executed to the best of one's ability, exclusively for the assignment for which it is presented.

Breaches of academic integrity carry one or more of the following penalties, depending on the severity of the infraction:

1. Repeat or substitution of assignment
2. Written reprimand
3. Zero (0) credit for the violated assignment
4. Zero (0) credit ("F") for the course involved
5. Academic dismissal

## ASSIGNMENT DEADLINES

Course assignments are due at the times set by the professor. Professors may reduce grade points awarded for any work submitted after the assigned deadline. The number of points deducted is at the professor's discretion. The professor may also assign additional work (e.g. extra reading, written assignments, and/or Online learning activities), which may help offset the reduction in points for late work.

## END OF COURSE SURVEYS

In order to continue the improvement of courses, students are asked to complete an **End of Course Survey**. This survey will help to summarize the students experience in the course along with any recommendations students may have as to how to further enhance the course and the professor's method of instruction.

The Survey is located in the eCourse and will be accessed by clicking on the "Survey" tab in which the Survey will automatically come up.

Do not fill out the survey until after the course is completed. However, it must be completed within two weeks after the last day of the course.

**ALL SURVEYS ARE ANONYMOUS with no identifying email addresses or names attached.** Once the survey is completed, it will be reviewed by the professor, the Department Chair, and Dean. Your feedback is critical for us to evaluate and improve our curriculum and your experience!

## ATTENDANCE

While attendance may not be tracked for grading purposes in Online undergraduate and graduate courses, the courses are structured in such a way that students' grades will be impacted if they do not participate on a regular basis. Students are expected to be engaged in the course content throughout the duration of the course.

If a student must miss part of a course due to illness or emergency, it is the student's responsibility to contact the professor as soon as possible to make arrangements for the missed class time. Professors may reduce grade points awarded to any student who is absent or exhibits a pattern of excessive tardiness. The number of points deducted is at the professor's discretion. The professor may also assign additional work (e.g. extra reading, written assignments, and/or Online learning activities), which may help to offset the reduction in points for missed class time.

## GRADING POLICIES

Professors are also expected to reduce grade points awarded for any work submitted after the assigned deadline. The percent or number of points deducted is at the discretion of the professor. The professor may also assign additional work, which may help offset the reduction in points for submitting assignments beyond the due date.

Final grades for each course are to be submitted by the professor no later than one week after the summary paper/ final assignment deadline. Grades are to be assigned based on work submitted to that point, including 0 (zero) points for any missing assignments.

Your scores and final grade will be posted in the eCourse gradebook for your viewing. Please contact your professor for questions related to the course, your assignments, or grades. If you see a problem, or notice something missing (like a missing grade for an assignment

you turned in) please contact the professor immediately. Doing so too late may affect your grade. Your final grade should appear on the Student Portal by one week after the last day of the course.

If you need to dispute a grade, you must contact the professor first. If attempts to communicate with your professor do not meet your satisfaction, then contact your Academic Coach for the next step. Remember, no grade change requests will be permitted after 4 weeks have passed from the original paper/final assignment deadline.

## GRADES FOR CORPORATE REIMBURSEMENT

For questions related to Corporate Reimbursements, please contact Student Accounts (Kim Evans at 714-879-3901, ext 2632).

## Academic Policies and Regulations

### FILING A PETITION FOR INCOMPLETE

In certain rare circumstances, students may file a Petition for Incomplete, which extends the deadline for finishing assignments. Professors *should* award an Incomplete when students are confronted with unavoidable life situations, such as major illness of the student or family member, death, job change, or sudden relocation. The professor will not approve an Incomplete unless the student has finished at least 50% of the coursework prior to the end date for the course. A Petition for Incomplete must be completed prior to the last week of the course.

The form “Petition for Incomplete” is available on the HIU website, following this link: <http://www.hiu.edu/registrar/forms/>. Your Academic Coach will assist you with processing the form and paying the fee for the Petition.

At the end of the course, your grade will be recorded as the grade earned to that point, including all work due for the course (with zero credit for the incomplete work). An “I” grade is not recorded to designate an Incomplete. Once you have fulfilled the assignments covered by the Incomplete, your grade will be recalculated and changed in your official record. If the Incomplete is not completed, the original grade will stand on record.

### WITHDRAWING FROM A COURSE

Students may withdraw from classes without academic penalty up to the fourteenth calendar day of the course (*e.g. 5-8 week long courses*).

The student is responsible for initiating the withdrawal by informing his/her Academic Coach of the intent to withdraw. ***Ceasing to attend class does not constitute withdrawal, and may result in substantial grade and financial penalties.*** Students who fail to complete the entire withdrawal process will receive a zero (0) for any unfinished assignments and a final grade computed on that basis. Failure to complete the entire withdrawal process also results in the forfeit of any tuition refund for which the student may qualify. The University is not responsible for the loss of a tuition refund caused by the student’s failure to act in a timely manner.

Students in Online programs and graduate programs should coordinate the approval process through their Academic Coach. Telling the professor that you want to drop the course does not initiate the withdrawal process – you must tell your Academic Coach to start the process.

The date of withdrawal shall be the date on which a student notifies the University **in writing** (via email) **to the Academic Coach**. The staff uses the withdrawal date to compute tuition refunds or adjustments in financial aid.

***Students should confer with a Financial Aid and Student Accounts Counselor prior to dropping a course to ensure that they fully understand the financial implications of their decisions.*** A withdrawal may, for example, cause *Hope* to remove financial aid funds from student accounts and return them to the government.

**If you are using Financial Aid**, federal government regulations make it imperative that you take care of dropping any courses while you are still attending school. If you do not do this, your award eligibility may be affected.

### RETAKING COURSES AND “FORGIVENESS” OF POOR GRADES

Students may repeat courses for which they receive grades of “F” or “D,” **up to a maximum of nine units**. The higher grade alone will be used in computing the student’s grade point average (GPA). Only courses repeated at *Hope* qualify for this “grade forgiveness” policy.

Students must complete the Petition to Repeat a Class, which is available from your Academic Coach or online at [http://www.hiu.edu/forms/pet\\_repeat\\_class0112.pdf](http://www.hiu.edu/forms/pet_repeat_class0112.pdf).

### ACADEMIC PROBATION AND SUSPENSION

Students must maintain satisfactory academic progress in order to continue in their program. A minimum cumulative grade point average (GPA) of 2.0 (for OUG students) or 3.0 (for GRAD students) must be maintained, otherwise academic probation or suspension may result. Refer to the HIU Course Catalog at [www.hiu.edu](http://www.hiu.edu) (click on the Academics tab for the catalog link) for more information on this topic.

## ACADEMIC DISMISSAL POLICY

A student may be dismissed from Hope International University for violation of the University Academic Integrity Statement or under the academic probation policy statement. Academic Dismissal may occur when the cumulative G.P.A. is not raised above 2.0 after two semesters for undergraduate students. When Academic Dismissal occurs, a student must wait at least one semester before petitioning to re-enter the University. That petition is submitted to the Academic Dean for consideration.

