

dispute. No arbitration hereunder will include (by consolidation, joinder or otherwise) any third party, nor may any arbitration hereunder be part of, or constitute, a class action.

To commence the arbitration, the party seeking arbitration shall give notice by certified or registered mail, return receipt requested and obtained, or by service as authorized for the commencement of a civil action. The arbitration shall be governed by the Utah Uniform Arbitration Act, Utah Code §§ 78B-11-101, et seq., and be conducted in accordance with the Rules of Commercial Arbitration of the American Arbitration Association except as may be modified herein. The Arbitrator may not, for any reason, award punitive damages, exemplary damages, attorney's fee (except as expressly specified below) or any costs associated with the Arbitration proceeding. The Student and the School shall each be responsible for their own costs and expenses related to the arbitration proceeding.

The fee paid to the arbitrator shall be paid one-half by each party. Liability for damages arising from a claim brought by the Student against a School shall be limited to the sum of money the Student actually paid to the School for tuition, fees and books. All ARBITRATION proceedings and awards will be kept confidential.

If either party commences any action in a court, whether to vacate or modify an arbitration award, to avoid or preempt arbitration, or appeal the award of an arbitrator, the commencing party shall immediately upon demand, pay all costs and expenses, including attorney's fees, incurred by the other party in defending such action.

If any portion of this Dispute Resolution section, or its application, is determined to be invalid or unenforceable, the remainder of this section shall be unimpaired and remain in full force and effect.

Notwithstanding the above, a Student always has the right to contact the State office of higher education, the accrediting agency regulating the school, or the federal department of education to request assistance in resolving a dispute. See contact information in this college catalog for more information.

No arbitration award or decision can be contrary to or inconsistent with any higher education statutes of Utah and/or Title IV Financial Aid rules.

SCHEDULE CHANGES, WITHDRAWALS AND RE-ENTRIES

Permission for a change in the program of study or class schedule must be obtained from the dean of students. A student who wishes to withdraw from a program must notify the dean of students in advance of withdrawal. A student who wishes to re-enter a program must contact the dean of students for an interview.

SEXUAL HARASSMENT

Utah Career College regards sexual harassment of others by employees or students as unacceptable behavior, which is just cause for disciplinary action. It is a violation of Section 703 of Title VII of the Civil Rights Act of 1964 as amended in 1972, the Utah Antidiscrimination Act, and Title IX of the Education Amendments, and is punishable under both federal and state laws. A student who experiences sexual harassment is encouraged to inform the Sexual Harassment Advisor and, if appropriate, register a complaint.

STUDENT COURSE LOAD POLICY

In order to complete a degree in the standard time frame (one and one-half to two years for an associate degree, and three years for a bachelor's degree), a student must complete an average of 15 credits per quarter, based on attending four quarters a year. That course load may include credits earned in the following ways: at the student's home campus, online, through attendance at a non-home campus or school for which a consortium agreement exists, through independent study courses and through externship/internship hours.

Utah Career College provides a master class schedule that lists all course offerings at all campuses for the specified quarter. The course catalog will note programs that require students to travel to specific campuses for specialized courses or for courses that may have limited offerings. A student who chooses not to follow the recommended course sequence for a program may need to take a required class at another campus, online or through a blended-delivery format.

STUDENTS WITH DISABILITIES

The Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973 guarantee handicapped students access to educational opportunities. This means the institution must provide reasonable accommodation to qualified handicapped students. A student requesting reasonable accommodation must provide the dean of students with professional documentation concerning the disability, so that reasonable accommodations can be made. It is the student's responsibility to provide the college with information concerning a disability prior to the start of the student's program.

TERMINATION BY THE INSTITUTION

The institution reserves the right to terminate the enrollment of any student who engages in the following:

- Failure to maintain passing grades
- Tardiness or absences in excess of school policy
- Failure to pay a school financial account
- Destruction of or damage to any property of the school (the student may also be held liable for repair or replacement of the damaged property)
- Unlawful or improper conduct (including cheating)
- Conduct contrary to the best interest of the school or that reflects discredit upon the school
- Behavior disruptive of normal classroom conduct

TRANSCRIPTS

A copy of each student's transcript is available upon request by the student. This service is subject to the Family Educational Rights and Privacy Act of 1974. The school reserves the right to withhold a transcript if the student's financial account is in arrears. There is a processing fee of \$5.00 for each official transcript.

