



UPPER IOWA
UNIVERSITY

EDUCATION BUILT FOR LIFE

Official Addendum
for Arizona Students and Residents
to the 2018-2019
Upper Iowa University
Academic Catalog

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UIU Mesa Center Staff and Faculty

Patricia Klein	Academic Advisor for Nursing
Lisa Spooner	Office Manager
Christa Steffens	Director of Nursing
Amy Stewart	Assistant Professor of Nursing
Stephanie Tippin	Associate Professor of Nursing

Holidays

Upper Iowa University does not hold classes on the following holidays:

New Year's Day
Good Friday
Memorial Day
Independence Day
Labor Day
Thanksgiving
Christmas

In addition, UIU centers located on military bases do not hold classes on these holidays:

Martin Luther King Day

UIU Programs Available to Arizona Residents

UIU Program	Offered at Mesa Center	Available via Distance Education
AA-Criminal Justice		X
AA-General Business		X
AA-Liberal Arts		X
AA-Psychology		X
BA-Graphic Design		X
BA-Liberal Arts		X
BA-Sociology		X
BS-Accounting		X
BS-Business Administration		X
BS-Communication Studies		X
BS-Criminal Justice		X
BS-Emergency & Disaster Management		X
BS-Financial Management		X
BS-Health Services Administration		X
BS-Human Resources Management		X
BS-Human Services		X
BS-Information Systems		X
BS-Information Technology		X
BS-Software Engineering		X
BS-Management		X
BS-Marketing		X
BS-Nursing (RN to BSN) *	X	X
BS-Psychology		X
BS-Public Administration		X
BS-Social Science		X
Undergraduate certificate in Art Administration		X
Undergraduate certificate in Communication Studies		X
Undergraduate certificate in Emergency/Disaster Management		X
Undergraduate certificate in Geographic Information Systems (GIS)		X
Undergraduate certificate in Human Resources Management		X
Undergraduate certificate in Management		X
Undergraduate certificate in Marketing		X
Undergraduate certificate in Organizational Communications		X
Undergraduate certificate in Organizational Leadership		X
Undergraduate certificate in Psychology		X
Undergraduate certificate in Sustainability		X
Master of Business Administration (MBA)		X
Master of Education (M.Ed.)		X
Master of Public Administration (MPA)		X
Master of Sports Administration (MSA)		X
Post Graduate certificate in Accounting		X
Post Graduate certificate in Corporate Financial Management		X
Post Graduate certificate in Human Resource Management		X
Post Graduate certificate in Organizational Development		X

* Arizona residents enrolled in this degree program receive a 10 percent discount on tuition.

Undergraduate Certificates

Arts Administration Undergraduate Certificate

Overview

Arts and cultural administrators bring energy, connection, sustainability, and impact to the arts at a local, regional, national, and international scale. They combine business strategy with community insights in innovative and resourceful ways connecting artists, the arts, and audiences in ways that transform their communities. Students who complete the Undergraduate Certificate in Arts Administration at UIU will be able to:

Objectives

- *Demonstrate an understanding of the creative process, how art and artists function in society within the non-profit, public and private sectors*
- *Analyze the economic, political and social environment in which artists and arts organizations operate, including legal, ethical and policy issues*
- *Critique and compare the structure, operations and management of organizations that present or produce artwork on various scales*
- *Outline strategies for marketing, audience development, outreach and community development in the arts*

Communication Studies Undergraduate Certificate

Overview

Upper Iowa University's certificate programs are not intended to prepare a learner for a particular occupation but to expand the range of marketable skills and to enhance capacity for vertical or lateral movement within an existing corporate hierarchy. The Communication Studies certificate is intended to enhance communication skills in both public and interpersonal environments.

Objectives

- *Examine and apply the theoretical principles and processes of public speaking.*
- *Be introduced to a variety of theories from multiple communication contexts.*
- *Further develop communication, research, and presentation skills.*
- *Evaluate the unique role and responsibility of mass communication in a democracy.*
- *Analyze issues and controversies surrounding the effects of the industry in society at large.*
- *Increase understanding of the major theories specifically relevant to business and professional communication.*
- *Understand the strategy, concepts, and techniques involving the marketing function in organizations.*

Emergency and Disaster Management Undergraduate Certificate

Overview

The certificate in Emergency and Disaster Management is applicable to both the public and private sectors, with the courses providing a foundation for the rapidly growing field of emergency and disaster management. Various theories, concepts, and contemporary practices will be examined, thereby providing an understanding of crises within an intergovernmental framework. Students prepare for private sector and governmental continuity planning positions by learning about the far-reaching impacts that disasters have on human lives. Certificate holders can enter careers in government agencies, private businesses and humanitarian organizations, assisting individuals, businesses, governments and nonprofit organizations prepare for, respond to and recover from disasters such as floods, tornadoes, hazardous materials spills, terrorist attacks and epidemics.

