



# CiAM

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## School Catalog | 2019-2020



**2019-2020**

**CiAM  
SCHOOL CATALOG**

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**CiAM**

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**VISION STATEMENT**

CIAM produces leaders who are responsible, globally oriented, and immersed in practice.

**MISSION STATEMENT**

Building from the wisdom of Peter F. Drucker, we produce leaders who have a deep understanding of their management responsibilities to achieve personal and societal success. We do this by delivering experiential learning in both traditional classroom and virtual environments.

**VALUES STATEMENT**

CIAM values and promotes a culture respecting ethics, integrity, and the fulfillment of duty to our constituents, employees and society. These values flow directly from the wisdom of Peter Drucker.

**MESSAGE FROM THE PRESIDENT**

To New Students and Candidates:

It is with a great deal of pride that I welcome you to the California Institute of Advanced Management (CiAM). CiAM is a non-profit graduate school offering an MBA based on the principles developed by Peter F. Drucker, known worldwide as “The Father of Modern Management.” As will be the case with your program, Drucker emphasized application and action rather than theory alone.

We have one goal: to give you the opportunity to create your own future in the setting of your choice. To accomplish this, we have built our courses and our program around what managers and entrepreneurs need to know to succeed in today’s challenging and competitive environment. Top executives and future employers today understand that today’s essential employees, who Peter Drucker, called “knowledge workers”, cannot be managed, but must be led. Moreover, this leadership role can only be accomplished by managers who not only have MBAs, but also have perspective anchored in experience and in a wide range of disciplines. What you have already learned in life and in college, no matter what your major, and what you have gained from interacting with others in the past, are the doors to opportunity. The CIAM MBA gives you the keys to open these doors by building on your personal world setting where you can innovate, inspire and achieve.

The application of theory to the real world is taught in every class. By doing projects, you will work with real businesses to apply your new skills immediately. You will meet business executives, who will share their experiences, and answer your questions. Through live virtual interactions, you will meet other professors from top universities and executives from companies worldwide. Using the CIAM approach, you will learn how to speak, write, provide leadership and make presentations confidently and clearly. You will find that our approach is personal and that we really care about you and your success, not only as you complete our program, but after you graduate. We know that we are only successful ourselves when you are successful.

My very best wishes for a great career at CiAM and afterwards,



Jennie Ta  
President, CIAM

**MBA Academic Calendar 2019-2020**

CiAM Academic Calendar	Academic Dates and Deadlines		
	Fall 2019	Winter 2020	Summer 20
MBA (2 year Program)	Aug 31 - Dec 20	Jan 11 – May 1	May 9 - Aug 28
New Student Orientation	Aug 16	Dec 20	Apr 24
Class Registration Opens	Jul 14	Nov 25	Mar 23
Tuition Payment Deadline*	Aug 29	Jan 09	May 07
Term / Courses Begin	<b>Aug 31</b>	<b>Jan 11</b>	<b>May 09</b>
Add / Drop Period for Registration Ends	Sep 13	Jan 24	May 22
Final Day to Drop a Class with Full Refund	Sep 13	Jan 24	May 22
Last Day to Withdraw with a Grade of "W"	Oct 26	Mar 07	Jul 03
Final Projects Week	Dec 07 - Dec 15	Apr 18 - Apr 26	Aug 15 - Aug 23
Last Day of Classes	Dec 15	Apr 26	Aug 23
End of Term	<b>Dec 20</b>	<b>May 1</b>	<b>Aug 28</b>
Term Break	Dec 21 - Jan 10	May 2 - May 8	Aug 29 - Sep 04

**Accelerated MBA Academic Calendar 2019 - 2020**

Accelerated MBA (1 year Program)	ACC Fall I 2019	ACC Fall II 2019	ACC Winter I 2020	ACC Winter II 2020	ACC Summer I 2020	ACC Summer II 2020
		Aug 31 - Oct 25	Nov 02 - Dec 20	Jan 11 - Feb 28	Mar 07 - May 01	May 09 - Jul 03
New Student Orientation	Aug 16	Oct 18	Dec 20	Feb 21	Apr 24	Jun 26
Class Registration Opens	Jul 14	Sep 20	Nov 25	Jan 24	Apr 23	May 29
Tuition Payment Deadline*	Aug 29	Oct 31	Jan 09	Mar 05	May 07	Jul 09
Term / Courses Begin	<b>Aug 31</b>	<b>Nov 02</b>	<b>Jan 11</b>	<b>Mar 07</b>	<b>May 09</b>	<b>Jul 11</b>
Add / Drop Period for Registration Ends	Sep 06	Nov 08	Jan 17	Mar 13	May 15	Jul 17
Final Day to Drop a Class with Full Refund	Sep 06	Nov 08	Jan 17	Mar 13	May 15	Jul 17
Last Day to Withdraw with a Grade of "W"	Sep 27	Nov 29	Feb 07	Apr 03	Jun 05	Aug 07
Final Projects Week	Oct 19 - Oct 25	Dec 14 - Dec 20	Feb 22 - Feb 28	Apr 25- May 01	Jun 27 - Jul 03	Aug 22 - Aug 28
End of Term	<b>Oct 25</b>	<b>Dec 20</b>	<b>Feb 28</b>	<b>May 01</b>	<b>Jul 03</b>	<b>Aug 28</b>
Term Break	Oct 26 - Nov 01	Dec 21 - Jan 10	Feb 29 - Mar 06	May 02- May 08	Jul 04 - Jul 10	Aug 29 - Sep 04

**\* Payments due by 11:59pm Pacific Standard Time.**

\*Dates and times in the Academic Calendar may be subject to change.  
All on ground courses are held in Suite 10402

**Last day to Add/Drop or Withdraw**

MBA Program

Last day to Add/Drop (Cancellation Period). Fourteen (14) calendar days after the term start date.  
Last day to Withdraw with a grade of "W" before the end of the eighth week.

Accelerated MBA Program

Last day to Add/ Drop (Cancellation Period) Seven (7) days after the term start date.  
Last day to Withdraw with a grade of "W" before the end of the fourth week.

**Holiday Schedule**

Please note that our Offices will be CLOSED on the following holidays:

September 2, 2019 (Monday)	Labor Day
October 14, 2019 (Monday)	Indigenous Peoples Day
November 11, 2019 (observed Monday)	Veteran's Day (Observed)
November 28-29, 2019 (Thursday-Friday)	Thanksgiving Day
December 25, 2019 to January 1, 2020 (Wednesday to Wednesday)	Holiday Break
January 20, 2020 (Monday)	Martin Luther King Jr. Day
February 17, 2020 (Monday)	President's Day
March 31, 2020 (Observed Monday)	Cesar Chavez Day
April 12, 2020 (Sunday)	Easter
May 25, 2020 (Monday)	Memorial Day
July 4, 2020 (Observed Friday July 3, 2020)	Independence Day

**Office Hours**

Our office hours are from 8:30 AM to 5:30 PM, Monday through Friday. CIAM offices are closed on Federal Holidays as shown above.

**Religious Holidays**

CIAM accommodates students and faculty with religious affiliations who wish to celebrate their religious holidays provided proper arrangements are made in advance. Faculty must arrange a substitute professor for the day of the holiday required. Students also are excused from class on a holiday requiring their absence, but are required to make special arrangements in advance of the class to make up the coursework with their professor. At least two (2) weeks advance notice to the professor is required to avoid being penalized for an absence.

### **STATEMENT OF LEGAL CONTROL**

CIAM is a private non-profit institution incorporated under the laws of the State of California. The corporation operates a main campus in Alhambra, CA and operates under guidelines and policies established by its Board of Trustees: Minglo Shao (Chairman), Yeh Wah Chong, Frances Hesselbein, Dr. Edwin Hullander, General Leonard Kwiatkowski, C. William Pollard, Dr. Francisco Suarez, Rick Wartzman, Dr. Danny Yu, Jennie Ta, Dr. Eric McLaughlin and Kien Tiet. The on-site Director is the campus Chief Executive Officer: Jennie Ta. The institution's corporate officers (Jennie Ta, Dr. Eric McLaughlin and Kien Tiet) execute legal documents and perform functions as required of corporate officers by law.

### **APPROVAL DISCLOSURE STATEMENT**

CIAM, a private nonprofit institution has been granted institutional approval to operate by the State of California Bureau for Private Postsecondary Education pursuant to California Education Code Section 94915. The Bureau's approval means the institution and its operation are in compliance with the standards established under law for occupational instruction by private postsecondary education institutions and does not imply any endorsement or recommendation by the State of California or by the Bureau. Institutional approval must be re-approved every three years and is subject to continuing review.

*CIAM is committed to continuously improving our program and services. Therefore, CIAM will avoid introducing changes in graduation requirements, scheduling, or policies inconsistent with our mission, values and educational objectives. Any students for whom program changes impose hardship should consult with the Dean's Office to explore ways to mitigate problems and accommodate concern.*

### **FACILITIES**

All courses at the California Institute of Advanced Management will be taught at the following:

**1000 S. Fremont Ave  
Building A10, 4<sup>th</sup> Floor, Suite 10402  
Alhambra, CA 91803**

CIAM, located on the 4th Floor, offers a professional, welcoming, and contemporary learning environment. The facility is ADA compliant. Our well-equipped classroom features a projector and projection screen, computer and speakers, camera and microphone, bulletin and dry erase boards, as well as comfortable, adjustable chairs and table seating to accommodate the small classes that are a hallmark of CIAM. The classroom conveniently adjoins our Administration Offices. There is a desktop computer,

complete with all the necessary programs for research, reserved for student use located in the conference room. In the reception area, there are magazines for student reference and enrichment. There is a small on-site Presidential Library which includes Peter F. Drucker books for reference use only. A Librarian will be available to students for assistance with any library issues (please refer to the Library Resources section of this catalog). The Dean's office will also be available to assist. Students also have access to a kitchen in the office and break areas on the 1<sup>st</sup> floor, indoor and outdoor dining areas, and an outdoor courtyard. Many nearby restaurants and coffee shops are just a few minutes' walk from the campus. Classroom assignments are subject to change every term and no other specialized equipment or materials are required for instruction.

### **LOCATION & PARKING**

CIAM is conveniently located in the heart of the San Gabriel Valley, adjacent to the San Bernardino Freeway (Exit Fremont Ave.). The campus is served by public transportation, including Metrolink & bus. Free parking is available on site during class hours on weekends, with validation during office hours and class hours on weeknights,, and public transportation serves our area via Metro buses.

### **Online Classroom Access**

To enable maximum student accessibility, the online classroom, known as Canvas, is typically available 24 hours a day, seven (7) days a week, including holidays. Down time for maintenance and software updates is kept to a minimum. Due to the accessibility of online systems, faculty members are generally available to students continuously through email, chat, and discussion board postings.

### **ADMISSION POLICIES**

Students will be admitted to the institution without regard to race, creed, color, ethnicity, religion, background, native origin, physical disability, or sexual orientation. Any students or prospective students who feel they have been a victim of discrimination should immediately report it to the Dean. The Dean will conduct an investigation and will carry out any disciplinary action deemed appropriate. In addition, CIAM maintains and follows a strict policy prohibiting sexual harassment, in any form, including verbal, nonverbal, physical, visual conduct and/or reprisal.

Orientation is given to new students before the start of the first class where important school policies and procedures will be discussed. Students will sign an acknowledgment for their file indicating that they have received all pertinent information, including specific directions for accessing the most current CIAM school catalog online at [www.CIAM.edu](http://www.CIAM.edu). An electronic copy (pdf) of the school catalog will also be

emailed to the student prior to enrollment. Printed catalogs are available upon request.

Transcripts received by CIAM become the property of CIAM and will not be released or returned to the applicant or forwarded to any other institution.

### **Articulation Agreements**

CIAM has an articulation agreement with Mt. Sierra College. Under this agreement, qualified Mt. Sierra College graduates are eligible for admission to the MBA program at CIAM.

### **International Partnerships**

CIAM partners with recruiting agents to assist in providing accurate information to prospective international students. The agents are contracted to ensure adherence to the strict regulations for communicating true and accurate information to prospective students. Agents are monitored by CIAM staff to ensure compliance with all CIAM, State, and Federal requirements for college admissions.

### **Transferring Credits**

Students wishing to transfer credits to CIAM from another institution must request that an official transcript from the issuing institution(s) be provided directly to CIAM for evaluation.

### **Transferring Credits Policy**

At the minimum, transfer of credit from one institution to another involves at least three (3) considerations:

- (1) the educational quality of the learning experience which the student transfers;
- (2) the comparability of the nature, content, and level of the learning experience to that offered by the receiving institution; and
- (3) the appropriateness and applicability of the learning experience to the programs offered by the receiving institution,

Course credit is granted for graduate courses satisfactorily completed with a grade of "B" or better at accredited institutions when such courses are no older than seven (7) years and cover the same material or equivalent material as one or more courses in the CIAM program. A maximum of two (2) courses, six (6) semester units or equivalent may be transferred.

CIAM will charge a \$25.00 flat, non-refundable fee for transfer credits. Be aware that transcript evaluation may take several weeks or more after receiving official transcript(s) and completed request form. Transfer credit is not counted

towards a student's Cumulative Grade Point Average (CGPA), but is counted towards the "Pace of Progression" and the maximum time frame allowed for completion of the program. Please see "Satisfactory Academic Progress" for more information.

If the student is dissatisfied with the number of transfer credits awarded, he/she can appeal to the Academic Council. The Academic Council will respond to the student within 10 working days. The request/complaint must be made within two (2) weeks of the student receiving approval of the transfer credit. CIAM does not award any credit for prior experiential learning, challenge examinations or achievement tests.

### **Transfer Credit Evaluation**

As soon as the prospective student has completed the application requirements and submit a Transfer Credit Request Form, the information is sent to the Dean for transfer credit evaluation. An unofficial transcript, which may be sent from the applicant to CIAM, is accepted to expedite the credit evaluation. An official transcript, which must be sent to CIAM directly from the institution or military branch where the credit was earned, must be submitted along with the application package. An assessment is generated listing all course work that is transferable. The assessment is used to generate the Individual Degree Plan (IDP).

### **Notice Concerning Transferability of Credits and Credentials Earned at Our Institution**

The transferability of credits you earn at CIAM is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the Master of Business Administration (MBA) in Executive Management and Entrepreneurship you earn is also at the complete discretion of the institution to which you may seek to transfer. If the Master of Business Administration (MBA) in Executive Management and Entrepreneurship that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending CIAM to determine if your Master of Business Administration (MBA) in Executive Management and Entrepreneurship will transfer.

### **English Proficiency**

The CIAM MBA program is taught in the English language. Therefore, it is imperative that the student have adequate language skills. CIAM assesses the English proficiency of students by requiring that they complete a timed

Admissions Essay. The essay is evaluated by an administrator trained in assessing student writing and experienced in applying academic standards and performance expectations. Students must be able to read and understand English at a level equivalent to that of a graduate of an American 4-year college.

### Technical Minimum Requirements for the MBA Program

The computer a student will utilize for the MBA program must meet the minimum requirements below. Note that the minimum computer and software requirements may evolve during a student's course of studies, in particular as third-party vendors discontinue support for older versions of the product.

#### Minimum Hardware and Operating System

1. Intel Core i3-3xxx or greater.
2. 4GB RAM or more & 20 GB of free hard drive space or more.
3. If running Windows, Windows 10 or greater.
4. If running OSX, OSC 10.10 or greater.
5. Webcam, sound card, microphone & speakers set up on your computer, or a smartphone or tablet that has video and sound recording capabilities.
6. USB Flash Drive: Minimum Storage of 8GB recommended

#### Software

1. Internet Browser: Google Chrome, Internet Explorer, or Firefox with Adobe Flash Player with most current update.
2. Microsoft Office 2010 or higher: Word, Excel, PowerPoint (or equivalent such as Mac iWork), rtf.
3. Current version of Adobe Reader
4. USB Flash Drive: Strongly recommended (1 GB+)
5. Video Media Player (such as Windows Media Player or QuickTime Player (or equivalent), which are available free of charge from the manufacturers.

#### Internet Connection

1. A reliable broadband Internet connection, either cable or DSL of at least 5Mbps download speed (constant) for adequate audio video quality.

2. An email address that will accept all emails, including attachments, from the domain name CIAM.edu.

Note: Students are presumed to receive the messages sent to designated CIAM.edu email addresses. It is the responsibility of the student to ensure that messages from CIAM are not blocked and that the mailbox is not too full to receive messages.

### ADMISSIONS

Individuals seeking to expand their career objectives through an enhanced understanding of and experience in the profession of management and entrepreneurship should apply. The CIAM MBA in Executive Management and Entrepreneurship prepares its graduates for employment positions determined to be within the field under the United States Department of Labor's Standard Occupational Classification codes. Please see Appendix A, visit Career Services or click [here](#) for the complete listing. Applications are accepted all year round and can be completed online or at our office located at:

#### CIAM

1000 S. Fremont Ave. Mailbox #45  
Building A10, 4<sup>th</sup> Floor, Suite 10402  
Alhambra, CA 91803

### Admissions Requirements

The following are admissions requirements for the MBA program at CIAM:

1. A Bachelor's degree in any field from an accredited institution with a 3.0 or higher GPA.  
*\* An accredited institution is one that is recognized by the United States Department of Education (USDE) or the Council for Higher Education Accreditation (CHEA).*
2. Minimum one year of work experience.
3. Successful completion of the CIAM Admissions Essay.

(Additional requirements may apply, please see below for details)

*Note: Candidates not meeting these eligibility requirements may petition the Dean to request a waiver with requirements one (1) and two (2) above. The Academic Council may be involved for evaluation and recommendation and if required. Waivers may be granted based on exceptional circumstances such as: having to work while attending school, exceptional accomplishments as a*

*student or post-graduate, hospitalization for exceptional periods, military service, etc. A selection committee reviews all information supporting admission criteria for all applicants. Meeting basic admissions criteria does not guarantee acceptance. Should a student be notified of denial by Admissions, the student is eligible to reapply after six months from their initial application.*

### **Before You Apply:**

Review – Class Schedule and School Catalog.