## RE-ADMISSION OF A DISMISSED STUDENT

The process of re-admission for a dismissed student who desires to matriculate following the determined period of absence from the University is as follows:

1. File a completed *Petition for Re-Admission* with the department that issued the dismissal.
  - a. Student Life Dismissal: Submit petition to Dr. Mark Comeaux, the VP of Student Affairs.
  - b. Academic Dismissal: Submit petition to the Academic Coach for review by the Dean of the academic college in which you are enrolled.
2. The department that receives the petition will make a ruling on the petitioned request to re-enroll.
3. If approved, the student will be expected to go through the full enrollment process as a Returning Student through the Admissions Department.

## WITHDRAWAL PROCESS & EXIT INTERVIEWS

*Student Success, studentsuccess@hiu.edu*

The Student Success Committee strives to be a catalyst in enhancing student success, campus life, community development, and university-wide excellence. This is accomplished by gathering student feedback regarding campus programs, activities, and services, and utilizing student feedback to determine university-wide enhancements. These services work toward retaining students and increasing graduation rates. Students who have questions or concerns regarding their experience at *Hope* are encouraged to be in touch with Student Success staff. Students considering withdrawal should meet with Student Success staff in order to explore their options and, if necessary, begin the withdrawal process.

## EXIT INTERVIEW

For students who will no longer be attending Hope International University, an Exit Interview must be completed with the student's Academic Coach. The Exit Interview provides important feedback to the University and helps the Director of Student Services identify the student's unique and specific needs as they are considering withdrawal. During the Exit Interview the student is also introduced to the Withdrawal Checklist which provides a step-by-step support and explanation of the withdrawal process.

## WITHDRAWAL CHECKLIST

Please be aware that ***withdrawing from classes should be a last resort***; speak to, and work with, our offices in order that we may serve you in the best way we can. If you do choose to withdraw from school once classes have begun there will be financial implications and it will be necessary for you to consult with student accounts.

If you choose to withdraw, a checklist is provided after you have completed your Exit Interview with the Academic Coaches.

# Financial Information

*Shannon O'Shields, Director of Student Financial Services, soshields@hiu.edu, 714-879-3901 ext. 2207.*

## How and When Should I Contact Student Accounts?

### STUDENT ACCOUNTS

Suite 100 Fullerton Campus (Nutwood Complex), 714-879-3901 ext. 2202  
Student Accounts is available Monday through Friday 8:00am to 5:00pm PST.

*Kim Evans, Student Accounts Manager, [kdevans@hiu.edu](mailto:kdevans@hiu.edu); 714-879-3901, ext. 2632*  
*Jestine Rodriguez, Student Accounts Counselor, [jrodriguez@hiu.edu](mailto:jrodriguez@hiu.edu); 714-879-3901 ext. 2231*

All student financial arrangements must be completed prior to the beginning of the academic period, and/or before moving into the residence halls. Payments to the school are remitted to the office of Student Accounts. Each student is assigned a Student Accounts Counselor, for assistance in financial matters related to educational costs.

Students are expected to maintain financial responsibility within the University and community. Transcripts will not be released until all fines and bills are paid, nor will students be allowed to register for subsequent terms. Graduating seniors must have their bill paid in full prior to May 1<sup>st</sup> of their graduating year in order to be cleared to participate in the graduation ceremony or to receive their diploma. A student's meal plan may be voided when a deferred payment is more than two (2) weeks past due. A student having financial difficulty is encouraged to visit the Student Accounts Department.

Please contact your Student Accounts Counselor when you have questions regarding:

- Payment Plans
- Book Advances
- Refunds
- Holds on your account
- Tuition Reimbursement/Invoices
- Military Tuition Assistance

Correspondence with students is done via the HIU email address which is issued to each student at the time of acceptance by the Admissions Department, and is also included in your admissions letter. Information regarding financial aid award notification, missing documents, and current account balance is available via the Student Portal. Account statements are not mailed to students.

- Please be aware that Student Accounts does have the right to and will restrict a student's access to courses if the student does not return a representative's contacts regarding account issues.
- Please also be aware that Student Accounts also has the right to and will withdraw a student from the University if satisfactory arrangements for a zero account balance cannot be made.
- Official transcripts cannot be released if satisfactory arrangements have not been made to settle your account.

## How and When Should I Contact Financial Aid?

### FINANCIAL AID

*Sassanda Gutierrez, **Financial Aid Counselor**, [sjgutierre@hiu.edu](mailto:sjgutierre@hiu.edu); 714-879-3901 ext 2204.*

*Amanda Carrillo, **Financial Aid Counselor**, [acarrillo@hiu.edu](mailto:acarrillo@hiu.edu); 714-879-3901 ext 2205.*

Education is an investment. Hope International University does everything it can to keep the cost of education within the reach of students and their families. We realize how difficult it may be for students to attend Hope International University without financial assistance. It is our commitment to help you fill the gap between what you are capable of paying and what your actual educational costs will be.

Hope International University participates in federal and status aid to help students finance their education. For descriptions and eligibility criteria for any of the available scholarships, grants or discounts, visit our website: <http://www.hiu.edu/Online/finaid/types/>.

Please contact you Financial Aid Counselor when you have questions regarding:

- Completing you FAFSA
- Questions about your award letter
- Questions regarding any missing documents
- Questions regarding your financial aid if you drop a class

All new students have a 30-day grace period to submit and complete all necessary documents needed to complete your financial aid and student accounts paperwork. If not complete within 30 days, removal from class may occur. All continuing students must be complete with both financial aid and student accounts prior to the start of each school year.

Correspondence with students is done via the HIU email address which is issued to each student at the time of acceptance by the Admissions Department. Information regarding award notification, missing documents, and current account balance is available via the Student Portal. Account statements are not mailed to students.

# Student Support Services

## BOOKSTORE

*Robert Mercado, Manager*

Lawson Fulton Student Center, Suite 111, 714-879-3901 ext. 1233; ramercado@hiu.edu

The Bookstore stocks textbooks and school materials, gift and stationery items, assorted T-shirt and school memorabilia, as well as books for Bible study, devotional and topical interests. Computer software also provided at a student discount, Online at [efollett.com](http://efollett.com). Textbooks, clothing, and gifts are also available at [www.hope.bkstr.com](http://www.hope.bkstr.com).

## CAREER SERVICES

*Kirsten McCormick, Director of Student Programs*

*Lawson-Fulton Student Center, 714-879-3901 Suite 223, ext. 1696, careerservices@hiu.edu*

The Office of Career Services strives to empower students and alumni to identify and utilize their strengths, abilities, interests, and goals as they prepare to go serve the Church and impact the world for Christ.

Career Services' mission is accomplished by offering services and tools that help in choosing a major; exploring occupations; providing assessments that help to identify and explore an individual's unique strengths, abilities, interests, and goals; developing resumes and preparing for interviews; locating internships, graduate schools, and jobs. These services work towards helping students and alumni feel more confident and able to be successfully placed in a career and job of their choosing.

## NEWS AND EVENTS

Current job postings are available Online at <http://my.hiu.edu/>, but can also be found on campus outside of the Career Services Offices, and The Commons. Events including guest speakers, visiting recruiters (employers, graduate schools, organizations, or groups looking to hire or enlist students to join in their efforts), seminars, workshops, and webinars (Online workshops/seminars) can be found in the Career Services Office. Monthly calendars are available upon request keeping in mind that updates are continually being made for incoming recruiters.