Objectives

- *Identify and understand the principles, as well as political and policy basis, of emergency management.*
- *Be able to describe the immediate post-impact behavior of individuals and organizations and the effectiveness of the Incident Command System.*
- *Understand the concept of crises management capabilities and disaster subcultures, the principles of effective disaster planning, and the structure and organization of emergency planning within the local emergency management agencies*
- *Understand the theories and practical application of post-disaster management activities.*
- *Be able to identify the legal and economic issues behind disaster assistance programs at the Federal, state, and local levels as they are applied to individuals, businesses, and special populations within the community.*

Depending on elective chosen:

- *Learn to develop emergency policies, plans, and procedures that ensure effective response.*
- *Understand the various ways that individuals can react to natural disasters as well as terrorist mass-casualty incidents.*
- *Define the costs and benefits of mitigation in social, economic, political, and environmental dimensions; explain the essential elements of a mitigation program including legal authority, fiscal capacity, political will, and technical ability; be able to analyze the broader context of mitigation imperatives, problems and barriers as well as policy trends related to hazard mitigation.*
- *Understand the characteristics of realistic and effective contingency, response, business recovery, and crisis management plans and discuss the purpose, value, and types of exercises and training needed to support an effective crisis management, disaster recovery, and organizational continuity program.*

Geographic Information Systems (GIS) Undergraduate Certificate

Overview

The Geographic Information Systems (GIS) certificate course of study includes the intellectual understanding of spatial reasoning and analysis, as well as hands-on training with industry-standard tools and technologies. This study focuses on incorporating and analyzing spatial data for mapping, planning, and other resources. The rapidly expanding application of spatial technologies across many fields is evident. GIS technologies and spatial analysis are used extensively in many career fields and academic disciplines, including conservation, natural resources and urban planning, agriculture, public health, emergency management, geography, and business; the application of GIS in K-12 education is also growing rapidly. Military students with backgrounds in logistics may find this certificate attractive in advancing in their military careers or entering the civilian workforce.

Objectives

- *Describe and give examples of how the physical environment interacts with and influences human landscapes, both historically and currently.*
- *Describe, explain and critically analyze current socio-economic, cultural, and political issues within the context of world regions.*
- *Apply spatial reasoning and geographic techniques to answer questions and solve problems in geographic contexts.*
- *Demonstrate mastery of key geospatial and cartographic terms.*
- *Demonstrate mastery of GPS and GIS technologies.*
- *List and describe the principles and techniques used in remote sensing.*
- *Plan, execute, and present findings from a GIS modeling project using remotely sensed imagery at an intermediate level.*
- *Illustrate geographic concepts through the appropriate use of cartographic products.*
- *Demonstrate mastery of concepts related to the electromagnetic spectrum and its interactions with the atmosphere, surface objects, and sensors.*
- *Demonstrate knowledge, specialized understanding of processes, and application of methods within at least one advanced subject area in the natural sciences that is relevant to past and/or current environmental issues and concerns.*

Human Resource Management Undergraduate Certificate

Overview

The Human Resources Management certificate is designed to provide an understanding of the essential areas of human resources to meet the needs of organizations in the 21st century. Certificate holders can obtain an entry level position, make a lateral move, or provide the in-depth knowledge into benefits, training or payroll administration capacity in any organization.

Objectives

- *Understanding the business environment including planning; organizing; leading and controlling.*
- *Reviewing the interaction of the personnel functions and the objectives of an organization.*
- *Learning how to manage the training function in organizations with an examination of successful and unsuccessful training practices.*
- *Designing benefit plans including understanding of insurance programs, employer-sponsored pension plans; and the integration of government and employer-sponsored retirement benefits into an individual's retirement planning.*
- *Engaging in labor relations through the interactions between organized labor unions and company management.*

Management Undergraduate Certificate

Overview

The Management certificate draws on business core courses to give a broad, general exposure to business. It is designed to provide employment skills for a wide range of jobs and help provide a bridge to the business world for non-business majors. Additionally, for those already working in the business field, this certificate can enhance their general business acumen and leadership skills, support the working knowledge or learn what's new in business since they were last in school. As both start-ups and established companies strive to succeed in domestic and global markets, business managers are in great demand in many areas, including: retail store management, sales and marketing, sales support and customer service, human resources, general and administrative services, industrial relations, information systems and technology, purchasing, public relation, and advertising,

Objectives

- *Understand modern management theory, including both functional and behavioral approaches.*
- *Be able to recognize the distinctive set of problems encountered in the work environment; be able to apply various theories in making ethical decisions.*
- *Understand the influence of culture on international management, and how managers in multinational organizations address such issues as strategic analysis, organizational structure, global coordination and control, communications, inter-organizational cooperation, and human resource management.*
- *Understand the policies and procedures in personnel administration in American business.*
Depending on elective chosen:
- *Understand the supervisory process, its fundamental concepts, principles, and dynamics.*
- *Understand the role of the leader in relation to various leadership theories and definitions.*

Marketing

Undergraduate Certificate

Overview

UIU's Marketing certificate is designed to provide students with the credential and skills needed to enter or advance careers in advertising, marketing and customer relations. The goal is to provide a strong foundation of the core concepts of marketing that can be immediately applied in a range of businesses. With a certificate in Marketing, students are prepared to step into positions such as account executive, account manager, marketing manager, marketing assistant, marketing coordinator, PR professional and more.