### **Submit Application Package:**

1. Complete the Online Application Form:
  - [Click here to start your application](#)
  - Current Resume.
  - Copy of Driver's License or Passport.
2. Pay application fee:
  - a. Contact the Cashier's Office [cashier@ciam.edu](mailto:cashier@ciam.edu) or 1(626)350-1500 for payment or
  - b. Submit payment within the online application form [here](#).
3. Submit Official Transcript(s)\*  
**California Institute of Advanced Management**  
1000 S. Fremont Ave. Mailbox #45  
Building A10, 4<sup>th</sup> Floor, Suite 10402  
Alhambra, CA 91803
4. If interested in transferring credits – contact the Office of Admissions at [admissions@ciam.edu](mailto:admissions@ciam.edu).

*Note: An incomplete admissions application package will not be processed and evaluated. Once your application package has been completed and requirements are met, the Office of Admissions will contact you about the next steps in the admissions process.*

### **Submitting Transcripts for Admissions**

When applying to CIAM, each applicant is required to submit official transcripts of their Bachelor's Degree or higher. Transcripts can be electronic or paper documents. Electronic Transcripts are official documents sent from your institution securely through the internet (i.e. via escrip-safe). To be considered "official", paper transcripts must remain sealed as they were by the issuing university. Transcripts from a US university, must be sent directly to CIAM from the issuing institution. The official transcript must include the complete official academic record (showing all course titles, dates, taken, and grades received) and the title of any diploma or degree awarded. Copies of the diploma or

degree only are not sufficient. Scanned, photo-copied, or faxed copies of transcripts are NOT considered official.

\*Transcripts: If you obtained your undergraduate degree outside of the United States, please refer to the "Foreign Transcripts" section under "Additional Admissions Information – International Students."

### **Next Steps in the Admissions Process**

Schedule with the Office of Admissions:

1. Admissions Interview
2. Admissions Essay.

### **CIAM Admissions Essay**

CIAM assesses the English proficiency of students by requiring that they complete a timed Admissions Essay. The essay is evaluated by a CIAM administrator trained in assessing student writing and experienced in applying academic standards and performance expectations.

In the event that the Admissions Essay needs to be taken online, an admissions representative will schedule a one (1) hour timeslot with the student. At the appointed time, the admissions representative will set up a video conference call with the prospective student to verify their identity and to go over the rules of the Assessment Writing Test. Once their identity has been verified and the student is ready, the test will be sent via email and the student will have one (1) hour to complete the test, sign it, and return it via email to the admissions representative in a timely manner.

### **Admissions Interview**

After you have submitted your Application Package and have completed the Admissions Essay, you will schedule an interview to meet with the Office of Admissions. This can be conducted on campus or online.

### **Students with Disabilities**

If you are interested in attending CIAM but are in need of reasonable accommodations, please schedule an appointment with the Dean. There will be discussion of the nature of the reported disability and its impact on learning and the process of receiving reasonable accommodations at CIAM, and the types of accommodations available.

Upon completion of the initial meeting, a formal request for the accommodation must be submitted in writing to the School. The initial meeting, formal request, and response from the School must take place prior to the pre-enrollment process. In order to be eligible for Title IV you must be able to academically benefit from the reasonable accommodations.

## **ENROLLMENT PROCESS AND REGISTRATION**

### **Enrollment Process**

Soon after the completed application package has been received by the Office of Admissions, if the prospective student has been accepted, he/she will receive an acceptance letter via email or mail. The Registrar will assist throughout the enrollment process. Essential documents, including transcripts for credit transfer, enrollment agreement, military service forms, and payment method, are collected by the admissions representative by email, fax, or regular mail.

### **Completing the Enrollment Process**

The applicant will be given the Annual Campus Safety and Security Report to review, and also be informed of the location of this file in the Student Services office. The enrollment forms are provided in the following order: Distance Learning Questionnaire; Drug and Alcohol for a Drug-Free Workplace; School Performance Fact Sheet; Student Enrollment Agreement; Individual Degree Plan; Video and Picture Consent Form (Optional). The Registrar guides the applicant through the enrollment process, including explaining how to read the data in the School Performance Fact Sheet, and answering questions on the items and policies stated in the Enrollment Agreement and all other forms. Once the individual degree plan is reviewed and all required documents are submitted, and registration steps are completed, the enrollment process is concluded and the applicant officially becomes a student. First time CIAM students will be scheduled for a required orientation onsite. The orientation gives students the opportunity to become comfortable with CIAM's online learning management system: Canvas, go over the registration process and register for courses, take student ID pictures, and answer any questions students may have.

The process of enrollment includes completing the following tasks:

1. Review the Annual Campus Safety and Security Report & School Catalog
2. **Sign** - The following forms:
  - a. Distance Learning Questionnaire
  - b. Drug and Alcohol for a Drug-Free Workplace
  - c. School Performance Fact Sheets
  - d. Student Enrollment Agreement.
  - e. Individual Degree Plan (included in the Enrollment Agreement).
  - f. Video and Picture Consent Form (optional).
3. **Welcome Letter** (mailed with student ID)
4. **Pay** - Tuition fees and other applicable fees.

5. **Attend** – Student orientation.

Please see "Important Deadlines" for Student Orientation Dates.

**Class Registration** – Course Registration for current students opens up 6 weeks before the start of the term at 12:00 AM on that Monday. Students login in to their Student Portal (Populi) and go to the registration tab. Open spots for courses are available on a first-come first-served basis (as space allows). Registration for incoming new students occurs at Orientation.

### **Priority Registration**

Priority Registration opens seven (7) days before the normal registration period. Priority registrations is only for students in their last two terms of the MBA program. This is to ensure their ability to register for the final courses they need to complete the program.

### **Tuition Payments**

Every student must make tuition payment arrangements to complete the registration process by the published dates under "Important Deadlines" Students may not be accepted for enrollment if they cannot prove credit worthiness.

The student must make financial arrangements in regards to FAFSA application, Scholarships and/or Cash payment plan prior to enrolling.

Please contact the Cashier's Office at (626) 350-1500 or [cashier@ciam.edu](mailto:cashier@ciam.edu) to complete payment terms.

### **Deferred Enrollment**

Applicants who are admitted to CIAM but decide not to register in the term for which they first apply may request deferral of their application for a later term within one (1) calendar year. In no case are application files retained for more than a year from the date of the initial application. Application after this period may be made only by completing a new application and providing all necessary documents, including the application fee. Admission is not guaranteed to previously admitted applicants who have an approved deferral. All deferral requests must be made in writing. Students who are denied admission must submit a new application and fee together with required documentation in order to be considered for admission in future terms.

### **INTERNATIONAL ADMISSIONS**

CIAM has received approval from the Student and Exchange Visitor Program (SEVP) to enroll nonimmigrant students in its MBA program. This allows CIAM to issue Form I-20, "Certificate of Eligibility for Nonimmigrant Student Status,"

and vouch for a student’s status. There are no additional fees associated with this service.

Nonimmigrant students must meet the same admissions requirements for the program as all other prospective students (see above). To be considered for admission, prospective students must be eligible to apply for a student visa (F-1) or must be resident in the United States in a temporary residency status that does not require a change of status in order to attend CIAM. Nonimmigrant students may only be enrolled on a full-time status and in the hybrid program. Once the student has enrolled, all changes in enrollment status, address, or program of study must be reported to the Registrar on an on-going basis and at the end of each term.

CIAM will not issue an I-20 until all requirements have been met. International students who are in the United States and already have a student visa will be processed as a transfer in the Student and Exchange Visitor Information System (SEVIS). Other individuals already in the United States under a temporary status, which requires a change of status, must file an I-539 (Application to Extend/Change Nonimmigrant Status) and pay any required fee to the appropriate agency prior to admission.

**Additional Admissions Requirements – International Students**

1. If your Bachelor’s degree (in any field) was not from an accredited institution in the U.S., the following supporting documents are required for a proof of completion of the equivalent to a U.S. Bachelor’s degree from a recognized/accredited institution overseas with a 3.0 or higher GPA (on a 4.0 scale):
  - a. A copy of all OFFICIAL academic transcripts in the original language from the issuing institution with official translations (by a certified translator overseas or in the U.S.)
  - b. A official document-by-document credential evaluation report on the submitted transcripts from an evaluation service in the U.S. that includes a GPA calculation (Please view CIAM’s Foreign Transcript Policy for instruction [here](#)).
2. Pass an English Language Test (TOEFL, IELTS, PTE Academic, ITEP, or other English Language Tests accepted by CIAM). **\*Your English score cannot be older than 2 years at the time that you submit it to CIAM.**

*For international students who wish to study in the U.S., the following additional items are required:*

3. Signed Affidavit of Financial Support Form.
4. A Bank Statement
5. Proof of insurance. (Please see below for Health Insurance Requirements).

English language tests and required scores:

Test Name	Minimum Test Score for full admission to CIAM	How to Submit Test Score
<a href="#">Test of English as a Foreign Language (TOEFL)*</a>	PBT: 550 IBT: 79 Revised TOEFL Paper-Delivered Test: R-23 W-23 & L-23	Official score sent directly from Test Center school code: <b>B200</b>
<a href="#">International English Language Test System (IELTS)*</a>	6.5	Official score sent directly from Test Center
<a href="#">Pearson Test of English Academic (PTE Academic)*</a>	58	Official score sent directly from Test Center
<a href="#">iTEP (International Test of English Proficiency)</a>	3.8	Official score sent directly from Test Center

**\*Click the test name to proceed to the website.**

*As of July 2017, the TOEFL PBT test was discontinued and replaced by the revised TOEFL Paper-delivered Test. Though the TOEFL PBT test is no longer offered, test scores remain valid for up to 2 years after your test date. The revised TOEFL Paper-delivered Test will use the TOEFL iBT section score scale of 0-30. Because there will be no Total score, your evaluation of the applicant’s English proficiency as indicated on the TOEFL test will be based on the 3 section scores (Reading, Listening and Writing).*

*If your test score cannot meet the English requirement for full admission, you may be granted a conditional admission to CIAM. Conditional admission application will be reviewed and granted on a case-by case basis. Please refer to the chart above for acceptable\* English Language Test Scores by CIAM, and find more information in Conditional Admission-International Student section. CIAM does not offer English language service or English as a Second Language instruction.*

**English Proficiency**

English Requirement: International graduate applicants, who graduated from an institution in a non-English speaking country, must demonstrate English-language proficiency by taking the Test of English as a Foreign Language (TOEFL), International English Language Test System (IELTS); Pearson Test of English Academic (PTE Academic) or other CIAM approved examinations (which first must be approved by CIAM) in addition to our standard admissions requirements described above. All instruction occurs in English. English language proficiency is documented by:

1. The admissions review of English proficiency test scores and CIAM Writing Assessment.
2. Receipt of prior education documentation as stated in the admission policy.

**English Requirement:**

International applicant can also meet CIAM’s English requirement by meeting one or more conditions below:

- Attended a U.S. educational institution for 1 year or more and earned a Degree with a 2.0 GPA or higher.
- Attended an institution in a country where the native language is English for 1 years or more and earned a Degree with a 2.0 GPA or higher.
- Attended an institution for a year or more and earned a degree with a 2.0 GPA or higher where the official language of the institution was English for ALL coursework.
- Attended and successfully completed a CIAM approved Intensive English program in the U.S. Please contact Office of Admissions for an approved list of English programs.
- Have taken a different English proficiency exam and achieved an equivalent score meets CIAM’s requirement. Please send your valid English score to Office of Admissions.

**If none of above applies to you, you must complete the “English Requirement Form” request for an English exam waiver.**

Submit all supporting documents for the English waiver request (i.e. a degree official transcript, a professional certificate in the U.S., or a proof of completion in the CIAM approved English program, proof of working experience in an English environment **or a letter** to explain why your English score requirement should be waived etc.)

All international applicants must complete online MBA application and pass the admissions interview and writing test (Admissions essay). The Office of Admissions will not approve or deny the English exam waiver request until all necessary documents have been received. You will be notified by the Office of Admissions on the result of your request.

Your English Proficiency Exam may be also waived, if you are a citizen of the following countries: click [here](#).

**Foreign Transcripts and Its Evaluation**

All students who have obtained their undergraduate degree outside of the United States must have their official degree transcripts evaluated by a 3<sup>rd</sup> party evaluation service to show what type of degree the student has and the grade equivalence (GPA) in the U.S. format. The official document-by-document credential evaluation with the GPA calculation must be sent directly to CIAM by the evaluating party via email or mail. A copy of the original transcripts must be submitted to CIAM in addition to the evaluation report. Please refer to <http://naces.org/members.htm> to select an evaluation service. The approved evaluation services listed at [www.naces.org](http://www.naces.org) are not related to CIAM and any fees for the evaluation service will be the responsibility of the student.

If a student wishes to transfer courses from a foreign university, then a course-by course evaluation (GPA calculation included) will be required. See Transferring Credits for more information. Please click [here](#) for the foreign degree evaluation instruction.

If your transcripts are issued in a language that is NOT English, you will be required to have your transcripts translated.

**International Students with a U.S. Bachelor’s Degree or higher**

If you received a Bachelor’s degree from an accredited university in the United States, then you are not required to submit a Foreign Degree Evaluation. The official transcript from the U.S. institution is required and it can be sent directly from the issuing institution in the U.S. via email or mail. The official transcript can also be presented by the applicant in person, or mailed it to CIAM in a sealed envelope.

If you have a Bachelor’s Degree from overseas, but a Master’s degree (or higher degree) from the U.S., the Foreign Degree Evaluation is not required. The official U.S. transcript is required for the application. The transcript can be sent directly from the issuing institution in the U.S. via email or mail. The official transcript can also be presented

by the applicant in person, or mailed it to CiAM in a sealed envelope. A scanned copy of the undergraduate transcripts issued by the international institution are also required

### ***Affidavit of Financial Support Form***

International applicants must submit an Affidavit of Financial Support form (click [here](#)) to show proof of funding, which must meet a minimum indicated on the form. By signing the Affidavit of Financial Support form, the student certifies that the sufficient financial resources will be available to cover all expenses for the duration of his/her MBA study at CIAM, as well as obtain and maintain adequate health insurance coverage throughout enrollment at CIAM. A student who will be accompanied by a spouse and/or children must submit additional support of \$4,000 for spouse and \$3,000 for each child. If the certificates are issued in a language other than English, the student must attach a certified English translation. Bank statements and financial affidavits must be dated within 6 months of the intended start date or date of extension request. We strongly recommend that International applicants submit an Affidavit of Financial Support Form once the acceptance letter is received because the enrollment and registration process cannot be completed without a signed form. Please submit bank statements of an account(s) that does not have restrictions on your ability to withdraw money to pay for tuition and living expenses in the U.S. If the account is in another person's name, the student must provide a relationship document (e.g. birth certificate, household registrar, etc.). We do not consider investment or retirement accounts.

### ***Health Insurance Requirements***

As an international student, you are required to have health insurance while attending CIAM. Health and accident insurance does not cover all medical expenses. In general, it covers the higher costs that result from accidents and serious illness. You may purchase the health insurance either in your home country prior to your travel, or after you arrive in the U.S. Please consider your options carefully, contact the Office of Admissions if you have any questions.

If you choose to purchase International Student Insurance, the minimum coverage must provide:

- Medical benefits of at least \$100,000 per accident or illness per policy year
- Repatriation of remains in the amount of \$25,000
- Medical evacuation to your home country in the amount of \$50,000

CIAM has provided the following online resources to better assist you in your search for your insurance needs. These resources are provided for your consideration and are in no

way affiliated with the school. You may visit the website or call to speak to a representative.

- Compass Benefits Group:
  - [www.compassstudenthealthinsurance.com](http://www.compassstudenthealthinsurance.com)
  - or 1-800-767-0169
- Tokio Marine HCC
  - [www.hccmis.com/index.php](http://www.hccmis.com/index.php)
  - Or 1-800-605-2282
- HTH Worldwide
  - [www.hthstudents.com](http://www.hthstudents.com)
  - Or 1-888-243-2358
- ISO Insurance
  - [www.isoa.org](http://www.isoa.org)
  - Or 1-800-244-1180
- International Student Insurance
  - [www.internationalstudentinsurance.com](http://www.internationalstudentinsurance.com)
  - Or 1-877-758-4391

If you have been employed and will be employed during your study at CIAM on CPT, please provide the proof of the health insurance sponsored by your employer confirming that you have at least the equivalent minimum coverage as stated above.

### ***Conditional Admission-International Student***

International Student Conditional Admission is offered to international students who are academically qualified and wish to study in the U.S., but cannot meet the English requirement for acceptance. Report writing skills and presentation skills are essential for student performance in the CIAM MBA program. Students with conditional admissions must first attend an intensive English Language program in the US at the American English College (AEC), a CIAM approved Language school in Los Angeles. Once the student has completed their English language program, or shown satisfactory English language scores, the students may then transfer to full-acceptance and begin CIAM's MBA program.

The Applicant is responsible for additional supporting documentation and fees required by AEC. At any point in the AEC program, if the student feels that she/he has reached a sufficient grasp of the English Language and wishes to be fully admitted at CIAM, the student should speak with his/her AEC advisor to request to "Opt-Out" of the AEC program early by taking the TOFEL, IELTS, Pearson Academic, or ITEP and achieving the minimum score required by CIAM. The students can request more information about ITEP and "Opting-Out" from their AEC advisor.

*Note: An International student on conditional acceptance will be issued an initial form I-20 from AEC and a conditional*

acceptance letter from CIAM. A Conditionally accepted student is able to transfer his or her I-20 from AEC to CIAM upon the successful completion of the English Language program(s) at AEC, or when they meet the minimum score requirement by CIAM.

In order to receive a conditional acceptance letter from CIAM, students must submit necessary documentation for application to CIAM.

#### **Required Documentations for Conditional Admission to CIAM**

- CIAM [Online Application](#)
- Application Fee (\$50)
- Most Current Resume (Upload it to the [online application](#))
- Scanned Copy of the U.S. government issued photo ID or Biological page of your Passport (from your home country; upload it to the [online application](#))
- A scanned copy of the Bachelor's transcript from an accredited institution overseas

#### **Optional Docs (Required for a full admission to MBA program)**

- Document-by-document evaluation with **GPA** calculation
- Submit English test score to CIAM (If Applicable)
- A bank statement (\$29,868 for the 2-year MBA and \$41,118 for the Accelerated MBA)

For more detailed instructions on the above items, please review the INTERNATIONAL ADMISSIONS section above or our International Conditional Admissions Checklist by clicking [here](#).