## STUDENT PORTAL: MY CAREER

There are many services, including any and all active job postings, available Online on the Student Portal at <http://my.hiu.edu/>. Students can also upload resume and cover letter documents, create a Search Agent that will notify them of jobs that meet criteria they have specified, create an Employment Profile that employers may search through as they look for job candidates, and finally students may apply directly to employers who have created Employer Accounts. Once students have logged into their Student Portal they may access services by visiting the My Career tab. Further instructions are available upon request by contacting the Career Services Office.

## ADDITIONAL ONLINE SERVICES

**LinkedIn.com** - Here students can setup their professional networking account and begin connecting with other students, alumni, staff and faculty, as well as professionals in their areas of interest. Students should also consider connecting with the University sponsored groups such as "Hope International University Professionals" and "Hope International University Students and Alumni." Here students can also search for employment and receive support and information regarding their specific fields. Linked-In advertises their services as a way to get re-connected, power up your career, or to get answers.

**ONEWIRE.com** - Students can setup an account in order to search for employment and make their profile available to potential employers. Make sure to link up your account to the University in order to be validated as a current student or alumni. OneWire promotes their resource as a precise career connections tool.

## COUNSELING SERVICES

*Dr. Susan Hastings, Director, Hope Counseling Center*

*Anaheim Education Center, 2400 E Katella Ave., Suite 900, Anaheim, CA, 714-879-3901 ext. 1266; slhastings@hiu.edu*

Counseling services are available on campus through the *Hope Counseling Center*. All counseling is provided by Marriage and Family Therapy master's degree students or interns under supervision. *Hope Counseling Center* provides for a wide variety of psychological concerns including depression, self-esteem, emotional problems, conflict, stress, anxiety, adjustment to college life, relational issues, and grief. While the Hope International University faculty and staff are available to assist students with personal and emotional issues, sometimes professional assistance is warranted and beneficial.

## **LIBRARY SERVICES**

*Robin Hartman, Director of Library Services*

*Fullerton Campus (Nutwood Center Core), 714-879-3901 ext. 1234; [darlinglibrary@hiu.edu](mailto:darlinglibrary@hiu.edu)*

The Hugh and Hazel Darling Library is located on the Hope International University Campus in Fullerton. It occupies two floors and houses approximately 70,000 volumes. The library is open 85 hours per week during traditional school semesters. Library collections include: books, e-books, videos, audiocassette tapes, CD-ROMs, periodicals, and on-line journals. Space is allocated for computer-assisted research, individual study, and library resources. The library Information Commons houses computers available to students for Internet research, database searching, and other specialized software programs that support our curriculum. Reference and Instruction services are also provided to groups and individuals.

The Hugh and Hazel Darling Library provides an inviting space in the center of campus for students to study and do research. In the Darling Library you will find a variety of resources such as books, periodicals, CDs, and DVDs. You can make photocopies, scan documents, upload your digital photos and connect to the free WiFi with your mobile devices. Two well-trained Student Library Assistants are available to assist you at all times the Library is open. Hours are posted on the door and on the web.

Online you will find resources such as research databases, eBooks, eJournals, research guides, online reference help, contact information, library policies, and more. Check out the library at <http://library.hiu.edu>.

The library provides Inter-Library Loan services with access to over 48 million items from over 40,500 libraries worldwide. The library's website also provides additional research resources including: Online library catalog, research databases, and patron information. Online research database services with indexing and/or full-text articles include: ProQuest, FirstSearch, GaleNet, EBSCOhost, ATLAS, and more. Additionally, the adjacent California State University, Fullerton Library, with approximately 650,000 volumes is available for use by *Hope* students. Also available to HIU students are the regional SCATLA and IEALC consortium libraries.

## **RESEARCH DATABASES**

All library resources – books, ebooks, journals, and articles within research databases – may be found with one discovery tool, WorldCat Local, which has a search box on the library's home page at <http://library.hiu.edu>.

To limit your search to a subject specific research database, click on the Research Databases tab above that search box to find a list of appropriate databases available to you.

You will need your student HIU email address and password to login.

If you need further assistance, use the LibAnswers online links found throughout the library's web site to ask a librarian anytime and you will receive a reply within 24 hours or you may call the front desk at 714-879-3901 ext. 1234 during open hours.

## **REGISTRAR**

*Ron Archer, Registrar*

*Fullerton Campus (Nutwood Center Core, 3<sup>rd</sup> floor); 714-879-3901 ext. 1606; [rarcher@hiu.edu](mailto:rarcher@hiu.edu)*

The Office of the Registrar facilitates the registration of classes, academic advising assignments, and the processing of all academic records. All petitions for changes or exceptions to an academic schedule, record, or transcript are distributed and collected by this office. Refer to the school catalog for more details.

## **STUDENTS WITH DISABILITIES**

*Dr. Mark Comeaux, Vice President for Student Affairs*

*Fullerton Campus (Lawson-Fulton Student Center, 2<sup>nd</sup> floor, Office 209); 714-879-3901 ext-1211; [mcomeaux@hiu.edu](mailto:mcomeaux@hiu.edu)*

## **ACCOMMODATIONS**

Hope International University requires a student with a disability to register with Dr. Mark Comeaux, Vice President for Student Affairs at (714)-879-3901 or [mcomeaux@hiu.edu](mailto:mcomeaux@hiu.edu). His office provides support services for students with disabilities, in order to receive accommodations. It is the student's responsibility to request services in a timely manner. The Vice Presidents office confirms the student's disability and eligibility for services and accommodations. A course instructor typically receives notification from the academic coach detailing recommended accommodations for a student. The student with a disability is responsible for meeting all course requirements using only approved accommodations.

The goal is to give the student with a disability equal access to the learning environment. Individualized accommodations are not designed to give the student an advantage over other students, to alter a fundamental aspect of the course, nor to weaken academic rigor.

A specific learning disability is unique to the individual and can be manifested in a variety of ways. Therefore, accommodations for a specific student must be tailored to the individual. The following are examples of classroom, assignment, and examination accommodations that may be recommended for a student with a learning disability. When in doubt about how to assist a student, work with the student privately or contact the Vice President for Student Affairs' office which provides support services for students with disabilities.

## **REGISTERING ACCOMMODATIONS**

In order to register accommodations, students must complete the Disability Verification Form and submit it to their Academic Coach via email, fax, or postal mail.

Students must also submit documentation from a qualified professional to support a request for accommodations. Further, submitted information must meet Hope International University disability documentation guidelines. The documentation should be submitted to their Academic Coach via email, fax, or postal mail.

## **DETERMINATION OF ACCOMMODATIONS**

Because students' needs vary, accommodations are determined on a case-by-case basis. After documentation is evaluated by the Vice President for Student Affairs, students will be notified as to whether or not it has met the established guidelines and verifies that there is a functional limitation. Also, the Academic Coach will arrange a telephone consultation with the student to discuss individual needs and reasonable accommodations. On occasion an extension of time to complete a course or a course substitution is needed in the online format. These accommodations are made on a case- by-case-basis and may impede academic progress as online courses have a shorter break between class starts. Please note that the Vice President for Student Affairs may seek input from others, such as the professional providing the documentation and online instructors, before making a decision regarding reasonable accommodations.

The Academic Coach will email the student a copy of the approved accommodations. The student must then acknowledge acceptance of the accommodations in an email response.