Objectives

- *Understand basic management principles including the product mix/marketing variables for the consumer, business-to-business, service, and retail markets; the key steps involved in a new product introduction; the emerging perspectives and new paradigms related to the four P's of Marketing (Product, Price, Place and Promotion); and Integrated Marketing Communications tools.*

Depending on electives chosen:

- *Be able to apply marketing theory and principles to the service industry.*
- *Understand basic personal selling techniques as well as the recruitment, training, motivation and management of a sales force.*
- *Understand the operation of retail marketing institutions as well as how consumer orientation affects facility location decisions, buying, pricing, staffing, promotion, and management.*
- *Understand the consumer decision-making process and behavior.*
- *Understand advertising and its role in marketing; understand the formulation of objectives for advertising programs.*
- *Understand the strategy, concepts, and techniques involving the marketing function in organizations.*

Organizational Communications Undergraduate Certificate

Overview

The Organizational Communication certificate provides an integrative approach to the study of oral and written communication, especially as it applies to the workplace. It is designed for individuals interested in mastering the professional communication skills necessary for success in today's busy work environment. The certificate provides a strong foundation from which to launch any number of careers. Organizational Communication provides excellent preparation for jobs in government, higher education, human resources, consulting, social services, business, and law.

Objectives

- *Ability to identify and analyze communications goals, messages, and behaviors of individuals and groups.*
- *Understanding of how groups develop and group dynamics as well as key issues related to group structure, conflict, and change.*
- *Understand how leader effectiveness impacts a group.*
- *Develop communication skills needed in conflict resolution; develop techniques needed to be an effective mediator and negotiator.*
- *Ability to identify social factors that trigger conflicts and/or cause them to escalate.*
- *Understanding of basic communication theories, the communication process, and organizational models.*
- *Ability to critically assess the effectiveness of communication styles, methodologies, processes, and practices within an organization.*
- *Demonstrate business communication skills in independent and collaborative situations.*
- *Ability to recognize the nuances of written and oral communication practices in a global context.*

Organizational Leadership Undergraduate Certificate

Overview

Organizational leadership involves making productive changes within an organization and helping people improve the way they work. UIU's Organizational Leadership certificate provides the opportunity to understand how organizations function (and how individuals function in their roles within organizations) in order to improve productivity. These skills prepare students for a career in a variety of fields, including human resource management, business, sales, and insurance, as well as labor relations manager, special events coordinator, business owner, medical officer manager or sales supervisor.

Objectives

- *Develop an understanding of key components for leadership, motivation, and empowerment of others.*
 - *Gain an understanding of, and ability to apply, strategies for effective management of change processes and initiatives.*
 - *Develop an understanding of corporate social responsibility and its impact on organizational effectiveness.*
 - *Understand the business environment including planning; organizing; leading and controlling.*
 - *Understand the supervisory process, its fundamental concepts, principles, and dynamics.*
 - *Understand the role of the leader in relation to various leadership theories and definitions.*
 - *Be able to recognize the interdepartmental and interpersonal relationships within an organization and describe their effects on organizational and individual performance and evaluate various individuals' roles in the success or failure of the organization.*
 - *Be able to assess an organization's culture, environment, and operational effectiveness.*
- Depending on elective chosen:*
- *Be able to differentiate between various theories of ethics.*
 - *Be able to identify and discuss ethical issues in business situations.*
 - *Be able to describe the nature of entrepreneurship and the role of small business in the economy, and to identify the resources needed to establish and operate a small business enterprise.*
 - *Be able to list and discuss the managerial, marketing, and financial aspects that must be considered in a small business/entrepreneurial venture.*

Sustainability Undergraduate Certificate

Overview

Earth's ecosystems provide air, water, food, and shelter necessary to the survival of humans and other organisms, and the impacts of human activities on these systems are increasingly evident.

In many career fields, as well as in our personal lives and choices, we are challenged to meet the needs of the present population without compromising the ability of future generations to meet their own needs. The Sustainability Certificate includes a basis in philosophy and is focused around an interdisciplinary science-based approach. Students pursuing the Sustainability Certificate will examine the concepts, principles and practices of sustainability, develop and explain their own personal philosophy and viewpoint related to sustainability, and use a systems approach to identify and investigate alternative strategies that support environmental health and ecological productivity within social and cultural contexts.

Objectives

- *Describe and give examples of significant theories and philosophers that have shaped the way human beings perceive their relationship to Earth and place in the universe, and the influence of these today on various worldviews and perspectives relevant to sustainability.*
- *Develop, explain, and critically analyze a personal philosophy and viewpoint related to sustainability, and explain how it is applied in decision-making and practical situations pertinent to sustainability.*
- *Demonstrate mastery of terminology, concepts, principles, and practices relevant to sustainability and sustainable development.*
- *Describe and explain the development of scientific understanding of sustainability and the impacts of human activities, including use of fossil fuels, on global climate, land use and biogeochemical cycles, with an emphasis on the effects of human activities on the current and future viability of natural ecosystems.*
- *Describe and explain the application of scientific methodologies, accumulation of scientific knowledge, and on-going scientific research in developing explanations and predictions, and in meeting environmental and resource challenges.*
- *Investigate and critically analyze opportunities for achieving balance between economic growth and the need for the protection of natural systems and the ecosystem services they provide.*
- *Use a systems approach based on logical reasoning and supported by scientific evidence, to plan and execute a critical assessment of the sustainability of a community, industry, business or organization within the context of a specific region.*
- *Identify, develop, and present alternative strategies for that entity, including technological innovations, policies, and practices, that support ecological and environmental health, a vibrant economy, and social justice.*