ACADEMIC INFORMATION

ADD/DROP PERIOD

The first five business days of each quarter are designated as the "add/drop period" for schedule changes involving individual courses. By the end of the five-day period, each individual's schedule will be in place for the remainder of the quarter. Individual courses dropped during this period will not appear on a student's transcript, and no tuition will be charged. Unused books may be returned within 10 business days after the start of the quarter for a full credit. Courses that a student has attended and dropped after the add/drop period will appear on the student's transcript and tuition for the course will be charged to the student's account.

ATTENDANCE REQUIREMENTS

Students are expected to be present and on time for all residential class meetings.

A student registered for an online course is expected to log in to the course within the first 72 hours (3 days) of the quarter and log in and participate in the course at least once per week throughout the quarter. Online courses require a high level of interaction and participation in the course environment. It is highly recommended that students registered in online courses log in to each course at least three times per week each week of the quarter.

Utah Career College does not distinguish types of absence. Instead, attendance is monitored for all class sessions and is recorded as actual time attended. Any time missed from a scheduled class is considered time absent. The student is responsible for communicating with his/her instructor when absent from part or all of a class to determine missed assignments, due dates and his/her eligibility for submitting missed class work.

Ten consecutive business days of absences from one or more courses will result in the administrative withdrawal from such course(s) and may lead to discontinuation of education at UCC. In addition, 20 percent of the required contact hours missed from a course may lead to an inability to complete required course material. This may result in failure of the course(s) and may lead to discontinuation of education at UCC. A student not in attendance by the end of the add/drop period may be dropped from all courses and withdrawn from school.

Regular and punctual attendance is a very important part of training for employment. Every student who achieves perfect attendance in a given quarter will receive a 20 percent discount on all textbook and/or clothing purchases made during break week, week one and/or week two of the quarter following the student's achievement. Perfect attendance for residential courses is defined as being present for the full length of every class period for which the student is registered for the entire 12 weeks of the quarter. Perfect attendance for online courses is defined as a minimum of three days of online attendance per week (Monday through Sunday) and participation in each assigned course discussion.

AUDIT POLICY

An audited course is one in which a student is allowed to attend class and participate. The student is expected to fulfill the audit agreement as determined by the dean of students and is encouraged to participate fully in all aspects of the class. A student who wishes to audit a course must obtain permission from the dean of students and register for the course. A student may not change a course registration from credit to audit after the add/drop period. A student auditing a course will be responsible for the cost of books and/or supplies and fees associated with the course. Any graduate of UCC may return and audit any previously completed course as a refresher (please see Refresher Courses in General Information).

CONDUCT

A student must establish and maintain a record of good standing throughout the student's program. Good standing includes satisfactory attendance and academic performance as well as courteous personal behavior. Any conduct that disrupts the learning environment may result in permanent dismissal. The institution reserves the right to dismiss a student when personal conduct, attendance or academic progress is considered to be unsatisfactory. The student will only be readmitted to school with the approval of the campus director and dean of students. Utah Career College is committed to providing an open, diverse and insightful learning environment in all of its residential and online courses. Communication in the online course environment should at all times be professional, courteous and respectful of the diversity of the community.

ACADEMIC DISHONESTY

Academic dishonesty includes cheating on tests or assignments, turning in work completed by others, turning in the same work or portions of the same work for different courses without the prior approval of the instructors, providing false or misleading information to a faculty or staff member, or plagiarizing. All work submitted must be in the student's own words AND must cite the source of the idea where applicable. Students who act dishonestly may have to repeat an assignment or test, receive a zero, or receive a failing grade for the course. Repeated or serious violations may result in termination of educational privileges.

If a student wishes to appeal disciplinary actions such as these, he or she must follow the grievance policy found in this catalog.

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COURSE NUMBERING

The following is a guideline for course numbers and class sequencing:
100 – 149 Courses having no prerequisite and courses normally taken during first quarter

150 – 199 Courses normally having prerequisites from 100 – 149 level
200 – 249 Courses normally having prerequisites from 150 – 199 level
250 – 299 Courses normally having prerequisites from 200 – 249 level
300 – 399 Courses normally having prerequisites from the 100 – 299 level
400 – 499 Courses normally having prerequisites from the 100 – 399 level

300 – 400 courses are upper-level and satisfy upper-level course requirements in bachelor's degree programs.