## **NOTIFICATION OF INSTRUCTORS**

The Vice President for Student Affairs will email a memo that lists the approved accommodations to the student's Academic Coach. The Academic Coach will email the student's instructors and the student will be copied on the email.

It is the student's responsibility to contact each online instructor to discuss the accommodations.

Accommodation memos are only valid for the term in which they are issued. Therefore, each term, students must contact their Academic Coach to review ongoing accommodations and to request that online instructors be notified of reasonable accommodations.

### **Examples of accommodations:**

#### **Virtual Classroom and Assignment Accommodations**

- allow the student additional time to complete in-class assignments, particularly writing assignments.
- allow for course modification such as extended length of time to complete a program.
- provide feedback and assist the student in planning the workflow of assignments. This is especially important with large writing assignments.
- allow for course substitution with dean approval.

#### **Examination Accommodations**

- extended exam time, typically time and one half to double time.
- the option of an oral exam.
- to use spelling and grammar assistive devices for essay exams.
- to use a calculator for exams.
- to use scratch paper during exams.

## **APPEALS**

Students should discuss any concerns or problems related to the provision of reasonable accommodations with their Academic Coach. If a student disagrees with the accommodations or has a complaint related to services provided by the Academic Coach, he or she may utilize the appeals process.

### **Appeals Contact Information:**

R. Mark Comeaux, Ed.D.  
Vice President for Student Affairs  
Hope International University  
Fullerton, CA 92831  
O-714-879-3901 ext-1211  
E-mcomeaux@hiu.edu

## How Do I Access and Utilize the HIU Online Services?

HOPE INTERNATIONAL UNIVERSITY WEBSITE - [www.hiu.edu](http://www.hiu.edu)

At *Hope's* primary website ([www.hiu.edu](http://www.hiu.edu)), students may access general information about the University, news and updates, the academic catalog, the library catalog, financial aid information and application forms, and a variety of other resources and services.

HUGH AND HAZEL DARLING LIBRARY- [library.hiu.edu](http://library.hiu.edu)

The Hugh and Hazel Darling Library is located on the Hope International University Campus in

Fullerton and can be accessed Online at (<http://library.hiu.edu>). The library's website provides

patron information, Online library catalog, research databases, LibAnswers, and a wide variety of library resources and services.

### HIU EMAIL ACCOUNT

You should receive a letter from the admissions office that will instruct you how to activate your HIU student email account. If you have difficulty with your student email account, contact the Information Systems department at [ISHelpDesk@hiu.edu](mailto:ISHelpDesk@hiu.edu), or call during business hours at 714-879-3901, ext. 2607.

eCOLLEGE WEBSITE - [www.HopeOnline.edu](http://www.HopeOnline.edu)

Students "go to school" Online by accessing a website called "HopeOnline" ([www.HopeOnline.edu](http://www.HopeOnline.edu)). This fully-hosted eCollege system provides the online course interface between students and professors. Both students and professors are also provided **24/7 technical support at 303-873-0005** should there be any questions or technical issues regarding the eCollege system.

The eCollege Online delivery system is used for both the onsite courses (the *eCompanion*) and the fully Online courses (the *eCourse*). As a student you will need to become both familiar and competent with the eCollege system since every course will be fully utilizing it. A tutorial is provided for students in the *Strategies for Success* course.

**Access to courses in HopeOnline will be about 7-10 days prior to each course's start date.** You will be notified of this access by email. This will give you an opportunity to review the syllabus and course schedule prior to its beginning. Week 1 will open the first day of course.

Students are asked to provide a brief biography and summary of their academic and career goals by clicking on "*My Profile*" in the upper right corner of the homepage screen. This information can then be viewed by the professor so that he/she can better serve the student.

## How Do I Access and Utilize the eCollege Online Resources?

Every Online eCourse and eCompanion contains links within the course for access to useful information that students may utilize in preparation for their course and any other academic resources they might need. Each link contains the following under "*Course Home*" in your online course:

**Syllabus** - Contains the course "*Syllabus*" which outlines the course requirements, expectations and assignment point values. Be sure to review at the beginning of each course.

**Schedule** - Provides a visual calendar of course assignments and due dates (eCourses only).

**Ask the Professor** - In order to offer additional support for students, the professor will check this link consistently throughout the entire course for student questions regarding the eCollege system, assignments, and any other questions that students might have. If you have a private question for the professor, you can email him directly. Otherwise, other students can benefit as the professor responds to everyone's questions (eCourses only).

**Student Introductions** - Provides an area of interaction in the course in which students can introduce themselves to the professor and fellow students in the course (eCourses only).

**Faculty Profile** - Introduces the professor teaching the course and some background information.

**Online Library** - Gives the student immediate Online access to the HIU Library Services.

**Writing Guide** - Includes resources for the *APA format style* and additional writing skill resources.

**HIU Catalog** - Provides quick access to the HIU University Catalogs



# What Do I Do If My Computer Breaks Down Or I Lose Internet Access During A Course?

## TECHNICAL REQUIREMENTS

The eCollege delivery system requires the student to have ready access to a moderately equipped home or office computer with Internet access, as well as basic computer/internet competence, which is essential for successful participation in online courses. For a complete list of required resources, visit [www.HopeOnline.edu](http://www.HopeOnline.edu) and click on “*Technical Information*.” The site also includes an Online Browser Test, which will help determine whether your computer system is adequate.

## TECHNICAL SUPPORT FOR HOPEONLINE

If you have trouble accessing the online system, cannot get a lecture to play, or have difficulties accessing part of your course, please use the following resources:

HopeOnline HelpDesk: [helpdesk@HopeOnline.edu](mailto:helpdesk@HopeOnline.edu)

Phone: 877-740-2213 toll free (Available 24x7)

Department of Learning Technology at *Hope*: [dlt@hiu.edu](mailto:dlt@hiu.edu)

Phone: 800-762-1294 ext. 3999 (Monday – Friday 9-5pm)

## LOSS OF COMPUTER OR INTERNET ACCESS

**Students are responsible for maintaining their own computer and internet access throughout their** Enrollment in online courses. Professors are not available for nor equipped to give technical support and may not give allowance for extended computer or internet failure during a course.

**Computer Labs** are available for student use in the University library, located on the main campus at Fullerton. These thirty iMacs can be used with either Mac or Windows operating systems and are equipped with Microsoft Office, web browsers, and other applications required for instructional support. Use of digital scanners is free and printing is available for \$.05 per page. Free WiFi is also available throughout the library for students.

The Anaheim campus has two computers in the study room and many outlets in the classroom and in the student lounge for students to utilize for their personal computers.

If you have computer problems or need access to the internet, here are some options:

**HIU Library** - located at the Fullerton (Main) Campus: 2500 E. Nutwood Avenue.

**Local Library** - usually limited access (1-2 hours), but free to local library card holders

**Local J.C. or College/University library** - access may be available to members of the community. Internet access and printing may or may not be free.

**Kinko's** - pay per hour. Separate charges for printing.

**Internet Café** - pay per hour. Printing may or may not be free.

**Wi-Fi** - Many places now offer free WiFi access if you have that capability on your computer.

# Community Standards & Policies

## Student Life

The Student Life Staff is committed to fulfilling the mission of Hope International University by providing resources and co-curriculum producing a diverse, synergetic community for personal and interpersonal growth and spiritual maturity in Christ. This includes, but is not limited to:

**Biblical Perspective:** Our goal is to understand, interpret and respond to every aspect of the *Hope* community from a Biblical point of view.