Graduate Certificates

Accounting Graduate Certificate

Overview

The Accounting certificate at Upper Iowa University will prepare students with the knowledge and skills needed for careers in the financial services industry. The emphasis will integrate management skills with accounting theory and practice. Graduates of this program will be prepared to find innovative solutions to marketplace opportunities associated with a global economy that is characterized by exponential change. The Accounting Emphasis will provide students an opportunity to meet the 150 credit requirement for the Uniform CPA examination. Other outcomes for the emphasis include:

Objectives

- *Apply accounting concepts and principles to analyze operational opportunities strategically*
- *Utilize technology to share accounting information that is useful to making management decisions*
- *Evaluate investments utilizing accounting principles*
- *Understand the legal and ethical issues associated with accounting information*
- *Utilize accounting concepts to identify risk and protect organizational resources*
- *Evaluate the effects of international standards and international diversification on accounting information*

Corporate Financial Management Graduate Certificate

Overview

The Corporate Financial Management certificate at Upper Iowa University will prepare students with the knowledge and skills needed for a career in the financial services industry. This emphasis is intended to provide students with a broad understanding of financial management, financial institutions, and investment strategies. Graduates of this program will be prepared to find innovative solutions to marketplace opportunities associated with a global economy that is characterized by exponential change. Specific outcomes for this emphasis include:

Objectives

- *Understanding of the operating characteristics of financial intermediaries and financial markets*
- *Apply various corporate financial management strategies to evaluate and protect organizational resources from risk*
- *Understanding of the legal and ethical issues associated with corporate financial management*
- *Develop management strategies using corporate financial information*
- *Evaluate investments using corporate financial management strategies*

Human Resources Management Graduate Certificate

Overview

The Human Resources Management Certificate at Upper Iowa University provides students with the knowledge and skills needed for careers in the human resource, training and consulting industries. The courses have been reviewed by the Society for Human Resource Management and align with the academic requirements. The certificate integrates management and practical skills to manage the personnel resources of an organization.

Objectives

- *Evaluate the implications of employment law and practices for a workforce in an organization.*
- *Assess the design of succession plans in the management of human resources.*
- *Develop a crisis management plan analyzing the key components for implementation and success of the plan addressing legal, organizational and cultural ramifications.*
- *Analyze the culture, internal power structure and diversity protocol in the management of a human resource department.*
- *Examine the relationships of labor and management, individual and group incentives, and economic and non-economic rewards in the development of human resource strategy.*

Organizational Development Graduate Certificate

Overview

The Organizational Development Certificate at Upper Iowa University prepares students with the knowledge and skills needed for careers in consulting and areas of management throughout an organization. The certificate integrates management and practical skills to create training and development programs, diagnose organizational structure and develop processes for effective change.

Objectives

- *Conduct research to identify process and procedural changes in an organization; create a long-term plan to change and instill effective permanent improvements.*
- *Analyze the training and development needs of an organization.*
- *Assess technology applications used for intervention diagnoses and implementation planning.*
- *Explain the models of change management and appropriate application in organizational change.*
- *Integrate organizational development theories in strategic planning and international management for an organization.*

Student Services Available From UIU

Academic Advising

Once admitted to UIU, each student is assigned an academic advisor who will work with the student throughout his/her time at Upper Iowa University to help ensure that courses are taken in sequence, that basic skills are learned and exercised, and that the curriculum chosen is appropriate to the student's background and aspirations.

Academic Success

The Office of Academic Success is committed to helping students reach their academic goals. Individual appointments as well as group workshops and presentations are offered to strengthen the learning experience at UIU. Resources such as the Tutor Center, Writing Center, and Henderson-Wilder Library also have services available to both residential students and non-residential students. Free tutoring support is offered to students through NetTutor and can be accessed through uiuLearn in the "Student Resources" tab. The Writing Center also offers email tutoring services to non-residential students to assist with any part of the writing process. The library offers access to many digital resources and databases for academic work and the librarians often consult with students to access information

Career Development

UIU's Office of Career Development (OCD) and Career Resource Library are located on campus within the Office of Student Development. OCD resources and staff are available to all UIU students, as well as alumni, in various stages of career and academic life. Graduate school information, self-assessment, individualized career guidance, resume reviews and job opportunities are just a few of the areas UIU Career Development can assist with in person, by phone, or by email at Careers@uiu.edu. Resources are available on the UIU website.

Counseling

The Counseling Office mission is to promote the personal development and psychological well-being of all students, and to provide an environment that is conducive to growth and learning. Consultation and referral services are available for staff, faculty and students on or off of the residential Fayette Campus. Call 2-1-1 for help with food, housing, employment, health care, counseling and more. Learn more about local 2-1-1 by looking it up at <http://www.211.org/>.