#### **Apply for Conditional Admission to CIAM**

Please see the Admissions Requirement section and Additional Admissions Requirements – (International Students) section. Once the international applicant submits the required documentations for conditional admissions to CIAM listed above, a conditional acceptance letter will be issued from the Office of Admissions via email and mail. An Affidavit of Financial Support Form, along with a bank statement, will be required prior to the enrollment at CIAM.

Contact [admissions@ciam.edu](mailto:admissions@ciam.edu) with any questions.

#### **Apply for American English College (AEC)**

American English College (AEC) is a CIAM approved English language school in the U.S. where conditional admitted students by CIAM take intensive or semi-intensive English language program to improve their English skills before the MBA study at CIAM. Applicant is responsible for additional, required supporting documentation and fees required by AEC. For information of class schedule and tuition at AEC, please visit AEC's website, or click [here](#).

- Apply for AEC online by clicking [here](#).
- Pay application fees via credit card authorization [here](#).

#### **Form I-20 for International Students studying in the U.S**

Once the applicant successfully completes the application process for CIAM and AEC if applicable, an admissions package (with Form I-20) will be sent to the applicant.

It's the applicant's responsibility to ensure the mailing address are correct and I-20 shipping fee (\$80) is paid prior to the issuance of the I-20. CIAM uses a FedEx express service that will allow you to receive your acceptance letter and I-20 in 3-5 days. Applicants will also receive a tracking number to track the status of their I-20 and acceptance letter. Please make the payment of \$80 (non-refundable) online [here](#) and select "I-20 Shipping Fee" or contact the Cashier's Office at [cashier@ciam.edu](mailto:cashier@ciam.edu) or 1(626)350-1500 for payment.

#### **Obtain your student Visa**

Please arrange an appointment at a local U.S. Embassy to secure your F-1 student Visa, as soon as possible. Please update your status with the CIAM Office of Admissions and apply for an enrollment deferral for a later term, if you are refused a U.S. VISA for any reason. Please see Deferred Enrollment section.

#### **Enrollment process and Registration - International Student**

Please see Enrollment process and Registration section. Please note that you cannot complete the enrollment/registration process for CIAM until you have arrived in the United States or you have made special arrangements with CIAM. International students under conditional admissions will be enrolled in AEC upon arrival.

A student who is conditionally admitted will receive a checklist of required items from AEC, separately. Please contact AEC for more information of enrollment in AEC's Intensive English Program.

#### **American English College (AEC)**

info@aec.edu  
+1(626)457-2800

111 N Atlantic Blvd. Suite 112, Monterey Park, CA 91745

#### **ADMINISTRATIVE POLICIES**

##### **MBA Degree:**

CIAM offers the following degree:

Master of Business Administration (MBA) in Executive

## Management and Entrepreneurship

### Policies and Procedures

Policies and procedures may be amended at any time in accordance with State and Federal regulations. Revisions reflected in Addenda.

### Changes in Tuition and Fees

Prices are subject to change at any time. Students are responsible for all Tuition and Fee payments based upon the Enrollment Agreement at time of enrollment.

### Program Changes

Program schedules are subject to change. CIAM reserves the right to modify course content and the overall structure of the curriculum, which will be compliant with State and Federal regulations.

### FERPA

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) protects the privacy of student education records. It gives the student the right to: access education records kept by the school; consent to disclosure of student education records; amend inaccurate education records; file complaints against the school for disclosing education records in violation of FERPA. FERPA rights apply to every CIAM student who is or has been in attendance at CIAM, regardless of the student's age. An education record may include personal information, enrollment records, grades, and schedules, etc. Student records will be maintained at the school site for five years from the last date of attendance. Transcripts are maintained permanently. The Registrar's Office is responsible for student record information. Under FERPA, CIAM provides access to student records to school officials who have legitimate educational interest with responsibilities in the campus' academic, administrative, or service functions and have reason for using student records associated with their campus or other related academic responsibilities. "School official" may include parties such as: instructors, administrators, attorneys, trustees; or other party to whom the school has outsourced institutional services or functions.

Students who wish to review and inspect their education records must submit a written request to the Registrar's Office. Arrangements will be made within 45 days following its receipt of a request. Written consent is required before education records may be disclosed to third parties, with the exception of accrediting bodies and government agencies so authorized by law. Copying and postage fees may apply.

Students have the right to request that any inaccurate or misleading information in education records be amended.

CIAM is not required to amend education records in accordance with the student's request under FERPA, but will consider the request, and will inform the student of his or her right to a hearing on the matter if CIAM decides not to amend a record in accordance with the student's request.

According to FERPA, CIAM may disclose, without consent, "directory" information. According to FERPA General Guidance for students (click [here](#)) and Family Educational Rights and Privacy Act Regulations (click [here](#)) "Directory information" is defined as information contained in the education records of a student that would not generally be considered harmful or an invasion of privacy if disclosed. Directory information could include information such as the student's name, address, e-mail address, telephone listing, photograph, date and place of birth, major field of study, participation in officially recognized activities and sports, weight and height of members of athletic teams, dates of attendance, degrees and awards received, the most recent previous educational agency or institution attended, grade level or year (such as freshman or junior), and enrollment status (undergraduate or graduate; full-time or part-time). The directory information is subject to release by the campus at any time unless the Registrar's Office has received prior written objection from the student specifying information that the student requests not be released. CIAM continuously notifies students of the rights in the school catalog.

FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):

- School officials with legitimate educational interest;
- Other schools to which a student is transferring;
- Specified officials for audit or evaluation purposes;
- Appropriate parties in connection with financial aid to a student;
- Organizations conducting certain studies for or on behalf of the school;
- Accrediting organizations;
- To comply with a judicial order or lawfully issued subpoena;
- Appropriate officials in cases of health and safety emergencies; and
- State and local authorities, within a juvenile justice system, pursuant to specific State law.

Non-directory information must not be released to anyone, including parents of the "eligible student" (a student who reaches 18 years of age or attends a postsecondary institution), without the prior written consent of the student. Non-directory information may include: Social security

numbers; Student identification number; Race, ethnicity, and/or nationality; Gender.

The Department of Education has established an office and review board to investigate complaints and adjudicate violations.

The designated office is:

The Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Ave Washington, D.C. 20202-8520.  
Phone: 1-800-USA-LEARN (1-800-872-5327)

An eligible student may obtain a complaint form by calling (202) 260-3887.

Upon conferral of the degree, students are provided with a copy of their official transcript and diploma at no cost.

Students and alumni requesting additional copies of their transcript must do so online in their Populi account or in writing to the Registrar's Office and pay a \$10 fee for each transcript and/or \$50.00 for each diploma. Priority/Express shipping will be available at an additional cost. No official transcript(s) may be released if records are on hold for financial reasons or missing documentation.

Written consent is required before educational records may be disclosed to third parties, with the exception of accrediting bodies and government agencies so authorized by law. CIAM transcripts will show all of the following:

1. The courses that were completed, or were attempted but not completed; and the dates of completion or withdrawal.
2. The final grades for each corresponding course.
3. Credit for courses earned at other institutions.
4. Credit based on any examination of academic ability or educational achievement used for admission or college placement purposes.
5. Degrees and diplomas awarded.
6. The name, address, email address, and telephone number of the institution.

### **Records Retention Policy**

CIAM maintains records of names, addresses, email addresses, and telephone numbers of each student who is enrolled in an education program.

For each student granted a degree, CIAM maintains a permanent record of all of the following:

1. The degree granted and the date on which that degree was granted.
2. The courses and units on which the degree was based.
3. The grades earned by the student in each of those courses.

CIAM complies with federal and state requirements regarding the retention of student records, which stipulate that student records are maintained for not less than five (5) years, at its principal place of business in California. CIAM maintains transcripts indefinitely. Restricted access of authorized school officials for student records/files kept electronically and in locked fireproof cabinets.

### **Changes in Student File**

It is the responsibility of each student, staff, or faculty member to file any changes to their current name, address, email address, and telephone number with the Registrar's Office within five (5) days of such changes.

### **Student Identity Verification Policy**

CIAM has a process in place to ensure that the student registering for a course is the same student who participates in the course or receives course credit, primarily through the use of a secure login and pass code. The policy applies to all CIAM credit-bearing courses that have a distance education component.

### **Secure Login and Pass Codes**

CIAM assigns each student a unique username and password for the Learning Management System as well as a University email. In addition, all students registering for a course at CIAM are assigned unique student identification numbers. Students are assigned a password when their account is first established and they are required to change their password when they initially activate their account. It is advised that passwords must be suitably complex. CIAM's Student Services is the office responsible for issuing secure usernames and password.

All students are responsible for maintaining the security of usernames, passwords, and other access credentials as required. An account is assigned to an individual for the exclusive use by that individual. Attempting to discover another user's password or attempts to gain unauthorized access to another person's files or mail is prohibited. It is against University policy for a user to give someone his or her password or allow others to use his or her account. Users are responsible for any and all users of their account.

### **Additional Verifications**

Faculty teaching courses through distance education methods have a role in identity verification insofar as they can be alerted to changes in student behavior. Sudden shifts

in academic performance, changes in writing style or language used in discussion groups, or email may indicate academic integrity issues. It is recommended that faculty routinely use a variety of assessment instruments. Faculty should regularly ask students to share, in appropriate ways, important ideas learned from texts and references and require projects and paper assignments to be submitted in steps.

***Responsibility for Policy Implementation***

The Academics Office and Student Services are jointly responsible for ensuring compliance with this policy and to ensure that the Dean, department heads, and respective staff are informed of any changes in the policy in a timely fashion.

Student Identity will be verified by the following:

- a. Student ID (either by the copy provided to Admissions or a school issued ID)
- b. A unique Populi and email login (username and password)
- c. The student’s consistency in the writing of assignments and threaded discussions
- d. The student’s presentations either in class or online
- e. The student’s unique CIAM email address and password

**Student Grievance Policy Statement**

Students should be free of unfair and improper action by any member of the CIAM community. A grievance may be initiated by a student when they believe that they have been subject to unjust action or denied their rights as stipulated in published school policies and State or Federal laws. Such action may be instituted by a student against a faculty or staff member and may seek redress through the Student Grievance Procedures as identified below.

**Student Grievance Procedures**

***Academic Grievance***

In most situations communication between the student and the faculty member can resolve an academic issue. It is important to address concerns either during the course or immediately after the conclusion of the course. If the issue is not resolved to the satisfaction of the student in this stage of the process, then the student should initiate the formal grievance process using the “Grievance Resolution Form” available on Canvas or from the Office of the Registrar to express his/her concern. There are four levels of this process: the instructor, the Dean, the Chief Academic Officer, and finally the CIAM Academic Council. If the instructor cannot resolve the problem, the matter should be referred to the Dean. The Dean has five (5) working days to resolve the issue. If one is needed, the Dean shall call a meeting or meetings with the parties involved. The instructor and the

student will be afforded the opportunity to present evidence prior to his/her deliberations regarding the incident or complaint and the Dean shall distribute the findings/decisions to the instructor and the student within five (5) working days after the meeting. If the issue is not resolved at the level of the Dean, the Chief Academic Officer will review the case and attempt to resolve the issue. If needed, the CIAM Academic Council shall be the final institutional step in arbitrating the grievance and will resolve the issue forwarding their recommendations to the CAO for implement of any remediation. Complaints should be resolved within the thirty (30) days of the initial date on the Grievance Resolution Form. A student or any member of the public is not required to use CIAM’s internal process first.

***Non-Academic Grievance***

All complaints are viewed with the utmost seriousness and are treated in confidence, including those associated with bullying, racial and religious vilification, sexual harassment and unlawful discrimination allegations made by students. The Director of Campus Success or Title IX has five (5) working days to resolve the issue (except in the case of Sexual Harassment, please refer to the Sexual Violence and Sexual Harassment Policy, for which the office has 60 days to investigate the matter).

Complaints may be formal or informal. The difference between the two is that an informal complaint is unwritten and often unofficial, whereas a formal complaint is documented and therefore official.

*Administered Three Stage Process*

- First Stage of the Process: The complainant may initially raise an informal complaint (unwritten) with the Student Success Coordinator. Following receipt of the informal complaint, the issue will be reviewed by the Department Head within three (3) business days and a response will be provided to the complainant within five (5) business days. Depending on the nature of the complaint, the Department Head may choose to meet with other Directors to gain further information and resolution of the complaint raised. Student Success Coordinator will raise the complaint directly with the Director of Campus Success if the complaint is perceived to be of an extreme, threatening or criminal nature.
- Second Stage of the Process: Should the complainant not be satisfied with the outcome, they may submit a formal complaint in writing. The complainant may choose to go directly to the formal second stage if they prefer. The formal

written complaint must be received by the Director of the Student Success Coordinator within 10 business days of the complainant receiving feedback. The formal complaint will be reviewed and addressed within three (3) business days and a response will be provided to the complainant within five (5) business days.

- Third Stage of the Process: If not satisfied with the decision of the Student Success Coordinator, the complainant may submit the complaint in writing to the Director of Campus Success within 10 business days of receipt of the formal complaint decision. The complaint will be addressed within 15 business days of receipt of the complaint, and a response will be given within 30 business days. Complaints should be resolved within 30 days of the initial date on the Grievance Resolution Form. A student or any member of the public is not required to use CIAM's internal process first.

### ***Filing a Grievance***

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education (BPPE) by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet website at <http://www.bppe.ca.gov/>. Grievances can also be filed with the following: Distance Education Accrediting Commission (DEAC) by completing the online [DEAC Complaint Form](#). Further grievance information for DEAC can be found at <https://www.deac.org/Student-Center/Complaint-Process.aspx>; The WSCUC Complaint Process is available at: <https://www.wscuc.org/comments> <https://www.wscuc.org/content/complaint-form>

### **Student Email**

We require each student to use their assigned "ciam.edu" email address as this is CIAM's main form of communication with the student. All students will be assigned their own unique email through the school that will be active throughout the duration of the program as well as after the completion of the program.

## **ACADEMIC POLICIES**

### **Academic Freedom**

CIAM is dedicated to maintaining a climate of academic freedom encouraging the sharing and cultivation of a wide variety of viewpoints. Academic freedom expresses our belief in inquiry, informed debate, and the search for truth; academic freedom is necessary in order to provide students with a variety of ideas, to encourage them to engage in critical thinking, and to help them understand conflicting opinions.

Academic freedom encompasses the freedom to study, teach, and express ideas, including unpopular or controversial ones, without censorship or political restraint. Academic freedom, rather than being a license to do or say whatever one wishes, requires professional competence, open inquiry and rigorous attention to the pursuit of truth.

CIAM's faculty have the right to express their informed opinions which relate, directly or indirectly, to their professional activities, whether these opinions are expressed in the classroom, elsewhere on campus or at college-related functions. In a search for truth and in a context of reasoned academic debate, students also have the right to express their opinions and to question those presented by others.

Employment by CIAM does not in any way restrict or limit the First Amendment rights enjoyed by faculty and staff as members of their communities. Faculty members and staff are free to speak and write publicly on any issue, as long as they do not indicate, or imply, that they are speaking for the institution.

Protecting academic freedom is the responsibility of the academic community that includes administrators, faculty and students. Therefore, in a climate of openness and mutual respect, free from distortion and doctrinal obligation, CIAM protects and encourages the exchange of ideas, including unpopular ones, which are presented in a spirit of free and open dialogue and constructive debate.

### **Late Assignment Policy**

The purpose of the CIAM late assignment policy is to establish a fair, consistent, and transparent treatment of late submission of assessment tasks. Instructors may occasionally accept, without penalty, late assignments because of certain extenuating circumstances faced by students. In all cases, the student must inform the instructor of the extenuating circumstances before the due date of the assignment. If the student does not have extenuating circumstances the following penalties apply: Students who submit work up to one week late will receive a penalty of 10 percent applied to the grade achieved on the late assignment. Students who submit on the second week after the due date will receive a 20 percent deduction. Students who submit assignments more than two weeks late will receive a grade of zero. Consistent lateness in completing assignments by any student will be brought to the attention of the Dean by the instructor. The student at risk will be counseled by the Dean or the Dean's designee.

### **Plagiarism**

Plagiarism and cheating are not accepted under any circumstances. Academic dishonesty includes such things as

cheating, inventing false information or citations, plagiarism and helping someone else commit an act of academic dishonesty. It usually involves an attempt by a student to show possession of a level of knowledge or skill that he/she does not possess. CIAM encourages the use of APA citations. The instructor may assign a lower grade at the minimum or the student can be placed on probation.

**Attendance, Substantive Interaction and Participation**

CIAM emphasizes the need for all students to attend classes on a regular and consistent basis. Students are expected to maintain attendance in all courses as it is reflected in their grade and the quality of their collaboration and participation with their student teams.

The goal of this policy is to:

- Ensure student success through regular class attendance.
- Provide clear guidelines for administrative staff and faculty.
- Provide clear expectations for enrolled students.

A student can officially withdraw by notifying CIAM before reaching the end of the 4<sup>th</sup> week for the Accelerated MBA Program or the end of the 8<sup>th</sup> week of the MBA Program. The absence timeline does not include scheduled calendar days designated as official CIAM breaks. Please refer to the SAP Policy and Grading Policy for information regarding grades awarded for withdrawals.

**Attendance Policy**

In recognizing the correlation between attendance and academic achievement, as well as student retention, regular and punctual attendance is strongly encouraged for students enrolled at CIAM. The instructors are required to monitor attendance for each class meeting.

Attendance for on-ground courses for a given week is based on the student being physically present in the classroom for the on-ground portion and active with graded assignments for the online portion. For the online course and component of the hybrid course your classroom is Canvas. Faculty will take attendance for each lesson on ground via a roster that each student must sign. For online classes faculty will assess attendance by participation in graded assignments in the online classroom. Students must submit at least one (1) gradable activity by the time the assignment is due to be considered in full attendance.

Attendance in an online classroom for a given week is based on the student’s engagement in an academically graded activity that can be documented via each lesson. Attendance

in the CIAM online classroom is assessed by graded lesson assignment submissions such as:

- Threaded discussion postings and substantial peer replies.
- Submission of presentations.
- Submission of paper assignments, case/consulting activities and experiential exercises.

**Non-Attendance**

Not all Canvas activities are considered for attendance. The following are examples of activities that are not applicable for the purpose of documenting attendance in the online classroom.