**Responsible Freedom:** Hope International University recognizes that while the Scriptures do not provide specific teaching regarding all social and moral practices, they do advocate self-restraint in situations that may be harmful or offensive to others. Hope International University is committed to upholding standards that will support this philosophy and help our students learn to live by its guidance.

Student status at Hope International University carries with it a distinct set of privileges and responsibilities. Students at Hope International University associate in a community with their peers and are entrusted with the responsibility to care for one another in a Biblically cooperative and communicative fashion. This environment provides students with enriching experiences which may be an impetus for healthy interpersonal relationships, diversity of thought and culture, stimulating academic growth. Student Life strives to address the needs of the Hope International University community through various programs.

## **Professional Ethics and Community Standards**

At Hope International University (HIU) we are committed to a biblical worldview that seeks to honor God. In keeping with the mission of the university and our commitment to biblical fidelity, all members of the University community are expected to follow the teachings of the Scripture. Our goal is to understand, interpret and respond to every aspect of the HIU community from a biblical point of view.

HIU recognizes that while the Scriptures do not provide specific teaching regarding all social and moral practices, they do advocate self-restraint in situations that may be harmful or offensive to others. The University is committed to upholding standards that will support this philosophy and to helping our students learn to live by its guidance. Student status at HIU carries with it a distinct set of privileges and the responsibility to live in community in a cooperative and communicative fashion. This environment provides students with enriching experiences which may be an impetus for healthy interpersonal relationships, diversity of thought and culture, and stimulating academic growth.

### **HIGH STANDARDS OF STUDENT CONDUCT**

Hope International University has chosen to set itself apart for the purpose of training and equipping Christian servant leaders. It is crucial that students' attitudes and behaviors reflect the character of Jesus Christ at all times. Students, by their voluntary membership in this Christian community, assume responsibility to abide by all the regulations of the University, as well as to use personal discretion involving any activities which may be morally or spiritually destructive or reflect poorly on the campus community. In particular, HIU expects students to refrain from being under the influence of intoxicants, using or possessing illegal drugs, and inappropriate sexual behavior, including any conduct of sexual harassment. All students represent Christ and HIU wherever they are, and are expected to exhibit a distinctive Christian lifestyle in all their activities, both on and off campus.

Community standards and codes of conduct are in place for the express purpose of moving students toward Christian maturity and service and creating an environment that is conducive to academic learning, personal growth and development.

### **AFFIRMATION OF CULTURAL DIVERSITY**

The University recognizes the influence that culture and ethnicity have in shaping the unique contributions of community members and is committed to creating opportunities for synergistic reasoning and insights. This commitment is based on a belief that community members should be able to maintain their unique cultural distinctiveness, while sharing mutual respect for the cultural experiences of others.

### **SANCTITY OF LIFE STATEMENT**

The University embraces a biblical position that honors the sanctity of human life. Consequently, HIU cannot support actions which encourage or result in the termination of human life through suicide, euthanasia, or abortion-on-demand.

Hope International University's belief in the sanctity of life influences its response to those students who are involved in a crisis pregnancy. The campus community is prepared to stand with both the father and mother of the unborn child as they consider the results of their actions and experience the forgiveness that comes from hearts of repentance. Abortion is not advised or entertained as an alternative solution. The University is committed to assisting both the father and mother with other alternatives. Continuity of on-campus residency and/or enrollment as a student of the University will be considered in the light of what is best for all those involved. As always, persons in such a crisis will find Hope International University supportive and redemptive during this crucial period.

### **HUMAN SEXUALITY**

HIU believes sexuality is a gift from God and is basic to human identity as well as a matter of behavioral expression. The appropriate expression of sexuality takes place within the context of a marriage covenant between a man and a woman and those individuals remain celibate outside of the bond of marriage. Therefore, HIU seeks to cultivate a community in which sexuality is embraced as God-given and good and where biblical standards of sexual behavior are upheld.

Sexual relations of any kind outside the confines of marriage between one man and one woman are inconsistent with the teaching of Scripture, as understood by Christian churches throughout history. As such, the HIU community expects all students to respect these values regarding issues of human sexuality.

## INTEGRITY AND ACCOUNTABILITY

Students are expected to maintain lives of integrity regarding biblical principles and standards of conduct adopted by the campus community. The University firmly believes true discipleship requires maturing Christians submit themselves to accountability within the Body of Christ, and that they take personal responsibility for their actions.

If the mission of the Hope International University is to be realized, both the institution and its members have an obligation to confront known sin and breaches of integrity in the ranks of its membership. It is expected that confrontation of this nature be expressed in Christian love, with the purpose of redeeming and restoring the individual. The formal judicial process always attempts to confront misconduct in an educative posture that the student might learn from the experience, respond to the correction, and be reconciled to the community whenever possible.

HIU will address issues of student misconduct or behavior that is considered inappropriate or disruptive to the learning environment on an individual basis, in a manner consistent with the mission of the University.

For members of the HIU community who are attracted to persons of the opposite sex and struggle to maintain sexual purity, or those who struggle with same-sex behavior, same-sex attraction and/or sexual orientation issues, HIU aspires to be a gracious community that promotes openness and honesty. HIU seeks to extend compassion and care, providing accountability, assistance and support to members of the University community in their efforts to embrace Christ-like character and actions.

## HARASSMENT AND NON-DISCRIMINATION

Hope International University is committed to providing a work environment free of unlawful discrimination and harassment. University policy prohibits harassment and discrimination based on pregnancy, childbirth or related medical conditions, race, religious creed, color, gender, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or any other status protected by federal, state, local law, ordinance or regulation. All such discrimination or harassment is unlawful and will not be tolerated. The University's anti-discrimination and harassment policy applies to all persons involved in the operation of the University and prohibits unlawful harassment or discrimination by any student, employee, supervisors and managers, vendors, customers, and any other persons. Discrimination and harassment based on the perception that a person possesses the characteristics of, or belongs to; a legally protected status or class of persons is unlawful. Similarly, harassment based on a person's association with a person who has, or is perceived as having, the characteristics of, or who belongs to a legally protected status or class of persons is unlawful.

Hope International University operates in compliance with all applicable federal and state non-discrimination laws and regulations in conducting its programs, activities and in its employment decisions. A full description of the nondiscrimination policy can be found in the HIU Catalog.

## GRIEVANCE PROCEDURES

Any individual who believes they have been subjected to discrimination or harassment, or who has witnessed or has knowledge of such discrimination or harassment, may report to any University employee including administrators, faculty, staff or notify one of the following offices as soon as possible after the incident.

**Vice President for Student Affairs, Dr. R. Mark Comeaux**, Lawson Fulton Student Center, Office 209, Phone: 714-879-3901 ext. 1211, mcomeaux@hiu.edu. Coordinator for Title IX, Discrimination and Harassment (Students), and Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794 (Section 504) investigations.

**Human Resources Director, Wende Holtzen**, Business Office, Suite 100, Phone: 714-879-3901 ext. 2281, wholtzen@hiu.edu. Coordinator for Discrimination and Harassment (Employees), and Age Discrimination investigation.