Disability Services

The purpose of UIU's Disability Services is to provide support to students, faculty, and staff through informative online resources and disabilities service personnel in compliance with ADA and ADAAG guidelines. Disability Services is committed to ensuring equal access to educational and co-curricular activities to qualified students with disabilities as mandated by the ADA and Section 504 of the Rehabilitation Act of 1973. Disability Services positively impacts the learning experiences of students with disabilities by offering support and encouragement, and empowering students toward self-advocacy.

Upper Iowa University will make accommodations for learners who disclose a disability (learning, physical, or psychological) and provide appropriate documentation. It is the learner's responsibility to disclose a disability in a timely manner as well as schedule and pay for all disability assessments with an outside agency. Because scheduling classes in accessible facilities can require reasonable advanced planning, UIU recommends that people with disabilities accepted for admission identify themselves to the Coordinator of Disability Services no later than two months prior to the start of their entry session.

In addition to facility accommodations, other examples of accommodations available are alternative text formats and test-taking accommodations. For questions regarding disability services contact the office at www.uiu.edu/disabilityservices.

Financial Aid

Staff at all UIU Educational Centers are able to assist students and answer questions regarding the financial aid process and collect forms to complete financial aid files. Center and Fayette campus staff work closely together to complete the student's financial aid process and students may also contact staff at the campus at any time.

Information Technology & Help Center

The Upper Iowa University Information Technology Services (ITS) Department provides support for all of Upper Iowa's technological functions. This includes UIU-owned computers, the myUIU portal, student/faculty/staff email accounts, the student administrative system (Jenzabar), and other entities.

There are fourteen computer labs on the main campus in Fayette, Iowa. In addition, larger UIU educational centers have Learning and Resource Centers where students can study quietly and/or use public computers; small education centers generally have a least one, usually more, computers available for student use.

UIU's IT Help Center is the central point of contact for the UIU Community for technology related incidents, problems, and requests. Students may contact the Help Center via these methods: walk-in, email (helpdesk@uiu.edu), phone (563-425-5876), or by submitting a service ticket directly into the current ticketing system.

New and Modified Policies

Student Readmit Policy (replaces Student Returner Cohort Policy)

Any student previously enrolled in a degree seeking program at Upper Iowa University who returns to Upper Iowa University to register for courses after not attending a minimum of two consecutive terms, other than Fayette summer, will be considered a readmit. All readmits will be required to complete an information update form.

Financial Aid Disbursement Policy

Financial aid will be transferred to student accounts at the beginning of the third week of classes, provided that the student has accurately completed and submitted the necessary paperwork.

Paperwork to be completed by returning students

- . FAFSA
- . Verification materials (where applicable)

Paperwork to be completed by new students

- . FAFSA
- . Master Promissory Note (MPN)
- . Verification materials (where applicable)
- . Online entrance counseling

Award letters are generated throughout the semester after the student has accurately completed and submitted the necessary paperwork. Financial aid will be posted on student accounts on a weekly basis if/when necessary steps have been completed.

Refund Policy for Arizona Residents

An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday, and federal and state holidays) of signing an enrollment agreement is entitled to a full refund of all monies paid. No later than 30 days of receiving the notice of cancellation, Upper Iowa University shall provide the 100% refund.

In addition, student may withdraw after instruction has started and receive a pro rata refund for the portion of the tuition and other refundable charges according to the following:

Academic Extension Centers, Online Program, & Master Programs	Percent Refund	Self-Paced Degree Program	Percent Refund
Withdrawal before the first class meeting	100%	On or before the 1 st day of the	100%
Withdrawal during week one	75%	After the 1 st lesson through 10% of the	90%
Withdrawal during week two	50%	After the 1 st 10% through the 1 st 25%	50%
Withdrawal during week three	25%	After the 1 st 25% through the 1 st 50%	25%
Withdrawal during week four	25%	After the 1 st 50% of the enrollment	0%
Withdrawal after week four	0%		

Note: These percentages are also used to determine eligibility for state aid you may have received.

Upper Iowa University is required to use a statutory schedule to determine the amount of Title IV aid that you have earned when you cease attendance based on the period of enrollment. Up through the 60 percent point in each period of enrollment, a pro rata schedule, based on number of days in attendance divided by number of days in the payment period, will be used to determine the amount of Title IV aid you have earned at the time of withdrawal.

UIU Student Grievance Procedures

The student complaint procedures are established to address concerns that arise within the University community. There are various procedures available to students depending upon the complaint. ***A complaint is a concern regarding a policy or procedure that has been inappropriately or unjustly applied or a charge against an individual's behavior.*** Non-Discrimination Policy Violations, Grade Appeals, Affirmative Action violations, Academic Suspension Appeals, Student Conduct Violations and Sexual Abuse/Harassment are to be filed according to set University policy governing those areas as delineated in the Student Handbook and Catalogs. All other complaints may use the Informal and Formal Student Complaint procedures.