Definitions of prerequisite, co-requisite and concurrent:

- Prerequisite: Course must have been taken in a prior quarter.
- Co-requisite: Course must be taken the same quarter.
- Concurrent: Course may be taken in the same quarter.

DIPLOMA/DEGREE

Upon successful completion of requirements for graduation, the school will award the appropriate diploma or degree.

GRADE LEVELS

A student attending UCC will advance beyond freshman grade level upon successful completion of 36 credits of training. Each additional 36 credits of successful training will represent advancement to the next grade level. A student taking 12 or more credits is full time. A student taking 9 to 11 credits is three-quarter time, and a student taking 6 to 8 credits is half time.

GRADING

The purpose of training at UCC is to prepare graduates for entry-level employment and success in their chosen careers. Grading is administered to correlate a student's progress in terms related to employee proficiency expected by business and industry. Grading is based on daily performance in class and laboratory and the student's level of achievement on tests, assignments, laboratory projects and final exams. Final grade reports will be available to students at the end of each quarter.

A Excellent (4.0): Indicates a superior grasp of material as demonstrated by excellent performance on assignments and examinations, a strong predictor of career success.

AD Audit: Indicates that the student audited this course and received no credit for the course.

B Good (3.0): Indicates a good level of proficiency, a strong indication of career success.

C Satisfactory (2.0): Indicates a satisfactory level of achievement to enable successful employment or completion of further coursework.

D Unsatisfactory (1.0): Indicates a marginal level of achievement.

F Fail (0): Indicates unsatisfactory performance. A student earning a grade of "F" in any required course must repeat that course satisfactorily prior to graduation.

F* Fail: Indicates that a student has failed this course and, in a subsequent quarter, has retaken the course and successfully completed the requirements.

FL Fail: Indicates unsatisfactory performance in a pass/fail course. The student must repeat that course with a grade of pass prior to graduation.

FD Fail/Drop (0): Indicates that a student has dropped a class after the 75% completion point of the quarter and failed to complete the requirements to earn a passing grade. The student must repeat any course required for graduation with a passing grade.

I Incomplete (0): Indicates that a student has not completed all work required for the course because of some unusual event. Incomplete work

must be made up. "I" grades may be given only with the approval of the instructor and the dean of students. Incomplete work must be submitted no later than the second Friday after the end of the quarter the grade was issued. If the incomplete grade is not resolved by this deadline, it will be changed to an "F" and will be included in the cumulative grade point average.

P Proficiency through advanced standing: Indicates that the student has earned credits for this course by successfully demonstrating proficiency through advanced standing.

PL Prior Learning (0): Indicates that a student has received credit for this course by successfully documenting prior learning, received outside of the traditional classroom, equivalent to the academic content.

PS Pass: Indicates that the student has passed the course with a satisfactory level of achievement.

TR Transfer credits: Indicates that the student has earned transfer credits for this course at another institution or from another program of study at UCC.

W Withdrawal (0): Indicates that a student has withdrawn from the course prior to 75 percent of the scheduled class meeting sessions.

WE Work Experience (0): Indicates that a student has received credit for this course by successfully documenting professional work experience closely related to the defined course work.

WM Withdrawal for Military Duty (0): Indicates that a student has withdrawn from the course prior to 75 percent of the scheduled class meeting sessions due to military commitments.

Each course syllabus will explain how grades will be determined for that course. Some courses may have criteria for passing other than the overall course grade, such as demonstrating core competencies, achieving a minimum score on the final exam or other test, or meeting required lab, clinical, or externship hours.

GRADUATION REQUIREMENTS

In order to graduate, a student must attain an overall 2.0 cumulative grade point average, attain minimum skill requirements in the selected program, if applicable, and successfully complete all required courses in the program. A candidate for graduation must be free of indebtedness to the school.

Graduates must have exit interviews with the Education, Career Services, and Financial Aid departments. In addition, a prospective graduate should submit a Graduation Application to the Education Department by the beginning of the seventh week of the quarter before graduation.

Maximum Time Frame or Required Completion Rate Evaluation (As Part of Satisfactory Academic Progress)

The maximum time frame/required completion rate allowed for a student to complete a program is one and one-half times the number of required credits for the program in which the student is enrolled. The maximum time frame is calculated for each student and is reduced or increased to reflect course exemptions, transfer credits, the need for developmental courses or changes in programs. A student is evaluated according to credit hours attempted versus credits completed.