**President of the University, Dr. John Derry**, President's Office, Phone: 714-879-3901 ext. 2237, jderry@hiu.edu.

Copies may be obtained in the offices listed above.

## RESOLUTION OF CONFLICTS

If a student has a grievance regarding the decision of a particular faculty or staff member, they are obligated first to make an attempt to reconcile the matter through direct contact with that individual. If the issue is not resolved to the student's satisfaction, they may request a meeting with the staff person's supervisor for further consideration.

## CONTINUED OR UNRESOLVED ISSUES

If you cannot get resolution for a problem of any kind and your attempts have not resulted in reasonable service, please contact your Department Chair or Academic Dean.

# Additional Policies

## ACCESS TO RECORDS

All requests for access to records shall be presented in writing to the manager of the office which maintains the records. That office shall specify the time and manner in which records may be inspected. The administrator shall provide any necessary explanation or interpretation of the records. Copies of any records, except academic records and test scores, may be obtained at the current copying rate. The release of academic records will require a written/signed request in advance, and will be subject to copying fees. As a matter of professional courtesy and standard operational procedure, it is the University's policy not to release copies of academic records from other institutions, either to the student or to a third party. The student has the right to challenge records that he/she thinks are inaccurate or misleading. Such appeal must be submitted in writing to the appropriate Academic Dean.

## GUIDELINES/CONSEQUENCES FOR BREACHES OF CONDUCT CODES

The following guidelines are designed to establish a system of continuity for administering consequences for the violation of University standards. The adjudicating officer(s) will typically employ the following guidelines in determining an appropriate consequence, unless there are exceptional circumstances that warrant an alternative response on the part of the University.

**Level 1 Violations:** Minor violations likely to result in a minimum consequence of a verbal or written warning with additional sanctions or service requirement on the first occurrence.

**Customary Action:**

*First offense* - Written warning

*Second offense* - Written and verbal warning; possible loss of privilege, assignment of community service, confiscation of contraband items, educational project, etc.

*Third offense* - Probation (appropriate consequences: i.e. loss of privilege and/or possible other sanctions)

**Level 2 Violations:** Serious violations likely to result in a minimum consequence of probation, with appropriate sanctions and conditions, and limited-term suspension or dismissal on the first occurrence, and probable dismissal or permanent expulsion on any subsequent occurrences.

**Customary Action:**

*First offense* - Immediate probation (appropriate consequences: i.e. loss of privilege and/or possible other sanctions); and suspension or dismissal from the University for at least one semester or permanent expulsion.

*Second offense* - Additional probationary terms, and / or dismissal from the University for at least one semester or permanent expulsion.

*Third offense* - Dismissal from the University for at least one semester or permanent expulsion.

The adjudicating official has greater ability to consider alternative action if the student has exposed the breach of community standards on their own, with the intention of reconciling themselves to the community and submitting to structures of support and accountability. Each incident is reviewed on a case by case basis, with consideration to 1) the severity of the violation, 2) the context of the incident, 3) a history of prior misconduct, 4) the responsiveness of the student to confrontation, and 5) the degree to which the individual displays genuine repentance.

**Level 3 Violations:** Major violations likely to result in dismissal or expulsion on the first occurrence include, but are not limited to the following examples:

**Customary Action:**

*First offense* - Dismissal from the University for at least one semester or permanent expulsion.

## DISCIPLINARY ACTION

The Vice President of Student Affairs serves as the Chief Student Conduct Officer of the University and may appoint such members of the staff or administration as necessary to assist in resolution of infractions of the Student Conduct Code or related community standards. When violations occur, disciplinary procedures provide for sanctions to be imposed by the Vice President of Student Affairs or his/her designee/s. Following the procedures outlined in the Student Handbook, the student being dealt with may appeal decisions made by the Vice President of Student Affairs or his/her designee/s to the Judicial Review Committee. At the discretion of the VP of Student Affairs, any incident deemed appropriate may immediately be referred to the Judicial Review Committee for resolution. Decisions made by the Judicial Review Committee may be appealed to the VP of Student Affairs, based on the criteria stated in the Student Handbook.

Each incident is reviewed on a case by case basis, with consideration to 1) the severity of the violation, 2) the context of the incident, 3) a history of prior misconduct, 4) the responsiveness of the accused to confrontation, and 5) the degree to which the individual displays genuine repentance.

The etymology of the word “discipline” is from the Latin root *discere*—”to learn”—and is the same root from which the English word *disciple* is derived. Because the goal of this university is to teach, or “disciple” its students with both classroom curricula as well as practical life skills, we have an obligation to disciple our students in the expected lifestyle as disseminated in scripture. A biblical lifestyle must disregard culture and adhere to core biblical principles and precepts. When these principles and precepts are not adhered to, students must be taught what is and what is not acceptable behavior for a student at this Christian university. This teaching or “discipline” is for the benefit of all students as they endeavor to become learned, cultured, responsible adults, and living out a Christ-centered life in right relationship with their community.

In order to be very clear in what a student may expect when/if he/she has violated Student Conduct Code or any Responsibilities & Regulations for Residents, we have outlined the normal procedures for the investigation:

1. The violation(s) occur(s)
2. Information is **reported** to a university official
3. The information is assessed in order to make sure a certain **threshold** of evidence (credibility of the information) deems an investigation.
4. Any and all students believed to be directly or indirectly involved in the violation may be called in to give **testimony** regarding the original information given to the university.
5. Any **information** given to the university during the investigatory interviews is used to bring more clarity to the events surrounding the violation(s).
6. Once the university believes it has the best possible picture of the events of the violation(s), the Student Life senior staff will **deliberate** to determine the best course of action for the benefit of the student(s) involved.
7. Any **consequences** (systems and structures of accountability, restrictions of student status, etc.) are finally discussed with the student(s) and implemented.
8. In cases of dismissal/expulsion from the University, a student may choose to appeal the original decision of the University in that Student Conduct case. Appeals are only granted if: there is **evidence** that the disciplinary procedures were not followed, new evidence has been discovered, or if there is **substantial evidence** that a member of the adjudication process was biased.

## DISCIPLINARY ACTION TERMINOLOGY

**Probation:** The purpose of probation and probationary terms is to provide systems of support and accountability to assist students in making necessary behavioral changes in order to be a successful, positive, member of the HIU community.

**Expulsion, Dismissal:** In cases where reconciliation to the community is not possible, the Vice President for Student Affairs or the Judicial Review Committee may choose to terminate the student’s status. If the action permits future re-enrollment, the student must file for re-admission through the Admissions Office. Dismissed students may not be employed by the University.

**Vice President for Student Affairs:** is responsible for adjudicating student conduct with the partnership of the Judicial Review Committee.

**Judicial Review Committee (JRC):** The Judicial Review Committee is comprised of 3 members of the current pool of University faculty and/or staff. These individuals are selected and trained by the VP of Student Affairs, at the request of the VP of Student Affairs. They may be called upon to adjudicate a case or serve on the Appeals Committee.

## Rights and Responsibilities

### IN THE JUDICIAL PROCESS

1. Students are expected to comply with staff requests during judicial process, including requests to meet, requests for confidentiality and requests to provide information pertinent to the judicial process.
2. Students are expected to be honest and forthcoming, and to not withhold any information regarding their behavior or the behavior of another student.
3. Students are expected to not attempt to influence the testimony of another student or impede the judicial process in any way.
4. Students and staff are expected to address one another respectfully during the judicial process.

