Official Addendum
for Arizona Students and Residents
to the 2020-2021
Upper Iowa University
Academic Catalog
## Contents

**UIU Mesa Center Staff and Faculty** .............................................................................................................. 2

**Holidays** ....................................................................................................................................................... 2

**UIU Programs Available to Arizona Residents** ............................................................................................ 3

**Undergraduate Certificates** .......................................................................................................................... 4
  - Arts Administration....................................................................................................................................... 4
  - Emergency and Disaster Management ........................................................................................................ 5
  - Geographic Information Systems (GIS) ......................................................................................................... 6
  - Human Resource Management ................................................................................................................ 7
  - Psychology .................................................................................................................................................. 8
  - Sustainability ............................................................................................................................................. 9

**Graduate Certificates** ................................................................................................................................. 10
  - Accounting .............................................................................................................................................. 10
  - Corporate Financial Management .......................................................................................................... 11
  - Human Resources Management ............................................................................................................. 12
  - Organizational Development .................................................................................................................. 13

**Student Services Available from UIU** ......................................................................................................... 14

**New and Modified Policies** .......................................................................................................................... 16

**UIU Student Complaint Procedures** ........................................................................................................... 18

**Managing the Cost** ...................................................................................................................................... 20

---

Last Updated 03/25/2021
UIU Mesa Center Staff and Faculty

Patricia Klein  Academic Advisor for Nursing
Christa Steffens  Director of Nursing
Amy Stewart  Assistant Professor of Nursing
Stephanie Tippin  Associate Professor of Nursing
Mary Boyce  Adjunct Instructor
Clayton Hall  Adjunct Instructor
Mark Helzer  Adjunct Instructor
Karen Hobbs  Adjunct Instructor
Dorel Meier  Adjunct Instructor
Betty Parisek  Adjunct Instructor
Kaitlyn Ryan  Adjunct Instructor

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

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

*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
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, or 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.
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.
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
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 and Career Resource Library are located on campus within the Office of Student Life. Office of Career Development 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/.

Accessibility Services
The purpose of UIU’s Accessibility Services is to provide support to students, faculty, and staff through informative online resources and accessibility service personnel in compliance with ADAAA guidelines. Accessibility Services is committed to ensuring equal access to educational and co-curricular activities to qualified students with disabilities as mandated by the ADAAA and Section 504 of the Rehabilitation Act of 1973. Accessibility 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 Director of Accessibility 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 accessibility services contact the office at accessibility@uiu.edu

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 nine 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

Offer 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:

<table>
<thead>
<tr>
<th>Academic Extension Centers, Online Program, &amp; Masters Programs</th>
<th>Percent Refund</th>
<th>Self-Paced Degree Program</th>
<th>Percent Refund</th>
</tr>
</thead>
<tbody>
<tr>
<td>Withdrawal before the first class meeting</td>
<td>100%</td>
<td>On or before the first day of the enrollment period</td>
<td>100%</td>
</tr>
<tr>
<td>Withdrawal during week one</td>
<td>75%</td>
<td>After the first lesson through 10% of the enrollment period</td>
<td>90%</td>
</tr>
<tr>
<td>Withdrawal during week two</td>
<td>50%</td>
<td>After the first 10% through the first 25% of the enrollment period</td>
<td>50%</td>
</tr>
<tr>
<td>Withdrawal during week three</td>
<td>25%</td>
<td>After the first 25% through the first 50% of the enrollment period</td>
<td>25%</td>
</tr>
<tr>
<td>Withdrawal during week four</td>
<td>25%</td>
<td>After the 1st 50% of the enrollment period</td>
<td>0%</td>
</tr>
<tr>
<td>Withdrawal after week four</td>
<td>0%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.

Delayed Payment Option

A delayed payment option is allowed for students who are eligible for veteran’s benefits. The amount of tuition and fees not covered by the veteran’s benefits is due and payable by the Wednesday before the start of the session. Upper Iowa University will not impose any penalty, including late fees or registration for the next session, due to the delayed disbursement of funding from VA under chapter 31 or 33.
UIU Student Complaint 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.