In no case can a student, either as a regular student or in an extended enrollment status, exceed one and one-half times the standard time frame as defined by the institution and receive the original academic credential for which he or she enrolled.

HONORS

In order to stress the importance of academic performance, the institution awards honor recognition quarterly to qualifying students. A student must achieve a quarterly GPA of 3.5 or above to achieve the honors recognition and a quarterly GPA of 4.0 to achieve highest honors. A student maintaining a cumulative GPA of 3.5 or above will graduate with honors. A student

maintaining a cumulative GPA of 4.0 will graduate with highest honors. The institution also recognizes perfect attendance.

LEAVE OF ABSENCE POLICY

Utah Career College does not offer leaves of absence.

MILITARY ABSENCE

As an alternative to withdrawal for military duty, a student in the military will be allowed to choose an extension on course work and exams for the time that the student is absent. The student must notify the campus education department and provide documentation including military orders or a letter of activation from the student's military unit indicating the specific dates of service. A student on active duty who encounters an extended mission of a sensitive nature is eligible for military absence. In this situation, the student needs to send an e-mail and/or letter from his or her unit stating the student will be unavailable for a timeframe, but not the nature of the mission. Finally, a military student who successfully completed a sufficient amount of course work before the military absence began may be issued a grade of incomplete or the grade that the student earned to that date.

In order to select the most appropriate option in light of a student's academic needs, the student must contact the academic department at his or her home campus. Lack of notification may result in ineligibility to receive these provisions.

PROGRAM/CURRICULUM REVISIONS

The school reserves the right to vary the sequence of courses and to revise curriculum content to upgrade program material. A student who drops from school for one or more quarters will be required to re-enter the program under catalog requirements current at the time of re-entry. Prerequisites for certain courses may be waived with the approval of the dean of students.

RE-ENTRY

The definition of a re-entry student is any student who drops from school after the first week of his/her initial quarter. The student must be out of school for at least one quarter or until the next start date. A re-entry student will be treated as a continuing student for all academic and financial requirements. A student who drops from school for one or more quarters will be required to re-enter the program under current catalog requirements and complete a new enrollment agreement. A student may have only one reinstatement unless extenuating circumstances exist.

UNIT OF CREDIT

A quarter credit earned is defined as the successful completion of a minimum of 10 hours of lecture, 20 hours of lab or 30 hours of internship.

WITHDRAWAL FROM SCHOOL

A student who withdraws from school after the fifth business day of the initial quarter will have all attended courses recorded on the student's transcript, and will be charged for the time attended.

MILITARY WITHDRAWALS

A student called to active military duty, and as a result unable to complete the current quarter, will receive a grade of WM, Withdrawal for Military Duty, for all currently registered courses upon the school's receipt of duty orders. A full tuition refund will be applied to the student's account for all courses for which the student is actively enrolled at the time of military activation. The student will be liable for any financial aid stipends received above the cost of tuition/fees/books for the quarter of enrollment.

WITHDRAWALS

When a student withdraws from an individual course after the fifth business day of the quarter, the course will be recorded on the student's transcript, and the student will be charged for the course.

LATE COURSE WITHDRAWAL

UCC understands there are times when extenuating circumstances occur that require reconsideration of the course withdrawal policy. If a student encounters mitigating circumstances after the last day to withdraw from a course with a grade of W, the student is encouraged to submit a written appeal to the dean of students. An appeal committee will determine whether the deadline will be waived, allowing the application of a W grade, or if the student will be held to the deadline. All decisions made by the committee are final.

SATISFACTORY ACADEMIC PROGRESS

UCC SATISFACTORY ACADEMIC PROGRESS POLICY

Federal regulations require academic and financial aid departments to monitor the academic progress of all active students toward the completion of their degrees. This monitoring process is called Satisfactory Academic Progress (SAP). The complete academic record of a student's current program is considered regardless of whether financial aid was received.

Academic progress is evaluated each quarter using three factors: grade point average, percentage of attempted credits completed and maximum number of credits allowed. Failure to maintain satisfactory academic progress may result in cancellation of eligibility to receive Federal Title IV funding, institution-based scholarships or other financial aid.