## **RIGHT OF APPEAL**

The student has the right to appeal any disciplinary action based on the following grounds:

1. There is evidence that the disciplinary procedures were not followed.
2. New evidence has been discovered.
3. There is substantial evidence that a member or members of the adjudication process were biased against the student.

The appeal must be made in writing to the VP of Student Affairs, within 48 hours of notification of the original decision. This written appeal shall consist of a statement of the detailed facts, which make an appeal possible. The Appeals Committee will be comprised of three individuals from the Judicial Review Committee comprised of three (3) individuals from the pool of university faculty and staff. A student representative will also serve as a member of the Appeals Committee unless their omission is requested by the student making the appeal. The role of the Appeals Committee is not to re-hear the case and render a second judgment, but to determine if the judicial process has been fair and reasonable. The Appeals Committee will only hear one appeal on a single judiciary case.

The final level of appeal is the Vice President for Student Affairs. The role of the Vice President for Student Affairs is not to rehear the case and render a second judgment, but to determine if the judicial process has been fair and reasonable, the evidence supports the findings, and the consequences are justified by the outcome. The Vice President for Student Affairs will either uphold the decision as sufficiently meeting the aforementioned criteria, or make appropriate amendments to the decisions of the JRC.

## **SPECIAL ADMINISTRATIVE EVALUATION**

The University reserves the right to deny continued enrollment or re-admittance to any student whose personal history indicates that his or her presence at the University would endanger the health, safety or welfare of themselves or members of the Hope International University community. A student may be subject to special requirements or sanctions, including suspension or dismissal for actions not otherwise covered in the "Community Standards and Policies" if it is determined from the student's behavior that he or she:

- Lacks the capacity to understand the nature of the charges against him/her or to respond and participate in the disciplinary process;
- Poses a danger to self or others;
- Refuses to receive evaluative testing or counseling when asked to do so;
- Lacks the ability to care for him/herself;
- Through their behavior has become a disruption to the orderly function of the University community

In such instances the case will be referred to the VP of Student Affairs, VP of Academics, or the President, who will schedule an evaluation of the student by appropriate medical or mental health professionals on or off campus. All costs associated with any evaluation will be the responsibility of the student.

## **COMPLAINT NOTICES**

HIU takes complaints and concerns regarding the institution very seriously.

If you have a complaint, or if you have questions regarding the proper process for addressing your complaint, you may contact:

- Department of Student Affairs at 714-879-3901 ext. 2311 or
- Department of Academics Affairs at 714-879-3901 ext. 1241

These contacts will provide guidance on the campus process for addressing your particular issue.

If you believe your complaint warrants further attention after you have exhausted all the steps and appeals, you may present your complaint to the Western Association of Schools and Colleges (WASC) at [www.wascsenior.org/comments](http://www.wascsenior.org/comments) or (510) 748-9001 ext. 300 if your complaint is associated with the institution's compliance with academic program quality and accrediting standards. WASC is the agency that accredits Hope International University's academic programs.

If you believe that your complaint continues to warrant further consideration after exhausting the review of either WASC or administrators at Hope International University, you may submit a complaint form with the Public Inquiry Unit of the California State Department of Justice:

### **Public Inquiry Unit**

Voice: 916-322-3360, or (toll free in California) 800-952-5225

FAX: 916-323-5341

Online forms: [http://ag.ca.gov/contact/complaint\\_form.php?cmplt=PL](http://ag.ca.gov/contact/complaint_form.php?cmplt=PL)

The Attorney General's Office will review the process through which the campus attempted to resolve your complaint. If the process complies with the written outline, the Attorney General's Office will, for the purposes of state oversight, consider the matter closed. If the Attorney General determines that the process through which the campus attempted to resolve your complaint did not comply with its

published process, the Attorney General may request reconsideration by Hope International University. The Attorney General's Office also has oversight of Hope International University as authorized through the "Supervision of Trustees and Fundraisers for Charitable Purposes Act" [Cal. Gov't Code §12598], which provides public means to submit complaints regarding non-profit colleges and universities that abuse their status under the Internal Revenue Code of 1986 (23 U.S.C. §501(c)(3)). The California Attorney General is given broad powers to undertake law enforcement investigations and legal actions to protect the public interest under Cal. Gov't Code §12598.

Most complaints made to media outlets or public figures, including members of the California legislature, Congress, the Governor, or individual Regents of Hope International University are referred to the University President's Office.

Nothing in this disclosure should be construed to limit any right that you may have to take civil or criminal legal action to resolve your complaints. Hope International University has provided this disclosure in compliance with the requirements of the Higher Education Act of 1965, as amended, as regulated CFR 34, sections 600.9 (b) (3) and 668.43(b). If anything in this disclosure is out of date, please notify the Office of Student Affairs at Hope International University, 2500 E. Nutwood Ave., Fullerton, CA 92831.

On October 29, 2010 the United State Department of Education issued a Final Regulations on Program Integrity Issues [75 FR 66831] that includes regulations at 34 CFR §600.9 requiring that educational institutions not created by the state be "established by name as an educational institution by a State through a charter, statute, constitutional provision or other action . . ." and be "authorized to operate educational programs beyond secondary level, including programs leading to a degree or certificate." California's independent, non-profit, WASC accredited colleges and universities are authorized within the meaning of 34 CFS §600.9 et seq for the following reason:

1. The California Master Plan for Higher Education specifically recognizes that California's independent institutions of higher education "share goals designed to provide education opportunity and success to the broadest possible range of [California's] citizens" with the state's public segments (California Education Code §66010.2).
2. The Legislature "recognizes the role of independent, regionally accredited postsecondary education in California postsecondary education," and that "statewide planning, policy coordination, and review of postsecondary education shall include attention to the contributions of the independent institutions in meeting the state's goals of access, quality, educational equity, economic development, and student aid" (California Education Code §66014.5(a)).
3. The Legislature in adopting the Private Postsecondary Education Act chose to exempt institutions that are "accredited by the Accrediting Commission for Senior Colleges and Universities, Western Association of Schools and Colleges, or the Accrediting Commission for Community and Junior Colleges, Western Association of Schools and Colleges" from the Act (California Education Code, Title 3, Division 10, Part 59, Chapter 8).
4. All of the institutions covered by the WASC exemption to the California Private Postsecondary Education Act of 2009 have had to meet strict standards regarding classroom instruction quality, adequate facilities, and financial stability. These institutions are eligible to participate in California's student aid program known as the Cal Grant Program, and subject to audit by the California Student Aid Commission.
5. California's longstanding "Supervision of Trustees and Fundraisers for Charitable Purposes Act" [Cal. Gov't Code §12598] provides public means to submit complaints regarding non-profit colleges and universities that abuse their status under the Internal Revenue Code of 1986 (23 U.S.C. §501(c)(3)), and grants to the California Attorney General broad powers to undertake law enforcement investigations and legal actions to protect the public interest.

Under existing law, the Attorney General maintains oversight of nonprofit colleges and universities to assure compliance with their stated public purpose. Accordingly, final authority rests with the Attorney General, who can review any complaint to assure that a student's complaint was subjected to a fair process consistent with procedures established by the nonprofit college or university.