Informal Procedures

Most complaints can be worked through informally by addressing the concern with the person involved and his/her direct supervisor or department head. The steps would include:

- The student will discuss the concern with the supervisor of the division or department head in which the concern arose.
- The supervisor/department head will be allowed to discuss and investigate the concern with all those involved and develop options for resolution.
- The supervisor/department head will then discuss the options with the students. If the student is not satisfied with any of the options, they may file a formal complaint which will result in a hearing.
- For all those complaints that are resolved, the supervisor/department head will complete the online form to notify the Dean of Students of the informal student complaint and the final resolution. This is the link to the Informal Complaint Form:
<http://www.uiu.edu/support/staff-complaint.html>

Formal Complaint Procedures

The University provides procedures to insure that all student grievance and complaints will be given a fair hearing. The following procedures have been established as the formal grievance or complaint procedures.

- To initiate the formal process the student will complete the Student Complaint Form on the UIU website at <http://www.uiu.edu/support/student-formal-complaint-form.html>
- When the form is submitted the student will receive the following message: "The Dean of Student Development has been forwarded your complaint. Our goal is to assist you as soon as possible. If you have not heard from someone within five working days, please contact the Dean of Student Development at deanofstudents@uiu.edu or 563 425 5214."
- The Dean of Students will review the submissions and ensure the complaint is directed to the appropriate supervisor/department head for further investigation and the assignment of a hearing committee. The supervisor/department head will conduct an investigation which includes gathering written statements from all parties involved. The documentation will be held on file until the complaint is resolved through the formal procedures.

Hearing Committee Selection and Procedures

1. When a hearing is requested in writing to the University, the student bringing the complaint/grievance will have the right to select one person of a three-member hearing committee from among University employees or the University student body.
2. The administrative head of the University division containing the unit where the complaint is alleged to have occurred will be able to select one person from among University employees to be a member of the three-member committee.
3. The two persons who have been selected under (1) and (2) above will then select a third person, from among University employees or the University student body, who will serve as chairperson of the committee.
4. Should the two persons not be able to agree on a chairperson, the Dean of Students and the chairperson of the Faculty Judicial Board will be responsible for recommending another procedure to select a chairperson or may assume authority to designate a UIU employee to serve as the chairperson.
5. A verbatim record will be kept of the hearing and a copy of the record will be made available to both parties.
6. In case of disagreements concerning interpretations of procedures, the judgment of the chairperson of the hearing committee will prevail.
7. Each party to the dispute will be entitled to have one or two representatives, plus not more than five observers, present at the hearing, unless the aggrieved party requests a private hearing, in which case no observers may attend.
8. After a period of private deliberation, the hearing committee will make the decision by simple majority vote, with the chairperson as a voting member. The vote will be taken by secret ballot.
9. The chairperson of the hearing committee will submit in writing the committee recommendations to the supervisor/department head for final action.
10. The supervisor/department head will make necessary hearing arrangements.

The supervisor/department head will notify the Dean of Students as to the outcome of the formal process. The Dean of Students will utilize the informal and formal complaint process to document the numbers and kinds of complaints the University is receiving to determine if there are specific issues or concerns that need to be addressed. Any significant number of common complaints will be forwarded on to the appropriate administrator for resolution.

External Complaint Process

If the student complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details.

Arizona State Board for Private Postsecondary Education
1740 W. Adams, Ste. 3008
Phoenix, AZ 85007
Phone: 602.542.5709
Website: <https://ppse.az.gov/>

Managing the Cost

Current tuition and fees at Upper Iowa University are published in UIU's catalogs as well as on the UIU website, at <http://www.uiu.edu/academics/catalog/index.html>. Arizona residents pay the same tuition as residents of Illinois and Wisconsin.

Tuition charges are reviewed annually and are subject to change as approved by UIU's Board of Trustees. UIU does not "grandfather" tuition of then current students. Textbook and supply charges are separate from tuition and vary by course. Lab fees may also be applicable for some courses and would be in addition to regular tuition and fees. UIU works with students to help them find as much financial assistance as possible.

Upper Iowa University has formal payment plans for students. UIU will work with any alternative loan program a student chooses.

Tuition Discounts

UIU meets all federal requirements and participates in Title IV.

Upper Iowa University offers a 10 percent discount on tuition to Arizona residents enrolled in the Nursing degree program.

Upper Iowa University also offers a 10 percent discount on tuition to all military personnel (active, guard, reserve, and retired), as well as their family members who are Department of Defense identification card holders.

UIU is certified to offer the following veterans' benefits: Post-9/11 GI Bill® (Chapter 33), Yellow Ribbon Program, Montgomery GI Bill® (Chapter 30), Montgomery GI Bill® - Selected Reserve (Chapter 1606), Reserve Educational Assistance Program (REAP) (Chapter 1607), Veterans Educational Assistance Program (VEAP) (Chapter 32), Survivors' and Dependents' Educational Assistance Program (DEA) (Chapter 35).

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site at <https://www.benefits.va.gov/gibill>.

UIU offers a 10 percent discount on tuition to all students employed by partners in the *Corporate Advantage* program. UIU currently has over 40 *Corporate Advantage* partners; a list of them can be found at: <http://www.uiu.edu/financial-aid/cap.html>

UIU has developed articulation agreements with numerous two-year colleges throughout the United States. The terms of each agreement apply to transfer students regardless of which UIU mode of study they pursue – on campus, at a center, or through distance education. For a list, see <http://www.uiu.edu/future/articulations/index.html>. All full-time and part-time faculty and staff members at these *Partnership Advantage* institutions (including adjunct faculty) receive a 10 percent tuition discount for all courses taken at UIU for academic credit. UIU will also waive the Online Graduate Application fee for *Partnership Advantage* faculty and staff members who apply to the MBA, MHEA or MPA programs.