SAP REQUIREMENTS

In order to be making satisfactory progress, a student must meet all of the following requirements:

1. Achieve the cumulative grade point average (CGPA) required at each evaluation point
2. Maintain a 67 percent cumulative completion rate. Completion rate is calculated as:

$$\frac{\text{all successfully completed credits}^*}{\text{all attempted credits}^*}$$

*See below for what constitutes completed credits and attempted credits.

3. Complete all degree requirements within the maximum time frame/maximum credits, which is 150 percent of the minimum number of credits required to graduate. For example, if a program requires 100 credits, the student may attempt a maximum of 150 credits. If a student has transfer, test out, prior learning and/or work experience credits, the program length for the student's remaining courses is reduced by the number of credits awarded, thereby reducing the maximum time frame/maximum credits allowed.

*Only credits of courses that may be applied to the student's current program of enrollment will be considered in the above equation.

How courses are counted

Successful completion of a course of study requires a grade of A, B, C or D. Grades of F, I, W and N do not constitute successful completion of a course. See below for detailed information about the effect of grades on satisfactory academic progress:

Grades of A, B, C and D earned in Utah Career College courses

Courses with grades of A, B, C and D count as credits attempted and completed. These grades count toward the CGPA as follows: A = 4.0, B = 3.0, C = 2.0, D=1.0.

Grades of F earned in Utah Career College courses

Courses with grades of F count as credits attempted but not completed and count toward the CGPA as 0.0 points. If a course is repeated, only the most recent grade counts toward the CGPA. A course may only be attempted three times.

Dropped Courses and Course Repeats

Individual courses dropped during the first five business days of the quarter, with the exception of courses a student is scheduled to begin on the first Saturday of the quarter, are deleted from the student's record and therefore do not count toward any SAP calculation. Individual courses that begin on the first Saturday of a quarter and are dropped on or before the first business day after the first Saturday of the courses are deleted from the student's record and therefore do not count toward any SAP calculation. If a course is dropped after the fifth business day of the quarter, or in the case of courses beginning on the first Saturday of the quarter, on the first business day after the first Saturday of the course, but before the end of the ninth week, it counts as a withdrawal. Courses dropped after the ninth week will be issued a grade of "F". If a course is repeated, only the most recent grade counts toward the CGPA; however, both courses will count as attempts and will be considered in the completion rate calculation. Courses dropped due to military commitments will not be considered in the completion rate calculation.

Incomplete Courses

Courses with grades of I, W and N are not complete and therefore count as credits attempted but not earned. These grades are not factored into the CGPA but are considered in calculating completion rate.

If a student has an incomplete course at the time of the SAP calculation, the credits are counted as attempted but not completed. An incomplete is not counted toward the CGPA. Whenever a student's grade of incomplete is changed to a letter grade, SAP is recalculated for that student with the final grade being replaced in the SAP calculation.

Course Repeats

If a course is repeated, only the most recent grade counts toward the CGPA. If a student drops an individual course during the add/drop period (first five business days of the quarter), the course does not count as an attempt. If a student is still enrolled in the course when the add/drop period ends, the course will count as an attempt and will be considered in the completion rate, even if the student subsequently withdraws from the course.

Transfer, Test Out, Prior Learning, Audit and Work Experience Credit (Non-Punitive Grades)

Transfer (TR) credits, test out (P) credits, prior learning (PL) credits, audit (AD) credits and work experience (WE) credits do not count toward credits attempted or credits completed, and are not factored into the CGPA. However, these credits are subtracted from the program length when determining the maximum time frame/maximum credits. For example, if a student enrolls in a program with 100 credits and transfers in 20 credits, there are 80 credits remaining. The student's maximum time frame for the remaining 80 credits is therefore $80 \times 1.5 = 120$ credits.

Change in Program

If a student changes programs, all courses that can be applied to the new program are used in all SAP calculations (CGPA, completion rate and maximum time frame), including courses with grades of W or F. Courses that are not in the new program are excluded from all SAP calculations. A determination of courses that may be included in the new program as electives will be made in consultation with the dean of students.

Additional Degrees

If a student earns a degree at UCC and enrolls in another program for an additional degree, all courses that have been successfully completed and can be applied to the new program are used in all SAP calculations (CGPA, completion rate and maximum time frame/maximum credits). Courses that are not in the new program, including courses with grades of W or F, are excluded from all SAP calculations.