- Student login on the course site.
- Student posting of bio in discussion forum.
- Student working on group projects with no submissions of graded materials.
- Student messaging on Canvas.
- Student initiating contact with a faculty member to ask a course-related question via email or chat room.
- Student posting a non-substantive threaded discussion peer reply, such as, “Great comment.”

Students enrolled in the MBA Program that are absent for 28 consecutive calendar days and students in the Accelerated MBA Program that are absent for 14 consecutive calendar days will be considered administratively withdrawn (Unofficial Withdrawal). The student will receive a grade of “W”.

**Tardiness**

All students are expected to arrive to on-ground classes on time. Late attendance is disruptive to both the instructor and other students. Three (3) instances of tardiness per course, whether arriving late, leaving early, or a combination of both will be counted as one (1) unexcused absence. The conversion is made in the Registrar’s Office based on attendance records submitted by the instructor.

**Absence**

In cases of absence, it is the student’s responsibility to notify the course instructor prior to missing the class. In cases where advance notification is not feasible (e.g. accident or emergency) the student must provide notification to the faculty by the next class meeting after the absence.

Some absences can be determined as an “excused absence” and will permit the student to make up the missed coursework without penalty.

There are only five acceptable reasons for absence from a class that will be considered an “excused absence”.

1. Serious illness or serious medical emergencies on the part of the student or a dependent (official doctor’s communication is required).
2. Family emergency of an immediate family member (child, parent, spouse, sibling).
3. A legal issue
4. Military duty.
5. Authorized and approved events previously sanctioned by the school administration.

Please note: If any of the above 5 items are being claimed to constitute an excused absence, documentation is required.

To make up the excused absence coursework, the student must initiate communication with the instructor to determine the deadline and what will constitute the makeup of the coursework. The instructor must provide the student an opportunity to make up the coursework that contributes to the final grade or provide a reasonable alternative by an agreed upon date by the student and the instructor. The final decision on the content and deadline of the makeup must be communicated to the student in writing by the instructor via your CiAM Canvas inbox. If the student does not follow the makeup plan (e.g. no show at the prearranged time or missed the deadline for makeup work), the student forfeits their rights for further make up of that work. Timely communication between the student and instructor is important.

Students with more than three (3) unexcused absences in a course per semester will result in a failing grade for the course. F-1 visa students must continue attending classes to maintain their visa status even if they have missed more than 4 or more non-consecutive classes and they will receive a failing grade.

**Procedure**

Attendance for on-ground students for a given week is based on the student being present in the classroom. Attendance in an online classroom for a given week is based on the student’s engagement in an academically related activity that can be documented. Attendance in the CiAM online classroom is collected in weekly cycles. For administrative purposes, attendance is recorded on Monday each week, regardless of the day of the week on which the semester starts.

The last day of attendance of an online class is defined as the last day in which the student was engaged in an academically related activity that can be documented.

Registrar’s office and student services will collect and track on-ground and online attendance. The Registrar’s Office or Student Services will notify a student and his/her academic advisor when he/she misses the third class (excused and/or unexcused). The notification is sent to the student via campus email. However, students are responsible for monitoring their own attendance records on the student portal (Canvas). Failure to receive the notification does not negate their attendance status.

**Leave of Absence Policy**

If it becomes necessary for a student to stop attending classes, the student must request and be approved for a Leave of Absence (LOA), or the student will be considered Withdrawn. Leaves of Absence must be pre-approved unless an unforeseen circumstance prevents the student from doing so. If the student’s LOA is not approved, the student will be treated as a Withdrawal for financial aid purposes.

An LOA request will be considered for approval only if:

- the student has completed a minimum of one (1) course;
- the LOA is requested in writing and signed and dated;
- the LOA request includes the reason for the leave;
- there is a reasonable expectation that the student will return after the LOA;
- on a subsequent LOA request, the cumulative number of days on leave does not exceed 180 days per 12-month period; and
- prior arrangements have been made for the student to be able to continue his or her academic coursework upon return from the LOA.

The student must notify the University if he or she intends to return from the LOA early.

A student with extenuating circumstances may be granted a subsequent Leave(s) of Absence not to exceed 180 days of leave within a 12-month period. Supporting documentation must be provided for a subsequent LOA request(s). The number of days of a LOA is counted beginning with the first day of the student’s initial LOA. If the student is unable to provide a written LOA request for pre-approval due to unexpected, extenuating circumstances, such as a car accident, the University will accept a verbal LOA request. The student must subsequently provide a written LOA request, along with supporting documentation within 14 days.

If the student is unable to provide the subsequent written LOA request within 14 days, the University will assume that there is not a reasonable expectation that the student will return from LOA and the student will be Withdrawn from the program.

The student will not be charged any fee or additional tuition as a result from taking an LOA. The student will not be eligible for additional financial aid as a result of taking an LOA. However, the student's financial aid package may change.

The student will be charged a fee to retake the course, when the student fails a course and subsequently requests an LOA.

Failure to return on the expected LOA return date will result in immediate Withdrawal from the University per the University's Withdrawal Policy. Withdrawal from the University places the student in his or her student loan grace period starting at the first day of the LOA. For example, if a student is on LOA for 60 days and does not return, the 2 months on LOA will be deducted from the student's 6 month grace period. The student's loan repayment will begin four (4) months after Withdrawal instead of six (6) months.

### **Military Duty**

Military students (including those in the Reserve or National Guard) may have required military activities which will cause the student to be absent from the course(s) for a short period of time. These absences qualify as "excused absences" which means that the absence, with proper arrangement, is not subject to penalty and coursework may be satisfied through agreement between the professor and the student. A copy of military orders would be presented to the instructor as soon as they are available. The copy of military order verifying the required military leave and length of time requested; will be forwarded to the Dean and Registrar's Office. Extensions beyond 30 days require a student to complete a Leave of Absence (LOA). It is the student's responsibility to keep CIAM's School Certifying Official (SCO) informed of their military and student status.

### **Student Term Updates**

The Department of Student Success provides students with updates at the beginning of every term via email. These updates cover a variety of topics that will be beneficial to student learning. Students should review these at the start of the term.

### **Learning Platform**

CIAM is using Canvas as its learning platform and is used for the online components of the program. Course content,

assignments and other information are accessed via Canvas. Students submit assignments on the platform and faculty is able to access the assignments instantaneously for grading. The course content is available to the students 24 hours a day. Coursework is completed at a location determined by the student. Canvas is relatively easy to use and all students will be trained on using this platform prior to the start of the first class. Each student is given individual access to Canvas with his/her unique login and password. The user has the ability to change the password after the first login. Students should not share login information. Students will have access to the Canvas platform throughout the duration of their program and will be deactivated one month after the completion of their last term. Assignments, Discussion Boards and other activities that are graded should be submitted by each student individually. If there is any compromise of a student's login information, or if there are any technical issues, he or she should immediately contact Claudia at [claudia.sarabia@ciam.edu](mailto:claudia.sarabia@ciam.edu), Canvas Help, or Canvas Student Support at (833) 444 2089 Some features on Canvas include: Assignment submission, Discussion forum, File upload and download, Grading, messages, online calendar, online news and announcement and etc.

### **Additional Academic Policies for International Students Enrollment Requirements**

International students studying in the United States with an F-1 visa are required to take two classes per term and one of the two must be in the hybrid mode. Students seeking to take courses online from the other CIAM formats must request permission via email to [dean@ciam.edu](mailto:dean@ciam.edu) and receive authorization from the Dean prior to registration.

### **CPT Policy (For International Students on an F-1 Visa)**

CIAM authorizes Curricular Practical Training (CPT) for international students enrolled in the Experiential Internship Course (INT 599). CPT employment is defined as "alternative work/study, internship, cooperative education, or any other type of required internship or practicum that is offered by sponsoring employers through cooperative agreements with the school." To qualify, the work experience must be related to the student's degree. Students can take a maximum of one INT 599 course per term. This course is a zero unit course and does not count towards the Full-Time Student requirement. CPT authorizations are not automatically renewed each term and students must apply or re-apply every term.

To qualify for CPT:

- Be in valid F-1 immigration status

- Be registered for two classes (full-time) at CIAM with good academic standing
- Be enrolled in Experiential Internship course (INT 599)
- Secure a job offer related to the student's field of study.
- Obtain CPT authorization from CIAM BEFORE beginning employment; authorization cannot be back-dated.

If a student has 12 months or more of full-time CPT, the student becomes ineligible for OPT. Engaging in part-time CPT (less than 20 hours of work per week) does not affect eligibility for post-completion OPT.

*Additional Note: Students must continue to maintain attendance and a full course of study in F-1 status during the period of authorized CPT employment. If the student violates the attendance policy or drops below a 3.0 GPA, the student may be at risk of having his/her CPT cancelled.*

### **Experiential Internship Course (INT 599) & Requirements**

#### **Course Description: Experiential Internship Course (INT 599)**

The Experiential Internship Course at CIAM incorporates experiential learning into CIAM's MBA. The course involves bringing the work environment into the academic setting of the MBA program. As such, each student must register for and complete at least one term of internship during the MBA program. The internship or employment position must be relevant to the MBA Degree Program and can be paid or unpaid; Full-Time or Part-Time. International students will need CPT authorization to take this course.

#### **Important Course Details**

- A minimum of one course is needed to fulfill the graduation requirement. However, students are allowed to take the course for six (6) terms if desired.
- There is no tuition fee for this course.
- Courses are graded on a Pass/No Pass scale
- Students are required to submit at minimum a 2-3 page (Experiential Learning Essay) at the end of the term detailing how their MBA courses relate to their job or internship experience. Topic: What did you learn from your job/internship that can be applied to your MBA?
- Students must receive an 80/100 on the graded essay to pass the class.

#### **How to Apply for INT 599**

In order to apply, students must register for INT 599 during course registration (you will be placed on the wait-list for the class) and send the following documents to [registrar@ciam.edu](mailto:registrar@ciam.edu):

- The INT 599 Application Form
- An employment letter (including the correct start date, work location, job title/description, hours)

Once approved, the student will be moved into the enrolled list for the INT 599 course. Important information for international students can be found on the next page.

#### **Employment Letter:**

The Employment Offer Letter must be on original company letterhead that is signed by the student's supervisor. A sample employment letter can be found here: [https://ciam.edu/documents/CPT\\_SampleEmploymentLetter.pdf](https://ciam.edu/documents/CPT_SampleEmploymentLetter.pdf). It must include the following:

- Name and address of employer
- Job Title and detailed job description
- Specific employment start date and end date
- Full-time or Part-time and the number of hours per week
- Supervisor's name, title, and contact information

**\*Applications for CPT must be submitted at least one week before your projected start date.**

Once your application is reviewed, the DSO will notify you when your application has been approved or denied. Please allow up to 2 weeks to process the application and your new I-20. After the student's CPT is processed onto his/her I-20, the DSO will contact them via phone or email. At that time, the student can request that it be mailed or schedule a date and time to pick up his/her updated I-20.

#### **OPT Policy (For International Students on an F-1 Visa)**

International students in the U.S in valid F-1 immigration status are permitted to work off-campus in Optional Practical Training (OPT) status both during and after completion of their degree. According to the U.S. Citizenship and Immigration Service (USCIS), students may participate in OPT in two different ways:

- **Pre-completion OPT:** F-1 students may apply to participate in pre-completion OPT after they have been enrolled in school for one full academic year. Students authorized to participate in pre-completion OPT must

work part-time while school is in session. They may work full time when school is not in session.

- **Post-completion OPT:** F-1 Students may apply to participate in post-completion OPT after completing their studies. Students authorized for post-completion OPT may work part-time (at least 20 hours per week) or full-time.

Rules established by USCIS govern the implementation of OPT, and all OPT employment requires prior authorization from USCIS and from CIAM.

Students cannot begin employment until they receive their Employment Authorization Document (EAD card) from USCIS, **AND** have been enrolled for at least one year. However, students can start to submit their application for OPT up to 3 months ahead of time after only being enrolled for 9 months. Students also do not need to have a job offer to apply for OPT EAD card, and OPT employment can occur anywhere in the U.S. However, you may accumulate no more than 90 days of unemployment while on post completion OPT. Nonetheless, students are recommended to start early since USCIS takes up to 90 Days to process the application. Permission is based on maintaining lawful F-1 status.

You may be authorized for a maximum of 12 months, for each level of education you complete. OPT time used before the completion of a program is deducted from the available 12-month period of post-completion OPT. Part-time work during pre-completion OPT will be deducted at half the fulltime rate. For instance, if the student works part time for 6 months, only 3 months will be taken from post-OPT and he/she can work full-time for up to 9 months after graduation. Time will be counted by weeks granted, not by hours worked.

***Eligibility Requirement***

1. Employment must be “directly related” to the student’s major (MBA in Executive Management and Entrepreneurship)
2. Student must maintain lawful F-1 status
3. Student must apply for OPT before completion of all work towards the MBA degree
4. Students who have engaged 12 months or more of full-time Curricular Practical Training (CPT) are not eligible for OPT
5. OPT is permitted for up to 12 months full-time in total.

***Applying for OPT***

You can file an application for Post-completion OPT as early as 90 days in advance of your completion date and up to 60 days after your completion date. We recommend that you file early, as it can take up to 90 days for an application to be approved.

Your completion date is the last day of your last term at CIAM. Your completion date is located on your I-20. You may NOT continue to work on campus after your program completion date. Your OPT start date must fall within your 60-day grace period. It may be as early as the day after your program completion date or as late as 59 days after your program completion date. Since standard OPT is authorized for up to 12 months, your OPT end date would be exactly 12 months after your OPT start date.

**To apply for OPT:**

1. Download and complete the USCIS Form I-765 (Application for Employment Authorization). It is recommended that you type the form. If you choose to hand-write the form, make sure to use black ink and sign the form using black ink. Instructions for completing the form can be found by [CLICKING HERE](#). Once you complete the form, save it or scan it to a PDF file.
2. Scan the following documents to PDF files:
  - a. Your passport photo page
  - b. Your most recent F-1 visa
  - c. Your current I-94
  - d. Copies of your previous I-20s
3. Submit the OPT Request Form & your completed Form I-765 to your DSO, including your PDF documents listed above. Please email at [DSO@ciam.edu](mailto:DSO@ciam.edu) for the OPT Request Form.
4. Your application will then be reviewed by your DSO and the Registrar for certification of your program completion date. If your application is complete the DSO and the Registrar for certification of your program completion date. If your application is complete the DSO will issue you a new I-20 with a recommendation for OPT. If there are any concerns regarding your application, you will be notified via your CIAM email address. Application processing time may vary; it may take up to two (2) weeks for your application to be processed during peak times.
5. Sign and mail a copy of your new I-20 and the Form I-765 (Application for Employment Authorization), to USCIS. After you mail the application to USCIS, it can take up to 90 days to approve your application and send you the card. When mailing your application, please keep in mind that USCIS must receive your application no later than 30 days

after your OPT I-20 issue date. The OPT I-20 issue date is located next to your DSO's signature on the first page. The USCIS has different addresses for regular and express mails. This is because express mailing services like UPS and FedEx don't generally deliver to P.O. Boxes.

a. **Express Mail:**  
 USCIS  
 Attn: AOS  
 1820 E. Skyharbor Circle S  
 Suite 100  
 Phoenix, AZ 85034

b. **Regular Mail:**  
 USCIS Phoenix Lockbox  
 P.O. Box 21281  
 Phoenix, AZ 85036

6. While you are on OPT, please report any changes of your name, U.S. address or employment information to CIAM within ten business days.

Notice:

- Email ([dso@ciam.edu](mailto:dso@ciam.edu)) or bring in a copy of the OPT receipt notice and EAD Card to CIAM when available
- Once you submit the OPT application by mail to USCIS, it can take up to 90 days, sometimes longer to receive an answer. If approved, USCIS will send you an EAD card. You may not legally begin your employment until you receive this card and the beginning employment date listed on the card has been reached. If your plans change after you apply for the card and you will not be working after all, it is usually not possible to cancel the EAD card and request that the unused time be credited to your remaining eligibility (not to exceed 12 months).

**GRADING AND ACADEMIC PROGRESS**

**Credit Hour Policy**

This credit hour policy applies to all courses and programs at CIAM that award academic credit regardless of the mode of delivery including, hybrid and distance education.

A credit hour represents the amount of work governed by intended and clearly identified student learning outcomes and verified by evidence of student achievement.

Assignment of credit hours for courses will occur during program/course approval processes and be monitored through faculty, curriculum, and program reviews established by the university.

Every semester unit is equivalent to 15.33 clock hours; for a total of 552 clock hours for 36 semester units. Our on-ground courses and online courses have the identical

learning outcomes. The online material has references to textbooks, links, and educational videos that parallel the time spent by hybrid students in the classroom. The material presented in online lessons qualitatively and quantitatively equates with on-ground classes. Learning outcomes and their assessments are the same for all hybrid and online students.

The total time expected of students actively participating in each CIAM course is 113-138 hours for the whole duration of the term. This time can be broken into the following categories: watching lecture-related videos and PowerPoint presentations: 8-10 hours, preparing and delivering presentations: 5-7 hours, preparing and participating in at least three postings (threaded discussions): 6-7 hours, research and writing paper assignments: 24-28 hours, team group work for consulting or case studies: 20-26 hours, experiential learning exercises: 5-6 hours; reading textbook and library articles 45-54 hours. Each course in the MBA and Accelerated MBA tracks are equivalent to three (3) semester units.

There are three options for student to consider for the CIAM MBA degree:

1. Enrolling in two (2) courses per term (one of which is hybrid and one is online) to earn the degree in two (2) years.
2. Accelerated tracks:
  - a. Enrolling in two 8-week courses per term to earn the degree in one (1) year.

The MBA program consists of one hybrid course that meets during one weekend per month per term and a second course which is online that parallels the hybrid course. A student in this track takes two courses per term.

In the Accelerated track, the hybrid course meets once a week for six (6) weeks in class. Each class meets for four (4) hours and 10 minutes per week. In addition, there are five (5) online lessons in each hybrid course, which is completed in eight weeks per term.

Prior to Enrollment, the student will specify the program track. Students are not allowed to register for more than six (6) semester credits, (2 courses) per term. A full-time student is an individual enrolled in six (6) semester credits per term. A part-time student is a student enrolled in less than six (6) credits per term.