Scholarships

UIU students can compete for scholarships awarded by the University's "Honors and Awards Committee" each year. Private scholarships may be available through your membership in professional organizations, local or regional civic organizations, or for specific majors.

Financial Aid

UIU offers Financial Aid packages to individuals who meet federal guidelines. To determine eligibility for Financial Aid funding, a person must complete the Free Application for Federal Student Aid (FAFSA) which can be completed online at www.fafsa.ed.gov. Examples of Financial Aid include:

- Federal Pell Grant - Monies awarded to students who demonstrate significant financial need. The Pell Grant is gift aid that does not require repayment.
- Iowa Tuition Grant - For Iowa residents only, Iowa Tuition Grant monies are awarded to students who demonstrate financial need. Iowa Tuition Grant does not require repayment.
- Federal Subsidized and Unsubsidized Stafford Loans - The subsidized and unsubsidized Stafford loans are low-interest loans and require repayment beginning six months after falling below half-time status.



Enrollment Agreement for Domestic Arizona Students

STUDENT NAME: ADDRESS: CITY/STATE/ZIP: PRIMARY PHONE: DATE OF BIRTH: SSN: EMERGENCY CONTACT: PHONE: RELATIONSHIP: PRIMARY COURSE LOCATION: DEGREE SOUGHT: PROGRAM: INTENDED START DATE: ANTICIPATED END DATE: DEGREE PLAN YEAR: 2018-19 LENGTH OF PROGRAM (in credit hours):

PER-CREDIT TUITION & FEES < for academic year 2018-19> <all are subject to change for subsequent academic years>

Table with 4 columns: Description, Amount, Description, Amount. Rows include Arizona centers, undergraduate (\$454), Online, undergraduate (\$454), Self-paced courses, undergraduate (\$325), Online graduate, MPA (\$535), Online graduate, MBA (\$564), Online graduate, M.Ed./MSA (\$465), Application fee, non campus, nonrefundable (\$50), Graduation Application fee (\$70), Certificate Claim fee (\$30), Self-Paced Degree Program administrative withdrawal fee (\$99), Audit fee (\$95), Transcripts, per paper copy (\$8), Transcripts, per faxed copy (\$10), Transcripts, per emailed copy (\$8).

- * Textbook, material & lab costs vary by course and are not included in the above.
* Application fee is waived for applications completed online.
* Arizona residents enrolled in UIU's BSN degree program receive a 10 discount on tuition.
* For testing, experiential learning, student teaching, & insurance fees, see catalog.

See pages 2 and 3 for Refund Policy, Graduation Requirements, Transferability of Credits, Nondiscrimination Policy, Re-enrollment Instructions, and Grievance Procedure

STUDENT ACKNOWLEDGEMENTS

I hereby acknowledge receipt of Upper Iowa University's catalog and handbook dated 2018-2019 as well as the corresponding catalog addendum for Arizona residents, and understand that these documents are incorporated as part of this enrollment agreement.

I have carefully read and received an exact copy of this enrollment agreement.

I understand that Upper Iowa University may terminate my enrollment if I fail to comply with attendance, academic, and/or financial requirements or if I fail to abide by established standards of conduct, as outlined in the school catalog and/or handbook. While enrolled in the school, I understand that I must maintain satisfactory academic progress as described in the school catalog.

I understand that it is my responsibility to submit financial aid applications and documents before the deadline.

I understand that my financial obligation to Upper Iowa University must be paid in full before I can register for subsequent terms.

I understand that no diplomas or transcripts will be released until all indebtedness to Upper Iowa University is paid in full.

I understand that Upper Iowa University does not guarantee job placement to graduates upon program completion or upon graduation.

I understand that Upper Iowa University reserves the right to cancel courses and to review course offerings and requirements, course contents, course titles, and the sequencing of courses within its degree programs.

I understand that the tuition and fees noted above are guaranteed for the current academic year and may be subject to change in future years.

I understand that if I default upon this agreement I will be responsible for payment of any collection fees or attorney fees incurred by Upper Iowa University.

My signature below indicates that I have read and understand all aspects of this agreement and acknowledge my legal responsibilities in regard to enrollment at Upper Iowa University.

STUDENT DATE

This agreement is hereby accepted by DATE

REFUND POLICY

An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday, and federal and state holidays) of signing an enrollment agreement is entitled to a full refund of all monies paid. No later than 30 days of receiving the notice of cancellation, Upper Iowa University shall provide the 100% refund.

In addition, student may withdraw after instruction has started and receive a pro rata refund for the portion of the tuition and other refundable charges according to the following:

AE Centers, Online Program, Master	Percent Refunded	Self-Paced Degree Program	Percent Refunded
Withdrawal before the first class meeting	100%	On or before the first day of the class	100%
Withdrawal during week one	75%	After the 1st assignment through 10%	90%
Withdrawal during week two	50%	After the 1 st 10% through the 1 st 25%	50%
Withdrawal during week three	25%	After the 1 st 25% of assignments submitted	0%
Withdrawal during week four	25%		
Withdrawal after week four	0%		

Note: These percentages are also used to determine eligibility for state aid you may have received.