The following issues are not subject to the student complaint procedures but should follow established University policy governing each area as delineated in the Student Handbook and UIU Catalog(s):
- Non-Discrimination Policy Violations,
- Grade Appeals,
- Affirmative Action violations
- Academic Suspension Appeals
- Student Conduct Violations
- Sexual Abuse/Harassment

All other complaints may use the Informal and Formal Student Complaint procedures as spelled out below. All steps and timeframes must be followed for the complaint to be considered. Students must file a complaint within 30 days of the incident. The University will work to resolve the complaint within a reasonable amount of time depending upon the situation and the date of the complaint. Any complaint involving a hearing will be resolved a month from the date the complaint was filed.

Informal Complaint Procedure

Most complaints can be worked through informally by addressing the concern with the person involved and his/her immediate supervisor.
- The student will initiate the process by formulating the complaint.
- The student will discuss the concern with the employee and his/her immediate supervisor.
- The supervisor will be allowed to discuss and investigate the concern with all those involved and develop options for resolution within 5 business days of the formulation of the complaint.
- The supervisor will discuss the options with the students. If the student is not satisfied with any of the options, he/she may file a formal complaint utilizing the Formal Complaint Form.
- For all those complaints that are resolved, the supervisor will complete the Informal Complaint Form to notify the Dean of Students of the informal student complaint and the final resolution.

Formal Complaint Procedures

The University provides procedures to insure that all student grievance and complaints are given a fair hearing. The following procedure has been established as the formal grievance or complaint procedure.
- To initiate the formal process, the student will complete the Student Complaint Form on the UIU website: Report an Incident, Complaint or Crime - Upper Iowa University (uiu.edu)
- When the form is submitted the student will receive the following message: “The Dean of Students has been forwarded your complaint. Our goal is to assist you as soon as possible. If you
have not heard from someone within five business days, please contact the Dean of Students at deanofstudents@uiu.edu.”

Hearing Committee Selection and Procedures

- When a hearing is requested in writing to the University, the Dean of Students will select a 3-person hearing committee. One individual must be from the division/department where the complaint is alleged to have occurred. This individual can have no direct supervision of the person involved. If it is a policy question, the individual can be from the department/division, but not directly involved. The second and third person must be a student or employee that is not within the division/department where the complaint occurred and has no bias regarding any individuals involved in the incident. The Dean of Students will select the chairperson from the three individuals.

- A verbatim record will be kept of the hearing and a copy of the record will be made available to both parties.

- In case of disagreements concerning interpretations of procedures, the judgment of the chairperson of the hearing committee will prevail.

- 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. After a period of private deliberation, the hearing committee will make the decision by simple majority vote or consensus, with the chairperson as a voting member.

- The chairperson of the hearing committee will submit in writing the committee recommendations to the Dean of Students for final action.

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

Students who are not satisfied with their efforts to resolve their complaint with UIU have the option to file a complaint online with any of the following regulatory authorities:

- Higher Learning Commission (www.hlcommission.org/Student-Resources/complaints.html)
- Iowa College Student Aid Commission (www.iowacollegeaid.gov/sdrf-start or 877-272-4456)

Information on filing a complaint at another state can be found on our website at:
Report an Incident, Complaint or Crime - Upper Iowa University (uiu.edu)
Arizona State Board for Private Postsecondary Education
1740 W. Adams, Ste. 3008
Phoenix, AZ 85007
Phone: 602.542.5709
Website: https://ppse.az.gov/

Last Updated 03/25/2021
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/catalog. 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 tuition grant (of $125 per course) for courses consisting of 2 or more credit hours to Arizona residents enrolled in the Nursing degree program. Some restrictions may apply.

Upper Iowa University also offers a tuition grant to decrease the cost of 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), Survivors' and Dependents' Educational Assistance Program (DEA) (Chapter 35).

UIU offers a tuition grant (of $125 per course) for courses consisting of 2 or more credit hours 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 Corporate Advantage Partnerships (CAP) - Upper Iowa University (uiu.edu). Some restrictions may apply.

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 Articulation Agreement - Upper Iowa University (uiu.edu). All full-time and part-time faculty and staff members at these Partnership Advantage institutions (including adjunct faculty) receive a tuition grant for most courses taken at UIU for academic credit. Some restrictions may apply. UIU will also waive the Online Graduate Application fee for Partnership Advantage faculty and staff members who apply to the MBA, MEd, MPA, MSA, or MSC programs.

Last Updated 03/25/2021
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.