**Satisfactory Academic Progress (SAP) Policy**

***Purpose of Satisfactory Academic Progress Regulations:***

To be eligible for federal, state and university aid, students are required by the U.S. Department of Education to

maintain Satisfactory Academic Progress (SAP) toward their degree objectives.

CIAM has established this SAP policy to ensure student achievements, success and accountability and to promote timely advancement toward degree objectives for ALL students. Students experiencing difficulty should immediately inform their instructor, if after working with the instructor the student continues to experience difficulty the student must then notify the Student Success Department.

***Definition of Satisfactory Academic Progress (SAP) at CIAM:***

Students must maintain Satisfactory Academic Progress (SAP) throughout their educational program. Students will be evaluated after every three (3) terms (one payment period) to determine their satisfactory academic progress based upon qualitative (GPA) and quantitative (Pace of Progression) evaluations.

- (1) Meeting a minimum cumulative grade point average requirement (CGPA) of 3.0. If a student's CGPA falls below 3.0, he/she must improve their CGPA to 3.0 or better by the end of the next payment period.
- (2) Earning a minimum number of units (Pace of Progression) for credit per described time frame. A student's academic performance is evaluated at certain predetermined points in time, based on the percentage of semester credit hours attempted.

For full-time students taking two (2) courses per term successfully completed credits must equal to 12 semester credits every three (3) terms of the program to finish within the 150%-time frame limit and meet requirements of SAP.

For part-time students taking one (1) course per term), successfully completed credits must equal to six (6) semester credits three (3) terms of the program to finish within the 150%-time frame limit and meet requirements of SAP.

- (3) Completing the degree objective within a maximum number of attempted units enrolled and a maximum number of terms. (Maximum Time-Frame Allowance).

Complete the program within a maximum timeframe of 150% of the published length of the program as calculated in credits attempted. For example: A student enrolled in 36 semester credit program would have to complete the program in a maximum timeframe of 54 credits. For further clarification, if it is deemed that in anytime in the program,

a student cannot finish the program in the maximum allowable time i.e. 150% of the maximum time allowed, the student will be dismissed from the program.

***When Satisfactory Academic Progress is Monitored***

The Registrar monitors the SAP of each student every three (3) terms (one payment period).

***Financial Aid Warning***

Students who do not meet SAP measures described above will automatically be put on Financial Aid Warning for one (1) payment period.

The SAP Warning Period allows you three (3) terms to make up for any GPA or Pace of Progression deficiencies. During the SAP Warning Period, you may continue to receive financial aid without a written appeal. You will be encouraged to seek both academic and financial aid advisement. This status may only be given to a student who was in compliance with the SAP standards at the previous evaluation. Students who are put on a Financial Aid Warning continue to receive Title IV aid for the next payment period after they receive the warning status. The student's academic progress will be evaluated at the end of the Warning period. It may not be assigned for consecutive payment periods. The Warning status is applied only to students with a reasonable expectation of improvement in one (1) payment period.

If a student meets SAP at the end of the Financial Aid Warning period, he/she shall return to normal SAP status with no loss of Title IV eligibility. A student, who has not improved his/her standing and still fails to comply with SAP requirements at the end of the Warning Period, will be ineligible for future aid disbursements. It is advisable for any student on warning status to meet with both the Financial Aid Coordinator and Dean to ensure future satisfactory progress and aid eligibility.

A financial aid student may continue on a cash-pay basis with an approved payment plan. Arrangements for payment must be approved within 10 school days after notification of loss of SAP.

***Financial Aid Appeal Process***

The Financial Aid Appeal process allows students who are not meeting SAP standards to petition for reinstatement of Title IV aid eligibility.

Students may have the opportunity to have their financial aid eligibility reinstated by appealing the decision and being placed on Financial Aid Probation. Students have five (5) business days after being notified to institute an appeal. The appeal must be in writing and given to the Dean, who will

meet with the Academic Council to make a decision on the appeal.

The bases on which a student may file an appeal are: injury or illness; death of a relative; or other special circumstances. Students must provide supporting documents and describe in writing any unusual circumstances that warrant special consideration. Students must provide information as to why they did not make SAP and what has changed that will allow them to make SAP by the next evaluation point. The Dean will provide a decision in writing within ten (10) business days.

**Financial Aid Probation**

If the appeal is approved, the student may be placed on Financial Aid Probation after the school evaluates the student’s progress and determines that the student did not make SAP during the Financial aid warning or previous evaluation period. Financial Aid Probation will only be for one (1) additional payment period during which the student remains eligible for federal aid.

The student will be placed on an academic plan to regain SAP status to continue to be eligible for federal aid beyond the initial probationary period, the student must either be meeting the cumulative attendance and grade standards as published, or be in compliance with any customized written academic plan. An academic plan may continue for multiple payment plans. At the completion of the plan the student will either be in compliance with SAP or have completed the program. If the student fails to meet the standards established in the plan, the student will no longer be eligible for Title IV aid.

**Reinstatement of Title IV**

Reinstatement of aid is limited to the period under evaluation. Students making SAP by the conclusion of the Warning or Probation period will be removed from the warning/probation status and will regain eligibility for Title IV funding.

A former student requesting to be reinstated as an active student should do so in writing. Supportive documentation and/or information concerning any mitigating circumstances should be noted in the request. The student shall be notified of the Reinstatement Review within five (5) business days following the decision of the Academic Council.

Students who regain SAP at the end of the next payment period will have regained full eligibility for Title IV funding.

**Impact on Grades on CGPA**

Grades “A”, “B”, and “C” (+/-) specific grades are counted in the calculation of CGPA, where a grade of “I” (Incomplete),

“P” (Pass), “NP” (No pass), and “W” (Withdraw) are not counted in the calculation of CGPA. \*D grades are not given because anything below a C- is a failing grade.

All course work completed at CIAM is counted in CGPA where repeated course work from a previous passing or failing grade and transfer course work do not count towards CGPA.

Please refer to Tables 1 and 2 below.

**Table 1  
Impact of Grades on Graduate Cumulative SAP GPA**

Grade Earned	Counted in Grade Point Average
A, B, C (+/-)	Yes
I — Incomplete	No
W — Withdrawal	No

**Table 2  
Impact of Course Type on Graduate Cumulative GPA**

Course Type	Counted in Grade Point Average
Course work at CIAM	Yes
Repeated course work (previous passing grade)	No
Repeated course work (previous failing grade)	No
Transfer course work	No

**Pace of Progression Requirement**

To maintain satisfactory progress, graduate students must complete a minimum number of units each predetermined point in the program (Pace of Progression) to ensure completion of the degree within the maximum time frame.

The units attempted and completed with grades, “A”, “B”, and “C” (+/-), “W” and “I” are counted in the calculation of the “Pace of Progression” as well as in the computation of the maximum time frame.

All course work attempted and completed at CIAM, including repeated course work from a previous passing or failing grade(s) and all accepted transfer course work counts towards the “Pace of Progression” and the maximum time frame.

Please review Tables 3 and 4.

**Table 3  
Impact of Grades on Pace of Progression and Maximum Time-Frame Allowance**

	Pace of Progression
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Grade Earned	Units Completed	Units Attempted	Counted Toward Maximum Time Frame
A, B, C (+/-)	Yes	Yes	Yes
W, I	No	Yes	Yes

**Table 4**  
**Impact of Course Type on Pace of Progression and Maximum Time-Frame Allowance**

Course Type	Pace of Progression		Counted Toward Maximum Time
	Units Completed	Units Attempted	
Graduate-level course work	Yes	Yes	Yes
Repeated course work (previous passing grade)	Yes	Yes	Yes
Repeated course work (previous failing grade)	Yes	Yes	Yes
Transfer course work	Yes	Yes	Yes

**Maximum Time-Frame Allowance**

To demonstrate Satisfactory Academic Progress, students must complete their degree objective within a specified amount of time. The time frame will depend on the student’s enrollment status and educational objective.

**Table 5**  
**Full-Time Course Load for Determining Maximum SAP Units and Semesters**

Program	Full-Time Course Load
Master’s program	6 units

**Grades and Grade Point Average**

All students must meet the minimum standards of academic progress while enrolled at CIAM. Failure to maintain the minimum cumulative GPA of 3.0 will result in the student being placed on probation.

CIAM does not have a cumulative final test or examination required for the completion of any of the program. Grades are based upon the quality of work completed, i.e., upon the

actual accomplishment in courses offered for credit. The GPA is computed by dividing all grade points earned by total units completed.

All assignments are graded by the faculty within three (3) business days after the assignment deadline. All final grades are submitted by faculty to the Dean and Registrar and posted on Canvas (gradebook) within three (3) business days following the end of the course. Comments are given from the professor to the student for submitted assignments and discussion forums in which the student participates.

**Grading System**

CIAM’s grading system consists of the following designations:

<b>I</b>	Incomplete	Not used in calculation of GPA
<b>W</b>	Withdrawal	
<b>P/NP</b>	Pass/No Pass	
<b>NG</b>	No Grade	

Letter Grade	Grade Points
A+	4.0
A	4.0
A-	3.7
B+	3.3
B	3.0
B-	2.7
C+	2.3
C	2.0
C-	1.7
F	0.0

Student evaluations are given at the end of each term. The qualitative evaluation is done by the instructor or Dean and quantitative evaluation is done by the Registrar.

**Incomplete Grades**

Incomplete academic work for unforeseeable, emergency, and justifiable reasons within two (2) weeks of the end of the term may result in an “I” (Incomplete) grade. When an instructor assigns an “I”, he/she shall specify in writing the requirements the student shall fulfill to complete the course as well as the reasons for granting an “I”. The instructor shall retain a copy of this statement in his/her grade records and provide copies to the Dean’s office.

The Incomplete is not used in calculating a grade point average and no credits will be earned until a final grade is entered. A course with a grade of "I" must be completed within six (6) months or the "I" will be changed to an "F". A student may not re-enroll in a course if he/she has an unresolved the Incomplete grade for that course. To remove the "I" grade, the student must contact the instructor who taught the course or the Dean in the absence of the instructor, to complete the grade change process within the allowed time frame. A final grade will be assigned by the instructor or the Dean (in the absence of the instructor) when the work assigned has been completed and evaluated. The temporary grade of "I" must be changed to a grade (e.g., A, B, C, D, or F) for completion of the program to be awarded a degree from CIAM. If the student cannot remove the "incomplete" within the allowed time frame due to extenuating circumstances and has a current grade of "B" or better in the current course that the student is enrolled in, the student may petition the school to request an extension of time; approval is not guaranteed.

#### **Add / Drop Period**

During the Add/Drop period, students may add or drop individual courses. If a student drops all courses, this will be considered an automatic student withdrawal. Dropped courses that occur within this period will not appear on students' transcripts nor will these dropped courses be included in evaluating satisfactory academic progress (please see Satisfactory Academic Progress). Nonimmigrant students must be enrolled on a full-time status (2 courses/6 credits per term) and any course drop will affect Visa status in the U.S. Student must consult with the DSO before the drop. The student will receive a pro rata refund of tuition paid if notice of drop as been submitted before sixty (60%) percent or fewer scheduled days have passed (Please see Tuition Refund Policy). New students that have not been enrolled prior to the first class may be admitted during this period provided professor approval.

#### **Course Withdrawal**

A student who withdraws from a course may do so only with advisement from the Dean. The deadline for Withdrawal is before the end of the fourth (4<sup>th</sup>) week of the Accelerated MBA and before the end of the eighth (8<sup>th</sup>) week of the MBA program. The student who withdraws from a course prior to its completion will be assigned the grade of "W" (Withdrawal). This grade is not calculated in the cumulative grade point average, and no credits will be earned. Incompletes and Withdrawals do not affect the CGPA. However, repeated grades are calculated as part of CGPA. Since all CIAM courses are required, the course will need to be retaken prior to the awarding of the MBA degree. See "Course Repetitions" below. The grade of "F" will be assigned if any student who drops after the fourth (4<sup>th</sup>) week

of the Accelerated MBA program (8-week track), or the eighth (8<sup>th</sup>) week of the MBA program (16-week track).

#### **Course Repetitions**

A student is required to repeat any course in which a grade of "F" (Failure) or "W" (Withdrawal) was received. Students have the option of repeating a course with a grade earned of "B-" or lower. A student may not repeat a course for academic credit for a course with an earned grade of "B" or better. The new grade earned will replace the original grade for the purpose of calculating the cumulative grade point average. However, courses in which an "F" is received will be considered credit hours attempted for the purpose of determining GPA. The student will be responsible for tuition fees incurred for any repeated courses. Student may repeat the same course only once and are not allowed to repeat more than three (3) courses in the entire MBA program. Repeated coursework at CIAM will be counted towards the "Pace of Progression" and the maximum time frame.

#### **Withdrawal from School**

If a student chooses to withdraw from school, the student needs to provide a written notice. The student will be eligible for reinstatement for a period not to exceed six (6) months from the date of the written notice. If a student withdraws without notice, reinstatement will be at the discretion of the Academic Council and earned credits will be counted if the period between withdrawal and reinstatement is six (6) months or less any monies paid are subject to CIAM's refund policy (please see Tuition Refund Policy section), Students may take only one leave of absence from the day the first course begins till the last course ends.

#### **Academic Standing**

##### ***Academic Warning Policy***

The Registrar reviews Academic Standing progress every term. Any student, whose CGPA falls below a 3.0, will be placed on academic warning for the next term. Students on academic warning will have one (1) term to return to good standing by raising his/her CGPA to a 3.0. Students on academic warning are still eligible for CPT or INT 599. Grades and credits earned during an academic warning period will count towards CGPA and pace of progression, and the maximum time frame. If a student fails to raise his/her CGPA to a 3.0 at the end of the academic warning term he/she will be then placed on academic probation and no CPT will be authorized nor will the student be allowed to register for INT 599

##### ***Academic Probation Policy***

The academic probationary period is two (2) terms in which time the student must return to good standing by raising his/her CGPA to a 3.0. If a student does not raise his/her

CGPA to at least a 3.0 by the end of the probationary term, he/she will be placed on "Suspension" (See below for suspension policy). Grades and credits earned during a probationary period will count towards CGPA and pace of progression, and the maximum time frame. Students on academic probation are no longer eligible for CPT or INT 599 and will not be eligible for CPT or INT 599 until the academic probation is lifted.

A student may be placed on "Conduct Probation" should the following behaviors occur: disruptive or disrespectful behavior toward staff, faculty, students, or consulting clients; theft of property, use of indecent or profane language, cheating and/or plagiarism in any form of work, repeated violations of the school dress code, harassment of instructors, clients, or other students; or discrimination of any kind. All conduct rules apply to the classrooms, school buildings, consulting client meetings and CIAM parking areas.

At the end of each term, The Registrar's Office reviews the student's grades, conduct, and pace of progression to determine the academic status of the student in accordance with CIAM's policies of Satisfactory Academic Performance (SAP); subsequently, the Registrar makes recommendations to Student Success and subsequently the Dean. The student will be placed on "Academic Warning", "Academic Probation" or "Conduct Probation" via email. Student Success and or/the Dean will contact the student to schedule a meeting within the first week of the next term. The Dean and Student Success will make recommendations for the next steps the student should take. A written Academic Success Plan will be completed by the student and signed by both the student and the Dean, for the student to return to good standing. This plan will be placed in the student's official file. Students have the right to appeal the probation determination to the Academic Council. When a student on academic warning or academic probation raises his or her cumulative GPA to at least 3.0, the student is removed from warning or probation.

***Suspension Policy***

At the end of the probationary term, any student who fails to raise his/her CGPA to the minimum requirement of a "3.0" will be placed on "Academic Suspension". The Registrar will inform the Dean who will then contact the student via email to inform him or her about their academic status. The student will have an "Academic Suspension" hold placed on his/her account and will not be able to register for any future CIAM courses.

"Academic Suspension" normally lasts one (1) term. The statement "academic suspension" is placed on the student's academic record. A student who has been informed of the

academic suspension may submit an appeal in writing to the Dean for reconsideration. Suspended students may be readmitted after the suspension period by submitting a written request for readmission to the Dean. A student will be notified by written notification from the Dean. A student who is reinstated to the school after having been academically suspended must achieve a term GPA of 3.0 or better for the term of reinstatement or be academically dismissed. This is an opportunity to repeat a prior course or prior courses in which the student received low grades that affected their CGPA. Please see the "Course Repetitions" section on effects on CGPA, "Pace of Progression" and the maximum time frame.

Student suspensions are disciplinary actions at the discretion of the Dean. The school will notify the student in writing of the suspension through a "Student Notice". Any student suspended may appeal that decision to the Dean. If the review of the appeal is positive, the student will be removed from "Academic Suspension" and be placed back on "Academic Probation". Should a student fail to respond to a "Student Notice" issued by any administrative or instructional personnel, that student will be suspended from class until proper contact with the issuing department has been made.

***Dismissal Policy***

When a student on "Academic Suspension" completes their one (1) term suspension, they may enroll in classes at CIAM and they must demonstrate academic progress towards a CGPA of "3.0" or better. When the target CGPA is achieved, the student will be removed from "Academic Suspension". Students who fail to maintain satisfactory progress (as determined by the Dean) towards a 3.0 CGPA after the suspension term will be placed on "Academic Dismissal" and will not be allowed to continue with the program.

Grades and credits earned during the period after Academic Suspension will count towards the CGPA, the "Pace of Progression" and the maximum time frame.

Student dismissals (terminations) are disciplinary actions at the discretion of the Dean. A student may be dismissed for the following reasons:

1. Failure to adhere to any probation plan developed by the appropriate administrative personnel.
2. A third (3rd) probation of any kind.
3. Excessive violations, based upon assessment and recommendation by the appropriate administrative and/or instructional personnel, with the approval of the Dean.

In any event, should a student be on probation and found to be violating any school rules and/or attendance policy, the student may be dismissed from school for "Probation Violation."

The school will notify the student in writing of the dismissal through a "Student Notice". Any student dismissed may appeal that decision. Any student dismissed may apply for reinstatement. Reinstatement is subject to the Dean's discretion and space availability. Failure to attain a 3.0 GPA in the subsequent term results in academic dismissal. Academic dismissal normally is permanent unless, with good cause, the student reapplies and is accepted under special consideration by the Dean of the school. A student placed on Academic Dismissal is required to wait one (1) year and then apply for reinstatement. The statement "Academic Dismissal" is placed on the student's academic record.