Upper Iowa University is required to use a statutory schedule to determine the amount of Title IV aid that you have earned at the time of withdrawal. If financial aid funds have been released to you because of a credit balance on your account at Upper Iowa University, you may be required to repay some or all of the amount released to you. This policy is subject to federal regulations. Contact the Financial Aid Office for details.

PROGRAM REQUIREMENTS

The course titles within the program listed on page one are found in the academic catalog and on the degree plan provided by your advisor.

GRADUATION REQUIREMENTS

You have seven years after initial enrollment to complete an associate or baccalaureate program under the requirements in effect at the time of enrollment; you have five years after initial enrollment in the first of either a foundational or graduate level course to complete a graduate program under the requirements in effect at the time of enrollment. If the program is not completed within the designated number of years, the requirements in effect at the time of the next enrollment will be used to determine graduation requirements for the program. The University reserves the right to make changes in its academic regulations and requirements when, in its judgment, the best interests of the institution are served.

Requirements for a Baccalaureate Degree

- Complete a minimum of 120 semester credits.*
- Complete the appropriate general education requirements.
- Achieve a cumulative grade point average of at least 2.00. **
- Complete a minimum of 30 semester credits from UIU.
- Earn 24 of the last 30 semester credits required for graduation from UIU.
- Complete the requirements of a major.
- Achieve a grade point average of at least 2.00 in the major. **
- Achieve a grade point average of at least 2.00 in the minor, if any.
- Fulfill all financial obligations.

* Courses numbered lower than 100 do not count toward the minimum required for the degree

** 2.70 for teacher education majors.

Requirements for an Associate Degree

- Complete a minimum of 60 semester credits. *
- Complete the appropriate general education requirements.
- Achieve a cumulative grade point average of at least 2.00.
- Complete a minimum of 15 semester credits from UIU.
- Earn 12 of the last 15 semester credits for graduation from UIU.
- Complete the requirements of the appropriate Associate program.
- Fulfill all financial obligations.

Requirements for a Graduate/Masters Degree

- Earn the minimum number of semester credits required for the specific program.
- Achieve a cumulative grade point average of at least 3.0.
- Successfully complete a final research report.
- Fulfill all financial obligations.

TRANSFERABILITY OF CREDITS

Although Upper Iowa University is a regionally accredited institution of higher education, the transferability of credits earned there is solely determined by the receiving institution taking into account such factors as course title, course content, grades, accreditation, and licensing; consequently, Upper Iowa University does not imply, promise, or guarantee transferability of its credits to any other institution. If a student is considering transferring to another institution, it is the student's responsibility to determine whether that institution will accept Upper Iowa University credits.

NONDISCRIMINATION POLICY

Article XV of the Upper Iowa University Bylaws states: "In administering its affairs, the University shall not discriminate against any person on the basis of race, creed, color, national or ethnic origin, sex, sexual orientation, age or physical disability."

The University is committed to providing all of its students, faculty, staff, and visitors with equal access to its programs, events, and facilities. To this end, and in compliance with Section 504 of the Rehabilitation Act of 1973, Upper Iowa University has made some reasonable modifications to its buildings and grounds that allow students, faculty and staff, including those with limiting visual or hearing impairments, equal access to the regular programs and degree objectives offered by the University. These modifications include auxiliary aids, modification in classroom locations, and/or adjustment of classroom techniques and practices.

Persons wishing additional information about this policy, for assistance to accommodate individual needs, or for lodging of any complaints or grievances under it should contact the Residential University EO Officer, PO Box 1857, Fayette, IA 52142, (563) 425-5347; or the Extended University EO Officer, PO Box 1857, Fayette, IA 52142, (563) 425-5394.

STUDENT RE-ENROLLMENT

Students enroll for courses through myUIU each semester with the approval of their advisor. Students who do not register for two consecutive sessions are required to complete a Personal Information Update Form. This form is located in myUIU.

MESA CENTER PROGRAM MANAGER

Christa Steffens, Director of Nursing, is the Mesa Center program manager.

STUDENT GRIEVANCE PROCEDURE

Please refer to pages 75-77 of the Student Handbook for the published student grievance procedure. If the student complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Post-Secondary Education. The student must contact the State Board for further details. The State Board address is: 1740 West Adams Street Suite 3008, Phoenix, AZ 85007.

In keeping with Federal Trade Commission rules, any holder of this consumer credit contract is subject to all claims and defense which the debtor could assert against the seller of goods or services obtained pursuant hereto or with the proceeds, hereof Recovery hereunder by the debtor shall not exceed amounts paid by the debtor.

UPPER IOWA UNIVERSITY is accredited-on notice by the Higher Learning Commission (HLC).

UPPER IOWA UNIVERSITY is a nonprofit organization founded in 1857; it has no shareholders or private ownership but is controlled by a board of trustees.

Page 3: Student Initials _____