#### **SECTION 504 OF THE REHABILITATION ACT AND TITLE II OF THE AMERICANS WITH DISABILITIES ACT OF 1990**

In accordance with the requirements of Section 504 of the Rehabilitation Act of 1973 (Section 504) and Title II of the Americans with Disabilities Act of 1990, as amended (ADA), Hope International University does not discriminate on the basis of disability in admission to, participation in, or receipt of services and benefits under any HIU program or activity. HIU does not retaliate or discriminate against, or coerce, intimidate or threaten any individual who (1) opposes any act or practice made unlawful by Section 504 or the ADA; or (2) files a grievance and/or complaint, testifies, assists, or participates in any investigation, proceeding, or hearing under Section 504 or the ADA.

Hope International University has adopted an internal grievance procedure providing for the prompt and equitable resolution of grievances alleging any action prohibited by Section 504, the ADA, or the Federal regulations implementing these laws. Please refer to the Grievance Procedure under the Non-Discrimination and Harassment Policy. The applicable Federal laws and regulations may be examined by contacting the following individual who is HIU's ADA/Section 504 Coordinator and who has been designated to coordinate the efforts of HIU to comply with Section 504 and the ADA:

Vice President for Student Affairs 714-879-3901 ext. 1211

Any person who believes she or he has been subjected to discrimination on the basis of disability or who believes she or he has been subjected to retaliation under Section 504 or the ADA may file a grievance under this procedure. It is against the law for HIU to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

Filing a grievance with HIU's ADA/Section 504 Coordinator (or his/her designee) does not prevent the person filing the grievance from filing a complaint with the:

**Office for Civil Rights, Region IX**

*U.S. Department of Education*

*50 Beale Street, Suite 7200*

San Francisco, CA 94105-1813

Telephone: (415) 486-5555

Facsimile: (415) 486-5570

Email: ocr.sanfrancisco@ed.gov

**STUDENT EMAIL SYSTEM TERMS OF USE**

**Introduction:** The following terms and conditions govern your use of the student email system (the "Service"). You must read and agree to these terms and conditions before accessing your account. Note that these policies are subject to change.

**Our Commitment to You:** We know all too well the frustration of being inundated with unwanted and unsolicited email. Our desire as a University is to avoid adding to the problem. Therefore, we have adopted a policy that University will not disseminate information or material to you via email that is not related to your interests or the interests of the Hope International University community. To regulate the quantity and content of emails that are distributed en masse, we limit who can send email to mass distribution lists, and work to consolidate various announcements into regularly scheduled newsletter-type emails.

We also provide a commercial SPAM filter on your account. While no SPAM filter is 100% effective — and you should follow best practices to avoid ending up on SPAM lists — the filter will help reduce the amount of SPAM you receive from the Internet. Please see your account documentation for a complete description this SPAM filter.

**Official Use:** Current students: Your Hope International University email account is considered an official means of communication between the University and you, and you are required to use this account for all email communications between yourself and the University.

**Personal Use:** Your Hope International University email account is provided for your private, personal use only. You agree to be responsible for maintaining the confidentiality of your login credentials. You agree not allow anyone else to access your account as you are responsible for all activity that occurs under your login credentials. You must immediately notify Hope International University's Information Systems Department if you suspect any breach of your login credentials.

**Proper Use:** You agree that you are responsible for your own communications. You also acknowledge that, because you are using Hope International University's email system and Internet domain name (hiu.edu) to send email, the University has an interest how communications sent through our systems reflect upon our institution and our values.

**Prohibited Actions:** You may not use your Hope International University email account for any of the following purposes:

Use your Hope International University email account in conjunction with any commercial enterprise.

Generate or facilitate bulk unsolicited email ("spam"). Such activity includes, but is not limited to:

- Sending unsolicited emails to significant numbers of email addresses belonging to individuals and/or entities with which you have no preexisting relationship
- Sending emails to users who have requested to be removed from your mailing list(s)
- Send, upload, distribute or disseminate or offer to do the same with respect to any unlawful, defamatory, harassing, abusive, fraudulent, infringing, obscene, or otherwise objectionable content
- Intentionally distribute viruses, worms, defects, Trojan horses, corrupted files, hoaxes, or any other items of a destructive or deceptive nature
- Impersonate another person (via the use of an email address or otherwise) or otherwise misrepresent yourself or the source of any email



- Illegally transmit another's intellectual property or other proprietary information without such owner's or licensor's permission
- Sell, trade, or otherwise transfer your Hope International University email account
- Use your Hope International University email account in connection with illegal peer-to-peer file sharing
- Abuse system resources or interfere with another user's access to or enjoyment of the email system or other Hope International University technological resources.

Violations may result in account termination, restriction, and/or disciplinary actions in accordance with University policy and governing law.

**Privacy:** The University respects your privacy. Under normal circumstances, no person will monitor or read the contents of your email except as required for troubleshooting and other technical operations. You do, however, agree that the University may monitor, edit or disclose your personal information, including the content of your emails, if required to do so in order to comply with any valid legal process or governmental request (such as a search warrant, subpoena, statute, or court order).

**Service Availability; Reliability:** The University provides this free, lifetime email service on an AS IS and AS AVAILABLE basis. While we strive to provide a robust, highly available service, we make no guarantees as to the availability of the system and the storage of your data. Specifically, Hope International University disclaims all responsibility and liability for the availability, timeliness, security or reliability of the email service. The University also reserves the right to modify, suspend or discontinue the service with or without notice at any time and without any liability to you.

**Data Storage, Backup, and Recovery:** Your email account has a fixed amount of storage. Currently, this amount is 250MB, although it may change in the future. It is your responsibility to delete old messages and file attachments to prevent your account from filling up.

The University maintains backups of the email system for the purposes of recovering from system failures only. While we make best efforts to safeguard your data, the University does not guarantee the recovery of your email in the event of a system failure. The University does not provide individual mailbox or email restoration services in the event that you or someone using your credentials deletes data from your mailbox. You are responsible for archiving all important data in your mailbox to an external storage system, or printing out hardcopies to store in your personal files.

**Cancellation; Termination:** The University is pleased to offer continued use of the account to students who graduate or otherwise leave the University under favorable conditions, and we encourage you to continue using your account for years to come. At any time, an alumnus may request the closure of his or her account. Also, the University may close or restrict any account which is determined to be inactive or abandoned. As described above, violations of these Terms of Service may result in the termination of your Hope International University email account.

#### **ILLEGAL FILE SHARING AND ALL OTHER ILLEGAL ONLINE ACTIVITY**

If you engage in any illegal activity Online, including sharing or downloading copyrighted material without the consent of the copyright holder, your access to the Internet will be terminated immediately and you will be accountable for any and all violations of applicable student conduct codes as per University Policy as well as potential civil and criminal liability resulting from your actions.

If your Internet service is terminated, approval from the Vice President for Student Affairs will be required to reinstate your service. If you ever have any questions about the legality of something on the Internet, please inquire through the office of Student Affairs. Also, please contact Student Affairs if you have any questions regarding student conduct codes.

Use of loopholes in computer security systems or knowledge of a special password to damage computer systems, obtain extra network or computing resources, take resources from another user, gain access to systems or use systems for which proper authorization has not been given constitutes a violation of University policy and is expressly prohibited.