### Appeals

A student may appeal any decision regarding their progress, probation, suspension, or dismissal. All appeals must be submitted in writing to the Dean within two (2) weeks of the action causing the appeal. The letter of appeal should include any reasons or extraordinary circumstances as to why the decision should be reversed. The appeal will be reviewed, and the student will be notified of a decision within 30 days. A student may appeal an appeal that the Dean did not approve to the Academic Council within two (2) weeks of the determination.

### Appeal Process Guidelines

The student may appeal and must illustrate the mitigating circumstances that prohibited successful achievement of higher education cumulative GPA or unit completion. A written appeal may be submitted with supporting documentation which must include:

- An explanation of why the student has failed to meet the minimum GPA/unit completion.
- An explanation of how the student resolved or plans to avoid the mitigating circumstances that impeded satisfactory academic progress
- A concise plan for successful achievement of GPA and/or unit completion in the future.
- The Student must have met with the Dean and developed a plan for satisfactory academic progress for future terms. He/ she must include any other supporting documentation that may be relevant to his or her case (e.g. medical/doctor's notes, etc.).

### Appeal Review and Outcome

Appeals are reviewed by the Dean, and the student will be notified of the outcome in writing. An appeal will be approved for one (1) term only. There are no retroactive appeals. The student must have made satisfactory academic progress (3.0 GPA graduate and completed 100% or more of units attempted for that term).

While the appeal is being reviewed, the student may continue with the program until a decision is made with the understanding that the appeal may not be granted. If the appeal is granted, the student will be allowed to continue with the program with the understanding that SAP must be met at all times (CGPA and Pace of Progression minimum). If the student is on Academic Probation, a favorable or unfavorable appeal will count towards CGPA and Pace of Progression. If the student is on Academic Suspension and the appeal is favorable, then the grades earned during this period will count towards CGPA and Pace of Progression; however, if the appeal is unfavorable there will be no impact on CGPA and Pace of Progression.

### Grade Appeal Policy

The grade appeal policy is to establish a clear, fair process by which students can contest a course grade that they believe has been awarded in a manner that is inconsistent.

The evaluation of student performance is based upon the professional judgment of the professors and appeals will not be considered unless based upon one or more of the following factors:

- Grade computation error.
- Standards different from those established in school policies.
- The professor departed substantially from his or her previously articulated written standards, without notifying students, in determining the grade.

Only the final course grade may be appealed. The grade assigned by the professor is assumed to be correct and the student appealing the grade must justify the need for a change of the grade assigned.

The student should first reach out to the professor to try to resolve the grade issue.

If there is no satisfactory resolution, within 10 days of the conclusion of the course the student will send an email to the instructor, with a copy to the Dean, with an explanation of why he/she would like the grade formally reviewed. The student needs to be specific as to what issues he/she has

regarding the grade and instructor feedback on specific assignments.

If necessary, the instructor will be able to counter the argument as to why the grade should not be reviewed. The instructor will forward his/her counter argument to the Dean, with a copy to the student, for a decision.

The Dean may investigate the matter further by calling/emailing the student and/or the instructor. Once the Dean makes a decision he will let the student and instructor know via email. Usually a decision will be made within seven (7) business days but in the case of some courses, there may be a need for consulting a subject matter expert.

If the previous steps do not lead to a mutually agreeable resolution, and the student wishes to pursue the matter further, then the Academic Council shall be formed by the Dean within 10 business days. The Council's decision may be to keep the assigned grade or to raise the assigned grade. The Council shall provide a written justification to the Dean for its decision, no later than 10 business days after the Council's formation.

The Dean shall inform all parties of the Council's decision. This decision by the Council is final.

In the case of a change of grade, at any point of this review process, the professor must complete a "Student Grade Change Form" and submit to the Registrar within 10 business days after a decision is made.

### **Academic Council**

The Academic Council is responsible for matters pertaining to CIAM student academic performance and to disciplinary and corrective actions pertaining to student behavior, improper conduct, possible criminal issues or other such matters and for any faculty related issues.

The President of CIAM has entrusted the Academic Council with the task of enforcing and interpreting CIAM admission and academic policy. CIAM outlines these policies in the school catalog and holds students responsible for adhering to them.

At the end of each term, the Office of the Registrar reviews final grades and student transcripts. If a student's record indicates he/she is experiencing academic difficulty, the Dean will be notified. The Dean will inform the student via e-mail, telephone or U.S mail of any change in status and recommends remedial steps for the student, imposes discipline such as probation on the student, or terminates the student. Students have the right to appeal the Dean's determination to the Academic Council. The Academic Council is the administrative body that reviews and either denies or grants a student's continuing enrollment in the

school due to the student's academic standing or other issues related to CIAM policies. The Academic Council is not limited to academic review.

The Academic Council makes recommendations to the President regarding student dismissal, suspension or other disciplinary actions, including those occasioned by academic performance, honesty and integrity, and behaviors that undermine the mission of CIAM.

The student may invite faculty members or classmates to testify to matters of fact and may have legal counsel present. The Council may request the list of such individuals up to 10 days prior to the scheduled hearing if witnesses are desired. The Council reserves to limit the number of such individuals. The Council meets within the first two (2) weeks of the end of the term in which the Dean takes disciplinary action. However, any member of the Council can request an emergency meeting.

All recommendations from the Academic Council are forwarded to the President. The President shall consider the Council's recommendations in making the final determination and imposing disciplinary action.

### **Reinstatement Criteria**

If the student seeks to return to CIAM, he/ she must file an application for reinstatement, presenting a plan that he/ she is likely to succeed. The student must have had accumulated a minimum cumulative transfer GPA of at least 3.0, if courses were taken at another institution. These transfer courses are not calculated in the students' CGPA but will count towards the Pace of Progression. CIAM is not obliged to grant reinstatement requests.

### **GRADUATION REQUIREMENTS**

CIAM grants an MBA degree to students who successfully complete the prescribed program credits and any related requirements. In order to be eligible for graduation, students must complete the program with a minimum cumulative grade point average of 3.0 ("B" average). The Registrar's Office maintains academic records of all course work completed at the school. A Diploma will be issued within sixty (60) days after degree conferral.

### **Capstone Project**

The capstone project is an individual consulting project that must be completed in one of the final four (4) courses in a student's degree program with a presentation required on the last day of the selected course. Students select the course and opt out of the group consulting project for that course. The capstone substitutes for the group consulting component of that course and is graded by the faculty member teaching the course. The capstone is designed to

highlight the student's individual capacity to perform a significant individual consulting project at the MBA level and thus complements the consulting projects completed in the other) courses. It is the responsibility of the student to acquire their own client for the capstone course. A student must plan with enough time to acquire a client and submit the capstone application form with required signatures by the end of their 8th course.

A student must submit the capstone application form with required signatures by the end of their eighth course.

### **Graduation & Commencement**

There are important differences between graduation and commencement.

Graduation is a process that requires submission of an Application for Graduation, completion of all academic requirements for the intended degree, and settling all financial obligations. The administrative process will indicate the student's official date of graduation.

Commencement refers to the ceremony that takes place annually, officiated by the President of the School, where graduating students can celebrate their academic achievement with invited guests. This ceremony also gives the opportunity for the School, its administrators and faculty to acknowledge student accomplishments.

### **Conferral of Degrees**

A degree becomes official when it is posted to the student's transcript. A student must complete a graduation application so that the Registrar's Office can verify graduation requirements completion and subsequently post the degree on the transcript. Degrees are awarded four times each year at CIAM, on the first day after each calendar quarter (i.e. January 1<sup>st</sup>, April 1<sup>st</sup>, July 1<sup>st</sup>, October 1<sup>st</sup>; policy effective July 1, 2015). All diplomas, are prepared and mailed within sixty (60) days after degree conferral to the most current address provided by the student.

Students must apply for conferral of a graduate degree by filing an Application for Graduation during the term in which they expect to be awarded a degree. CIAM, however, reserves the right to confer a degree on a student who has completed all of the requirements for a degree, even though the student has not applied to graduate.

Students who wish to withdraw a request for conferral or make changes to the Graduation Application should notify the Registrar's Office in writing by the deadline which is the 1st of the month prior to the degree conferral date (i.e. December 1st, March 1st, June 1st, and August 1st). Students who withdraw their graduation applications or fail

to meet degree requirements must reapply to graduate in a subsequent calendar quarter.

## **STUDENT SERVICES**

### **New Student Orientation**

Orientation is required for all new students. There is an on-ground and online component through Canvas (LMS). Various administrators will guide students through their program. The Student Success Team informs the students about the specifics of our program, including but not limited to our specially developed teaching model and the process of developing a consulting report. Student Success will also provide the students with some tips and tools for adult learning. Other administrators will be sharing information such as correct APA citation, the student learning platform (Canvas), library resources, academic calendar, staff directory, and student services.

### **Academic Advisement**

Through electronic correspondence, telephone, individual appointments or drop-ins, the of Student Success Team are available during normal office hours and class sessions to assist students in need of academic advising.

### **Transcript Services**

CIAM understand the importance of providing our students with effective and efficient transcript services. Your new career, entrance to graduate school, professional certification, or other important events depend on the prompt and secure delivery of your transcript and we want to keep you informed of order and delivery status. We also understand the need to protect the privacy of your transcript. The instructions that follow will enable you to request your transcript for delivery as quickly and efficiently as possible.

**Transcripts:** The transcript is the official record of the academic performance of the student at CIAM. Students may acquire either an unofficial transcript (which may be used to informally see classwork or grades) or an official transcript, which is the official document recording the students' academic record at the school. Official and Unofficial transcripts of CIAM coursework (grades) are available approximately four (4) weeks after the completion of courses. It can take an additional 3-4 weeks to confer the degree.

**Unofficial Transcripts:** Registered CIAM students, as well as former students, may request an unofficial transcript from the Registrar's Office at CIAM. Unofficial transcripts can be printed electronically by the student through the student portal, Populi, or can be ordered in person, by email, mail or fax. An unofficial transcript lists all of a student's coursework but does not include the school seal or signature of the

registrar. Unofficial transcripts can only be issued to students and cannot be released to a third party.

**Official Transcripts:** The first official transcript that includes a conferred degree will be issued upon the completion of the program and the Dean's approval. A student can order up to five (5) additional Official Transcripts at the Registrar's Office per day, and 30 in a 12-month period at CIAM. Normal processing time, excluding delivery, is 3-5 business days from the date the signed request is received.

**Ordering Transcripts:** Official transcripts can be ordered electronically by the student through the student portal, Populi, or can be ordered in person, email, mail or fax. Orders are not accepted by telephone. Requests will be sent out via U.S. mail or can be picked up in the Office of the Registrar at CIAM. If someone other than yourself will be picking-up the transcript, you need to provide a signed release authorizing the third party to pick-up your official transcript. In accordance with CIAM policy, as well as with state and federal privacy laws, a student's signature is required for release of the academic transcript, either official or unofficial. All requests must have the student's signature.

**Fees:** Upon conferral of the degree, students are provided with a copy of their official transcript and their diploma at no cost. Students and alumni requesting additional copies of their official transcript and/ or diploma pay a \$10 fee for each official transcript and/or \$50 for each diploma. The full fee is payable by cash, credit card or check made out to CIAM

### Transcript Policy

It is the student's responsibility to clear all holds on his or her account before submitting a transcript request. Any hold, such as an outstanding financial balance, will delay or prevent a request from being processed. If you have questions regarding any hold(s) on your record which would delay processing your transcript, please contact CIAM at 626-350-1500, or email [registrar@ciam.edu](mailto:registrar@ciam.edu).

Processing time is the time it takes our office to prepare your transcript. This does not include mailing time. We cannot guarantee your transcript's arrival or the time it will take to reach its destination once it has left our campus. All coursework will show on a student's CIAM transcript, including transfer credit(s). For security purposes, we do not fax out transmit transcripts. CIAM issues official transcripts by mail or in person.

Every transcript is checked for accuracy. It is the student's responsibility to direct concerns and/ or discrepancies to the Registrar's Office within 90 days of the transcript request.

Transcripts for pick-up will be held for up to two (2) months by the Registrar's Office, after which they will be destroyed. Students must then place a new transcript order and pay all applicable fees. CIAM does not offer a notary service. Transcript fees are non-refundable. Once a transcript request has been submitted it cannot be cancelled or changed.

### Transcripts/Credentials from Other Institutions

All transcripts and credentials received (for admission, transfer articulation, etc.) become the permanent property of CIAM and cannot be returned to the student or forwarded to other institutions; once received these documents are retained by the Registrar's Office. Federal policy states that a student has the right to view these documents in his or her file. However, CIAM does not release copies of transcripts from other institutions. Those transcripts must be requested directly and are subject to the rules and regulations of that institution.

### Student Workshops or Seminars

Student seminars will be offered throughout the year, topics include job finding, developing effective writing skills, leadership development, etc.

### Volunteer Opportunities

Students have opportunities to develop and expand their skills through volunteering to assist faculty or administrators in various school departments such as admissions, administrations, marketing, and information technology.

### Non-Federal Work-Study (NFWS) Program

The Non-Federal Work-Study Program (NFWS) consists of funds granted solely by CIAM to aid enrolled students in achieving a graduate degree education. The program is also intended to attract high-quality, full-time graduate students and provide them with professional experiences while at CIAM. This program offers selected and qualified students up to a 15 hour per week work schedule in various administrative offices. The students can use the earned wages to pay for a portion of their tuition at CIAM. Students must maintain a satisfactory grade point average and job performance for continued employment for the duration of the position assignment. An agreement specifying job performance criteria and academic criteria will be signed by the student at the time of hire. The students will be provided with meaningful learning experiences that help to meet their educational and/ or career goals, without displacing or replacing regular employees. Please visit our website for a current list of open positions. NFWS is only available to students who have successfully completed at least 1 (one) term at CIAM. Applications for this program are accepted year round. Any CIAM new or continuing student in good standing is eligible to apply for this program. Applicants will be interviewed by the hiring department head with questions based on the cover letter and application.

Additional selection criteria will consist of the student's GPA, work experience, presentation skills, writing skills and other accomplishments. Students meeting criteria will be accepted on a first-come, first-serve basis until available positions are filled. (The availability of NFWS positions varies throughout the year; the maximum at any given time is three (3). Candidates must present proof of eligibility to work in the United States prior to consideration. Students interested in NFWS are eligible to receive a maximum of \$10,000(which may be subject to tax withholdings) for a total maximum of 667 hours for the total program. Length of appointment and hourly wage depends on position. There are no additional benefits provided by CIAM. Students are paid hourly and timesheets are submitted to Payroll monthly. All students are encouraged to apply for open positions if position requirements are met. Please contact the Office of Admissions for more information.

### Career Services

CIAM's teaching model integrates career development, such as job search, into our academic program. Our teaching model also incorporates consulting in each course, showcasing our MBA student's abilities to potential employers. There are also visiting executives in each course.

CIAM is committed to working closely with students and graduates on their professional development, both inside and outside of the classroom, in order to help them achieve their career goals. In addition to working closely with current students and graduates, CIAM is also committed to building lasting relationships with potential employers in order to create opportunities for CIAM graduates as well as serve the needs of potential employers.

The purpose of CIAM's Career Services Program is to assist CIAM's graduates who request for employment in finding appropriate positions in line with CIAM's MBA degree in Executive Management and Entrepreneurship. The Career Services Department will assist CIAM's graduates in the following areas:

- Preparing students to compete for employment opportunities through: Interviewing skills & follow up; Networking; Resume writing; Application completion; Cover letter writing; Professional behavior and attire coaching; Setting up interviews; Keeping a career log; and establishing a social media profile.
- Developing meaningful and sustainable relationships with employers
- Assisting graduates throughout the entire hiring cycle.

All CIAM students in good standing are eligible for placement services from the Career Services department. Graduates with a MBA in Executive Management and Entrepreneurship can obtain jobs as managers, entrepreneurs, consultants, and executives. The School does not make any promise of employment or starting salaries for current students or graduates.

### Housing

CIAM does not assume responsibility for student housing, nor does CIAM have dormitory facilities under its control, or provide student housing assistance. According to Zillow.com for our 91803 zip code, rental properties are readily available and start at approximately \$1,100.00 per month for a one (1) bedroom one (1) bath.

### Textbooks

CIAM does not require students to purchase textbooks. Electronic textbooks are included at no additional cost.

### Library

CIAM library services seek to provide information resources that support the learning and academic goals of the CIAM MBA program. Along with the following services CIAM provides a librarian that is committed to helpful and efficient guidance to all services provided.

**LIRN** (Library and Information Resource Network) is an online library accessible to students 24/7 at [www.LIRN.net](http://www.LIRN.net). LIRN provides a core library collection with access to thousands of scholarly journals, e-books, encyclopedias, newspapers, magazines, and audio, and video clips. Through LIRN, CIAM provides access to Books24x7® that offers on-demand, instant access to more than thirty thousand titles in various formats including e-books, audio books, and multi-media. Books 24x7 materials cover countless subject areas and provide CIAM students critical information on business, business management and leadership. Hundreds of new titles are added to Books24x7 each month. CIAM also has subscriptions of several excellent, specialized business databases from ProQuest (i.e. ABI/INFORM) and GALE Infotrac (i.e. Business Insights: Global and Business Economic and Theory). CIAM students are able to use LIRN to access the latest scholarly research papers to support their educational endeavors including conducting market and industry research.

**CSU Libraries** – CIAM students can access any of the local California State University Libraries and obtain borrowing privileges and limited access to the electronic collections. CIAM will reimburse students the cost of membership to any CSU Library as a "Friend of the Library", "Patron of the Library", or equivalent. Nearby CSU libraries include: CSU Los Angeles, CSU Northridge, CSU Long Beach, and CSU Fullerton.

Instructions on how to access LIRN will be provided at orientation. A librarian will be available to students for assistance with accessing library resources and for any library questions Monday, Wednesdays, Fridays and from 8:00am to 2:00pm, Saturdays from 1:00pm to 5:00pm and Sundays from 8:00am to 1:00pm. The librarian can be reached by phone, 626-350-1500 and by email at [library@ciam.edu](mailto:library@ciam.edu). Students can also make an appointment to meet with the librarian; this can be on campus or online, when available.

The Dean's office will also be available to assist. Please note that the Librarian will not be available when the Office and Campus are closed. Please refer to the Federal Holidays.

### **Classroom Policy**

The classrooms at CIAM are a multi-purpose rooms. As long as rooms are available outside of class sessions they are available to students, faculty, and staff / employees as a conference rooms, study rooms, and meeting rooms **during business hours** with prior approval from Claudia Sarabia at [Claudia.Sarabia@ciam.edu](mailto:Claudia.Sarabia@ciam.edu). It is expected that all users maintain the area clean and use proper care of any equipment in the room.

### **Computer Access**

A computer for academic use only is available on-site at CIAM.

### **Writing Composition Services**

CIAM considers excellent written and oral communication in English to be essential for students and graduates. Every course requires that students perform at a graduate level in tasks that demand these skills in order to obtain a passing grade.

To ensure student success, admissions screening includes a series of oral interviews and the completion on site of an Admissions Essay. Admission is contingent on adequate performance on these tasks.

Students who are advised that their writing assignments are not up to CIAM standards are offered the option of writing composition tutorials on an as needed basis.

These tutorials may be face-to-face, or conducted via email. Group sessions will be organized if a sufficient need is identified by faculty and CIAM administrators.

For individual writing composition assistance, students may contact [student.success@ciam.edu](mailto:student.success@ciam.edu) or 626-350-1500 to schedule an appointment.

### **Writing Assistance**

A graduate of the CIAM MBA program should be capable of communicating in written English such that they can produce documents (formal proposals, contracts, policy documents, and even emails) that are clear, professional, and free from grammatical errors. An effective document is supported by comprehensive research to support observations and arguments. While CIAM has a written admission essay requirement, English is "acquired" as well as "learned," and this process takes time. CIAM recognizes that mastery of the written English language requires practice and appropriate feedback. Each of the twelve courses in the MBA program has numerous written assignments to provide the opportunity for all students to practice and improve their written English.

To assist with the feedback component, CIAM provides English Composition Consultants to assist students who want or require individual, custom tutoring to continue their progression to master the written English language to achieve the level of a business professional. Access to the consultants is available at [tutor@ciam.edu](mailto:tutor@ciam.edu). Faculty may encourage (or even require) written assignments to be reviewed by the consultants when they evaluate a written assignment. This service is offered at no additional cost to all registered students in the CIAM MBA program.

### **Presentation Assistance**

A graduate of the CIAM MBA program should be capable of communicating orally and visually such that they can present professionally in person, on video or teleconference and produce formal presentation decks that are clear, professional,

To assist with this feedback component, CIAM provides Presentation Consultants to assist students who want or require individual, custom tutoring to continue their progression to master presentation skills to achieve the level of a business professional. Access to the consultants is available at [presentations@ciam.edu](mailto:presentations@ciam.edu). Faculty may encourage (or even require) presentations to be reviewed by the consultants when they evaluate a presentation. This service is offered at no additional cost to all registered students in the CIAM MBA program.

### **Course & Class Auditing**

CIAM alumni have the opportunity to update their knowledge of content covered in a course they have already taken by auditing that same course for free, when space allows. The student must complete the Auditing application form to reserve a spot with Admissions.

CIAM welcomes prospective students to sit-in on a number of classes in a course after completing the appropriate application process. The general public is invited to sit in on

occasional classes and to attend classes featuring guest speakers. However, those visitors who have not completed the application process have limited access to classes depending on space availability and other factors. Visitors in this category must reserve space in prior to attending. For reservations, call (626) 350-1500.

**STUDENT CONDUCT**

Students enrolled at CIAM must demonstrate professionalism while at school and in their careers. Students are expected to abide by high standards of ethical conduct in preparing and presenting material that demonstrates their level of knowledge and that is used to determine grades.

The following are considered violations of acceptable student conduct and may result in dismissal:

- Plagiarism and cheating are not accepted under any circumstances. CIAM requires the use of APA citation in written assignments. For additional details please refer to CIAM Canvas Orientation and Resources.
- Use of alcoholic beverages or illegal drugs on campus.
- Use of indecent or profane language (language or actions that disrupt the academic environment).
- Failure to follow common sense rules of safety and/or posted safety regulations.
- Harassment or discrimination of any kind.
- Possession or use of a weapon of any kind
- Violation of any school policy or state and federal laws

**Academic Honesty Policy**

Honesty is the key characteristic of a successful leader. CIAM prohibits dishonesty in connection with any academic activity at CIAM, and though not within “Academic Policy,” strongly discourages dishonesty in connection with any activity. Examples of dishonesty include but are not limited to, lying, cheating and stealing. Lying is defined as the deliberate act of being to be deliberately untruthful in order to gain an unfair advantage. Cheating is defined as the act of using or attempting to use unauthorized materials, information, ideas or work of another in order to gain an unfair advantage. Stealing is defined as the act of intentionally taking the property of another, without consent or permission and with the intent to keep or use the property without the permission of the owner.

If students are uncertain of this policy, they should consult their professor or administrator for clarification. All members of the academic community have a responsibility to ensure that academic honesty is maintained.

Examples of academic dishonesty include, but are not limited to:

- Plagiarism;
- Copying or sharing answers;
- Presenting work done by others as one’s own;
- Giving or receiving unauthorized assistance to or from another student;
- Altering or falsifying any information;
- Using any portion of material to fulfill the requirements of more than one course unless the student has received prior faculty permission to do so; Failing to adhere to a professor’s specific directions with respect to the terms of academic integrity or academic honesty;
- Falsifying information or record;
- Any attempt to change grades or written records pertaining to assessment of a student’s academic achievement;
- Providing false or misleading information in order to be excused from classes or assignments;
- Intentionally underperforming;
- Unauthorized collaboration on items considered to be independent work;
- Sabotaging work of other students, including hiding of shared resources.

**Procedure**

Before any formal action is taken against a student who is suspected of academic dishonesty, the professor must present clear evidence to the student in a private meeting or communicate with the student by some other means. The professor must initiate this communication with the student within 30 calendar days of discovering evidence of academic dishonesty. If the professor concludes that the student violated this policy, the matter may be resolved with the student through punitive grading. Examples of punitive grading are: assigning giving a lower or failing grade on the assignment, having; requiring the student repeat the assignment and perhaps some additional assignment; or assessing a lower or failing grade for the course.

Professors are encouraged to communicate with the Dean for adjudication and/or appropriate record keeping. If it is a repeat violation, the Dean may schedule with the involved professor(s) and student(s) a hearing with the Academic Council who will considers whether any further action should be taken which may include suspension or expulsion from CIAM. The Council will consider the entire student record of misconduct when making its decision and it will not limit itself just to mere acts of academic dishonesty.

All grades are ultimately the responsibility of the professor. However, if a student accused of academic dishonesty wishes to contest a violation, the student may, within a 30 calendar day period, file a grievance to request a hearing from the Academic Council if he/she believes the violation is erroneous was a false accusation.

If a violation of academic dishonesty comes to the attention of an administrator, the administrator will bring the concern to the attention of the professor of the corresponding course.

Records relating to academic dishonesty will be maintained by the Office of the Dean.

### **Drug and Alcohol Policy**

Zero tolerance policy on substance abuse: Possession of alcohol, drugs, or any indication of substance abuse will be grounds for immediate dismissal from CIAM. Please see Student Handbook for more information on CIAM's Drug and Alcohol Policy.

### **Lost or Stolen Personal Property**

CIAM is not responsible for lost or stolen personal property - valuables should not be left unattended on school grounds or facilities.

In addition, please lock your car doors and do not leave anything in your vehicle that would tempt somebody to break in. Remove valuables and avoid having valuable belongings in plain sight by securing them out of sight in your trunk or under a blanket.

### **Dress Code**

All students will be expected to dress in an appropriate manner, to convey a professional appearance or image, and to be neat and clean. "Business Casual" is strongly encouraged.

Attending class or entering any campus building while barefooted or bare-chested is specifically prohibited.

### **Students & Professor Consulting Policy**

Students and Professors are prohibited from doing paid consulting with a CIAM client so long as the student or the professor is associated with CIAM.

Students are also prohibited from doing CIAM consulting for a professor or a professor's company. Students may not do a consulting project for an organization for which their professor consults or has previously an actual or potential conflict of interest nor in any situation where there is student a member of an organization or business. CIAM might make

certain exceptions. However, the Dean must be notified ahead of time and approve it prior to any actions by the student team.

CIAM students will NOT implement, or promise, or appear to promise the implementation of their recommendations or plans, either pro bono or for payment under any circumstances.

These policies are established to prevent any possible conflicts of interest or the appearance of such a conflict.

If a CIAM client requests paid or unpaid work be done after the term consulting project is complete, the students and/or professor must decline and explain that work for hire for a consultation client is contrary to CIAM policy.

After graduation or permanent separation from CIAM, students and faculty are not restricted by CIAM rules. However, students and faculty should be cognizant to avoid any unethical commitments or conflicts of interest that may reflect badly on them or on their alma mater.

### **Conduct Probation**

Students may be placed on Conduct Probation should the following behaviors occur: disruptive or disrespectful behavior toward staff, faculty, or other students; theft of property, use of indecent or profane language, cheating and/or plagiarism in any form of work, repeated violations of the school dress code, harassment of instructors or other students, or discrimination of any kind. All conduct rules apply to the classrooms, school buildings, and parking areas. (Please see Suspension and Dismissal Policy.)

### **Anti-Hazing Policy**

As stated in the State of California Education Code, Part 19, Chapter 1, Article 5, Section 32050-32051:

"Hazing" includes any method of initiation or pre-initiation into a student organization or any pastime or amusement engaged in with respect to such an organization which causes, or is likely to cause, bodily danger, physical harm, or personal degradation or disgrace resulting in physical or mental harm, to any student or other person attending any school, community college, college, university or other educational institution in this state; but the term "hazing" does not include customary athletic events or other similar contests or competitions.

The term hazing also has the following meaning as per the Higher Education Act of 1965: Any assumption of authority by a student whereby another student suffers or is exposed to any cruelty, intimidation, humiliation, embarrassment, hardship, or oppression, or is required to perform exercises to excess, to become sleep deprived, to commit dangerous activities, to curry favor from those in power, to submit to

physical assaults, to consume offensive foods or alcohol, or the threat of bodily harm or death, or the deprivation or abridgement or any right.

No student, member of the campus community or their guest at any public, private, parochial or military school, college or other educational institution, shall conspire to engage in hazing, participate in hazing, or commit any act that causes, or is likely to cause, bodily danger, physical harm, or personal degradation or disgrace resulting in physical or mental harm, to any student or member of the campus community.

The violation of this section is a misdemeanor, punishable by a fine of not less than one hundred dollars (\$100), not more than five thousand dollars (\$5,000), or imprisonment in the county jail for not more than one year, or both. In cases of accidents, injury, death or dismemberment as results of hazing, other civil and/or criminal charges and punishments may be applied accordingly as per the appropriate authorities.

Any individuals found guilty of violation of this section of this Policies shall be subject to appropriate disciplinary action by CIAM.

If a group or individual is suspected or reported to be hazing, a thorough investigation will be conducted by CIAM. While the investigation takes place, the suspected individual may be suspended.

The names of individual students suspected of hazing will be turned over to the Administration for investigation and/or for the disciplinary action.

## **PROGRAM**

### **MBA in Executive Management & Entrepreneurship**

The Master's Degree program prepares students with the necessary skills and knowledge to understand, manage or create financial, business, and leadership careers in executive management and entrepreneurship. The program provides the tools for business and leadership professionals to develop knowledge, attitudes, and skill sets that will equip them to perform effectively, ethically, and creativity in the corporate or entrepreneurial environment. The CIAM MBA can be applied to employment positions determined to be within the field under the United States Department of Labor's Standard Occupational Classification codes. Please see Appendix A, Career Services, or visit click [here](#) for a complete listing. The program has two tracks of study. The 16-week term has three terms per year. Students are required to take 2 courses per term: one hybrid and one online allowing a student to complete the program in two

years. The other option is modules of eight weeks with two classes required per term for six terms per year. This allows a student to complete the program in one year. A student may also take one class per term which would allow for the completion of the program in two years. Additionally, the program includes a mandatory internship course, INT599, that must be fulfilled in at least one term. Please see EXPERIENTIAL INTERNSHIP COURSE (INT 599) for more details. Classroom enrollment is set at a maximum of 20 students per class to allow for personalized interaction for both hybrid and online courses.

### **Program Objectives**

1. The program provides a comprehensive immersion in all the essential elements of business education: Accounting, Entrepreneurship, Finance, Information Systems, International Business, Ethics, Marketing,, Operations Management, Organizational Behavior, Quantitative Analysis, and Strategy. These concepts are strengthened through the threaded discussions online, through experiential learning exercises, and the consulting and case projects. Online visits by exceptionally qualified faculty researchers bring students into contact with the latest research methods in the various fields of business education.
2. Critical thinking, problem solving, and communication skills are addressed by experiential learning exercises, frequent short presentations and the consulting project and case analysis. Faculty, peer, and consulting client feedback is effective in teaching the characteristics of effective critical thinking and professional communication techniques.
3. Teamwork and leadership, are taught as concepts and practiced in class through experiential learning and the team-based consulting and case projects.
4. The students will learn the effective use of technology to solve management problems in all classes. Consulting includes international clients that help students develop and apply technological skills to overcome the impediments of distance and geographical time differences.

### **Student Learning Goals and Corresponding Student Learning Outcomes (SLO's)**

Learning Goals #1 through #5 are program-driven goals and they constitute the five overarching goals of the MBA program. They could be labeled "Institutional Goals" or "Program Goals". Each of these five goals is assessed in each of the twelve courses of the MBA program.

#### **Learning Goal #1. Verbal/Visual Presentation Skills**

Students completing the CIAM MBA program will demonstrate the ability to verbally and visually communicate effectively in a business setting when making presentations.

*Corresponding Student Learning Objectives:*

- a. Students will demonstrate verbal communication skills by delivering effective communications.
- b. Students will demonstrate visual communication skills by effectively utilizing and employing computer software with both content and the display of information.

**Learning Goal #2. Written Skills**

Students completing the CIAM MBA program will demonstrate the ability to effectively communicate in written format in a business setting.

*Corresponding Student Learning Objectives:*

- c. Students will demonstrate written communication skills at the time of admission exemplified in the completion of an essay involving critical thinking and competent English Language usage.
- d. Students will demonstrate written communication skills by producing professional-quality business documents, including threaded discussion dialogue, research papers and consulting reports.

**Learning Goal #3. Leadership Skills**

Students completing the CIAM MBA program will demonstrate the ability to effectively lead a group in a business environment.

*Corresponding Student Learning Objective:*

- e. Students will demonstrate effective leadership as evidenced in the production of a course consulting project.

**Learning Goal #4. Teamwork**

Students completing the CIAM MBA program will demonstrate the ability to work in a professional team setting producing material commensurate with their assigned responsibilities.

*Corresponding Student Learning Objective:*

- f. Students will demonstrate collaboration, contribution, and timeliness in achieving common team goals associated with the production of a client consulting project.

**Learning Goal #5. Consulting**

Students completing the CIAM MBA program will demonstrate the ability to work in a team to provide a written and verbal consulting project fulfilling the

contractual obligations of a consulting proposal with a client.

*Corresponding Student Learning Objective:*

- g. Students will demonstrate interviewing skills, client needs, contract development, industry research, and produce a verbal, visual, and written report commensurate with the contract proposal.

Student learning outcome goal #6 is a course-driven goal providing the MBA student with both functional knowledge and analytic tools to be successful as managers in today's ever-changing workforce. With the twelve courses of the MBA program, many of the topics and tools are introduced in the first few courses, developed in the next block of courses (with overlapping topics in many cases to provide intentional redundancy), and finally mastered at the graduate level in the courses offered at the end of the MBA program. Each course, to some extent, has components that constitute both analytic and functional elements.

Each of the twelve courses in the MBA degree program have course student learning outcomes (SLO's) that are quantified with a "Pre" and "Post" knowledge survey instrument completed by the students at the beginning of each course and then at the end of each course. There is a direct mapping between the knowledge survey questions and each of the course's SLO's. Additionally, each of the eleven lessons in each course have individual lesson student learning outcomes. At least one of the lesson's SLO is measured and mapped to the "Pre" and "Post" Knowledge Survey instrument.

**Learning Goal #6. Functional Knowledge and Analytic Knowledge**

Students completing the CIAM MBA program will demonstrate knowledge of fundamental principles in information assurance and critical thinking skills, integrating knowledge across business disciplines from a global, ethical, and socially responsible perspective. Additionally, students completing the CIAM MBA program will demonstrate the ability to use analytical techniques and information technology to solve business problems.

*Corresponding Student Learning Objectives:*

- h. Students will demonstrate the ability to apply principles of theory and accepted "best practices" within business environments.
- i. Students will be able to identify problems, evaluate the quality of the evidence, and undertake appropriate analyses to produce appropriate solutions.
- j. Students will be able to integrate across analytic components of data to identify relationships and

interrelationships to apply theoretical constructs in a business setting.

**Instructional Methods**

Our instructional methodology includes lecture, experiential learning exercises, individual and group presentations, and the application of principles to the student’s current job or profession. Students will also be exposed to speakers from the industry on a regular basis. In addition, our students will be involved in consulting projects with small businesses as a way of putting into practice the concepts they are learning in the classrooms.

**Try Before Buy Program**

CIAM has a “Try Before Buy program” (TBB) where we want the student to be 100% certain before spending a penny for the degree. CIAM assumes all the risk and the student can take one (1) trial course. Only after the seven (7) week term and the student decides to continue with the program, then the student will pay for the course taken and continue necessary payments for the MBA program. The student will receive a “No Grade” (NG) if the student cancels the trial course or decides not to enroll in the MBA program after completion of the trial course. A record of “NG” (no grade) will be marked for the trial course in such circumstances. Only one (1) TBB course allowed per student within a 5-year period. Additional TBB courses after the 5-year period requires approval from the Dean. Please contact the Enrollment Executive (admissions@ciam.edu) for more information.

**Teaching Models**

Each course consists of the following activities: reading textbook and library articles. watching lecture-related videos, preparing and delivering presentations, preparing and participating in at least three postings (threaded discussions), researching and writing paper assignments, team group work for consulting or case studies, and experiential learning exercises.

**Hybrid Class Hours**

Each hybrid class involves 46 hours of total time (6 sessions of four hours and ten minutes on-ground and 5 sessions online of equal quality and quantity). The students are required to engage in additional reading and homework of approximately 2 hours for every one hour of class in the hybrid format making a total class engagement of 138 hours.

**Online Class Hours**

The online classes require the students engage in each class for 138 hours. Our online classes require the same syllabi, student learning outcomes and all classes are equivalent in quality and quantity.

**Course Structure**

Course Numbering System: The first two or three letters represent the subject and all courses are given 500 numbers. Our MBA program is modular, and students can enter the program on any given term. There are multiple sections of courses offered throughout the year for students that are in a situation in which they need to make-up a course. Students may join other cohorts in these situations with the Dean’s approval.

<b><u>Course No.</u></b>	<b><u>Title</u></b>	<b><u>Semester Credits</u></b>
ACC501	Accounting for Decision Making	3.0
BUS501	Quantitative Analysis for Decision Making	3.0
DRU501	Leadership Based on Drucker’s Principles	3.0
DRU502	Innovation and Entrepreneurship Based on Drucker’s Principles	3.0
DRU503	Managing One’s Self and One’s Career based on Drucker’s Principles	3.0
DRU 505	Ethical Leadership	3.0
OPS501	Operations Management	3.0
ETH501	Business Ethics	3.0

FIN501	Corporate Finance	3.0
IB 501	International Business Concepts	3.0
IS501	Management of Information Systems	3.0
MGT501	Management and Organizational Behavior	3.0
MGT 511	Strategic Management	3.0
MKT501	Marketing Management	3.0
INT 599	Experiential Internship	0.0
<b>TOTAL Semester Credits</b>		<b>36.0</b>

## Course Descriptions

### Course Prerequisites

The majority of courses within the CIAM MBA program can be taken independently. However, there are three courses that benefit from taking them in a sequence: Accounting before Finance; Quantitative Analysis before Operations Research; and Strategic Management near the end of your program.

Accounting presents the language of business using the generally accepted accounting principles (GAAP) which are internationally recognized. Finance uses and builds upon the material learned in accounting. As such, ACC 501 is a prerequisite to FIN 501. Similarly, quantitative analysis teaches the mathematical tools of business and academic research and these tools are used in the operations management course. BUS 501 is a prerequisite to OPS 501 to that the student will be able to apply their tools at the very beginning of the OPS 501 course. The strategic management course, MGT 511, is a course that aggregates the many subjects from the MBA program into practice.

Effective Immediately, the following three prerequisites are to be incorporated into our MBA program:

- 1) Accounting 501 must be completed with a passing grade prior to enrolling in Finance 501. They may not be taken concurrently.
- 2) Quantitative Analysis, BUS 501, must be completed with a passing grade prior to enrolling in Operations Management, OPS 501. They may not be taken concurrently.
- 3) A student must successfully complete twenty-four (24) units of CIAM coursework (which could include transfer courses) prior to enrolling in Strategic Management, MGT 511.

### DRU501: Leadership based on Drucker's Principles

3.0 Semester credits

Drucker's view of leadership is critical to becoming an effective executive: the fundamental decision for the leader, the leader's role in shaping the organization's future, how a leader must develop, what he should and should not do. This class will cover Drucker's models of ethics, duty, motivation and leadership, and marketing, which are fundamental to sound leadership. Students who take this course will develop a deep understanding of leadership and an appreciation that courage, commitment, careful thought and analysis, and character are the foundations they will need to develop over a lifetime of service.

### DRU502: Innovation and Entrepreneurship based on Drucker's Principles

3.0 Semester credits

This course will provide the student with an opportunity to learn about Drucker's ideas about the practice of innovation (the seven sources for innovative opportunity and his five principles of innovation), the practice of entrepreneurship (entrepreneurial management, the entrepreneurial business, entrepreneurship in service institutions, and the new venture), and entrepreneurial strategies. In doing so, this course discusses the basics for every manager who needs to organize successful technology and/or market-driven innovation in both entrepreneurial and established firms. The course will examine how entrepreneurs and managers can shape their firms so that they continuously build and commercialize valuable innovations.

### DRU503: Managing One's Self and One's Career based on Drucker's Principles

### 3.0 Semester credits

We live in an age of unprecedented opportunity. We all like to think that with ambition, drive, and talent, we can rise to the top of our chosen professions regardless of where we started out. But companies today are not managing their knowledge workers' careers. Instead, we must be our own chief executive officer; we must become more deliberate in managing ourselves and our careers. In this class, we study how Peter Drucker suggested one manage his or her own career for optimal job satisfaction and success.

#### **DRU 505 Ethical Leadership**

3.0 Semester credits

This course will prepare students to face the ethical and leadership challenges that they are likely to experience as managers. Students will come to realize that ethical dilemmas are common aspects of the business decision-making process and that leadership plays a crucial role in achieving an acceptable result. As a result of taking this course, students should become more proficient in issue recognition, application of ethical principles, and analysis of the consistency of corporate decision-making processes with such principles. This class will also cover Drucker's models of ethics, duty, motivation and leadership, which are fundamental to sound leadership and ethics. Students who take this course will develop a deep understanding of ethics and leadership and an appreciation that courage, commitment, careful thought and analysis, and character are the foundations they will need to develop over a lifetime of service.

#### **OPS501: Operations Management**

3.0 Semester credits

Operations Management is the study and application of the work of making optimal decisions as to how to get things done by people, working together and with technology. Topics include process design, capacity planning, forecasting, supply chain management, quality control, and continuous process improvement. While all of these topics are addressed, most of the focus of this course will be on capacity planning, forecasting, inventory control (part of supply chain management) and continuous process improvement. While there are no formal prerequisites, some familiarity with basic statistics will be very helpful.

**Prerequisite:** *Quantitative Analysis, BUS 501, must be completed with a passing grade prior to enrolling in Operations Management, OPS 501. They may not be taken concurrently.*

#### **ACC501: Accounting for Decision Making**

3.0 Semester credits

This course examines how accounting information is used in managerial decision-making and control. The course stresses how to use rather than how to prepare accounting reports. Topics to be covered include: basic cost concepts, cost volume profit relationships, product costing, differential analysis, strategic product pricing, cost allocation, budgeting, and the evaluation of financial performance.

#### **BUS501: Quantitative Analysis for Decision Making**

3.0 Semester credits

Metrics and analysis are hallmarks of outstanding management. Managers must understand the basics and application of descriptive and inferential statistics including basic descriptive statistics, statistical inference, hypothesis testing, correlation and regression, time series forecasting, inventory models, simulation, queuing, and decision under uncertainty. Students will also learn how to present data effectively using graphs and charts. The course will also address decision trees and expected value of information.

#### **ETH501: Business Ethics**

3.0 Semester credits

This course will prepare students to face the ethical challenges that they are likely to experience as managers. Students will come to realize that ethical dilemmas are common aspects of the business decision-making process. As a result of taking this course, students should become more proficient in issue recognition, application of ethical principles, and analysis of the consistency of corporate decision-making processes with such principles. While we never expect managers to be joyful when they encounter ethical dilemmas, our goal is to help students develop the competence, courage, and character that will enable right action for the good of all.

#### **FIN501: Corporate Finance**

3.0 Semester credits

This course introduces the student to the basic decision models of financial management and prepares them to take an active role in financial decision-making in their organization. It introduces the theory, the methods, and the concerns of corporate finance. The main topics include: 1) financial statements interpretation and analysis; 2) management of cash flow and working capital; 3) pro forma analysis; 4) the time value of money and capital budgeting

techniques; 5) long-term financing instruments; 6) security market efficiency; and 7) value creation principles.

**Prerequisite:** *Accounting 501 must be completed with a passing grade prior to enrolling in Finance 501. They may not be taken concurrently.*

**IB501: International Business Concepts**

3.0 Semester credits

Today's markets are becoming increasingly global, and it is imperative that managers understand the theories, institutions, and environmental elements that underlie international commerce. This course will equip students to manage using a comprehensive framework to formulate strategies in the global marketplace. The course covers competitive advantage, competitive strategies, alternative modes of market entry, including import and export through intermediaries, contracts with suppliers and distributors, and foreign direct investment (FDI).

**IS501: Management of Information Systems**

3.0 Semester credits

In this class, students will learn about business and consumer information systems. We will cover MIS theory and practice as they relate to management and organizational theories. Students will learn about the use of IT in different functional areas of the firm, and the role of the Internet in facilitating, augmenting, and providing competitive advantage for information systems.

**MGT501: Management and Organizational Behavior**

3.0 Semester credits

This course deals with human behavior in organizations. It will employ a number of conceptual frameworks, case discussions, and skill-oriented activities and challenge students to apply these to our course topic. In part, these will include: motivation, learning and development, group dynamics, leadership, communication, power and influence, change, diversity, organizational design, and culture.

**MGT511: Strategic Management**

3.0 Semester credits

This course introduces the student to the concepts of vision, mission, and determination of the basic long-term goals and objectives of a company, and the adoption of a course of action and the allocation of resources for carrying out these goals.

**Prerequisite:** *A student must successfully complete twenty-four (24) units of CIAM coursework (which could include*

*transfer courses) prior to enrolling in Strategic Management, MGT 511.*

**MKT501: Marketing Management**

3.0 Semester credits

Peter Drucker said that marketing was too important to be left to marketers. Indeed, marketing is one of the most important, complex, and fascinating management disciplines, and is closely tied to other functions of the firm such as R&D, operations, and finance. An understanding of marketing fundamentals is an essential component of management knowledge. The roles of ethics, corporate social responsibility, and public policy intrinsic in marketing decision making in global environments are explored.

**INT 599: Experiential Internship**

0.0 Semester Credits

The Experiential Internship Course at CIAM incorporates experiential learning into CIAM's MBA. The course involves bringing the work environment into the academic setting of the MBA program. As such, each student must register for and complete at least one (1) term of internship during the MBA program. The internship position must be relevant to the CIAM MBA degree program and can be paid or unpaid; full-time or part-time. A total of at least 45 hours is required for the one (1) term to complete the course.

International students will need CPT authorization to take this course.

**TUITION REFUND POLICY**

**Student's Right to Cancel**

The student has the right to withdraw from the program for a full refund of tuition during the cancellation period. Note the application fee\* and Student Tuition Recovery fund fee are not refundable. The cancellation period encompasses seven (7) calendar days from enrollment or through the first class session, whichever is later. After the cancellation period, the student may withdraw and receive a pro rata refund of tuition paid if notice of withdrawal has been submitted before sixty (60%) percent or fewer scheduled days have passed. The amount owed equals the daily charge for the program (total institutional charge, divided by the number of days in the program), multiplied by the number of days the student attended, or was scheduled to attend, prior to withdrawal. Students on full CIAM scholarships or 100% institutionally funded tuition by CIAM may cancel their enrollment at any time. Students using VA, please see Veterans Addendum for more information.

Cancellation shall occur when the student gives written notice of cancellation to the university at the following address:

1000 S Fremont Ave. Mailbox #45  
 Building A10, 4<sup>th</sup> Floor, Suite 10402  
 Alhambra, CA 91803

Students can also do this by mail, hand delivery, or email. The written notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that the student no longer wishes to be bound by the agreement.

If the Enrollment Agreement is cancelled the school will refund the student any money paid, less an application fee\* of \$50.00 within 30 days after the notice of cancellation is received.

\*The application fee is refundable for military students.

**Official Withdrawal from the Program**

Withdrawal from CIAM is a matter of major importance. If you are considering withdrawal from school, discuss the matter with the Dean prior to initiating action.

Students may withdraw from the school at any time after the cancellation period and receive a pro rata refund if they have completed 60 percent or fewer of the scheduled days in the current payment period. The Student Tuition Recovery fee and the application fee not to exceed \$50.00, and the cost of any equipment not returned in good condition will be deducted from the refund. The refund will be made within 30 days of withdrawal. If the student has completed more than 60% of the period of attendance for which the student was charged, the tuition is considered earned and the student will receive no refund.

For the purpose of determining a refund under this section, a student shall be deemed to have withdrawn from a program of instruction when any of the following occurs:

- The student notifies the institution in writing.
- The institution terminates the student’s enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; absences in excess of maximum set forth by the institution; and/or failure to meet financial obligations to the School.
- The student has failed to attend class as stipulated in the California Institute of Advanced Management attendance policy.
- The student fails to return from a leave of absence.

For the purpose of determining the amount of the refund, the date of the student’s withdrawal shall be deemed the last date of recorded attendance. The amount owed equals the charges for the current payment period, divided by scheduled days in the current payment period, multiplied by days attended prior to withdrawal. For the purpose of determining when the refund must be paid, the student shall be deemed to have withdrawn after failing to attend class as stipulated in CIAM’s attendance policy. If the student has completed more than 60% of the period of attendance for which the student was charged, the tuition is considered earned and the student will receive no refund.

If a student prepays tuition and fees and withdraws prior to the conclusion of the cancellation period for the next term, all charges collected for the next period will be refunded in accordance with the cancellation policy. If any portion of the tuition was paid from the proceeds of a loan or third party, the refund shall be sent to the lender, third party or, if appropriate, to the state or federal agency that guaranteed or reinsured the loan. Any amount of the refund in excess of the unpaid balance of the loan shall be first used to repay any student financial aid programs from which the student received benefits, in proportion to the amount of the benefits received, and any remaining amount shall be paid to the student.

If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.

**Sample Refund Calculation**

Application Fee (Non-Refundable): \$50.00  
 Course tuition paid: \$1,875.00  
 Scheduled days per course: 49 days  
 Days attended: 20 days  
 Tuition earned: \$765.31  
 Tuition refund due to student: \$1,109.69

**Unofficial Withdrawal**

Withdrawal from CIAM is a matter of major importance. If you are considering withdrawal from school, discuss the matter with the Dean prior to initiating action.

If you stop attending all of your classes without officially withdrawing or if you fail all courses within a term, it is considered an unofficial withdrawal. The instructor may report a grade of “I” (Incomplete) if there is reason to believe that the absence was beyond the student’s control; otherwise the instructor shall record a grade of “F” and last date of documented/recorded class activity. An “F” grade will be on the student’s academic record.

For financial aid recipients, upon determination of the student's last date of attendance, the Return of Title IV funds will apply. Any student for whom a repayment calculation results in a required return of federal funds will be responsible for repaying those funds prior to receiving additional federal financial aid at CIAM or any other institution. You will not be eligible to receive additional Federal Title IV financial aid at CIAM or any other institution until the federal aid has been paid back.

Please also see Post-Withdrawal Policy

## **FINANCIAL ASSISTANCE**

### **The Federal Military Tuition Assistance Program**

The Tuition Assistance program provides educational assistance to active duty military members. Each branch has specific tuition assistance limits and application procedures.

When your Tuition Assistance Authorization form is received, please submit a copy to the CIAM Admissions Office at least two (2) weeks before your class start date. If you're eligible for the Montgomery GI Bill (MGIB) and plan to use Tuition Assistance, you can use the MGIB Top-Up Benefit to cover the remaining costs of your college.

### **Payment Plan**

For those who do not utilize financial assistance, CIAM offers an institutional payment plan that requires no interest and is designed to be fully completed by graduation. Additional information may be obtained through the Admissions Office at admissions@ciam.edu.

## **Scholarships**

### ***Application Requirements***

Any new student is eligible to apply. Students must have applied and satisfied all of the following 3 criteria, the criteria outlined for each scholarship, and meet the published deadlines to qualify. Only one (1) scholarship per student will be awarded and it is non-renewable.

- Students must have been accepted into CIAM
- Must meet SAP and maintain a 3.0 CGPA throughout the program
- Be enrolled in at least one (1) course per term

### **Deadline for scholarship application in the 2018-2019 Academic Year: 08/31/2018**

*\*In the 2018-2019 school year (March 21, 2018 – March 05, 2019), CIAM will make \$15,000 available for scholarships to new students who meet eligibility.*

*Scholarship applications will be reviewed in August 2018 and students who are awarded a scholarship will have the*

*first payment applied for the Fall 2018 Term. The second payment is applied during the student's 10<sup>th</sup> course.*

### **Institutional Scholarships**

**Academic Scholarship** – Students with an incoming undergraduate or graduate cumulative grade point average (CGPA) of 3.8 – 4.0 as conferred by an accredited institution are eligible for this award (verified by transcripts).

**Community Scholarship** – Students who have developed an extraordinary service project in the last 5 years or have demonstrated a commitment to volunteer service for the last 10 years that helped people and the planet. (verified by the student's resume and community service/volunteer verification).

**Entrepreneurship Scholarship** – Students who have started their own business and currently own an active business with customer activity within the last 6 months) are eligible for this award. This will be verified by the legal documentation that indicates evidence of ownership.

**International Scholarship** – For nonimmigrant students on Visas studying in the U.S. for the first time with an undergraduate or graduate cumulative grade point average (CGPA) of 3.5 and above as conferred by an accredited institution are eligible for this award (verified by transcripts). This scholarship is for nonimmigrant students only.

### **Disclosures**

- Recipients are responsible for all other educational expenses
- Awards are disbursed in 2 increments, the course after the scholarship is awarded and the 10<sup>th</sup> course. If a student receives the first payment and fails to maintain a GPA of 3.0 at CIAM, then they will forfeit the second payment (the 10<sup>th</sup> course payment).
- Must be a United States citizen, or Permanent Resident for the Community Scholarship.
- The first scholarship payment must be issued within the same academic year that the scholarship was awarded, otherwise the entire scholarship will be forfeited.
- To retain scholarship eligibility, recipients must remain in good academic standing (3.0 CGPA).
- To qualify for a scholarship, students must maintain continuous enrollment on a term basis.
- Students can apply for as many scholarships as they are eligible, but will only be awarded a maximum of one (1) scholarship for the degree.
- Students who receive a scholarship are not eligible for a Fellowship.

**Program Scholarships**

**First-Generation Graduate Scholarship** – Students who are first generation (first in their immediate family), to pursue their first graduate degree. Scholarship only applicable towards a degree at CiAM. Must enroll in the Accelerated MBA-full-time, hybrid program. Must be a U.S. citizen or Permanent Resident and a California Resident.

**Disclosures**

- Only Applicable for Fall 2019 Enrollment
- Limit one per student, per household.
- Students receiving 3<sup>rd</sup> party tuition reimbursement are ineligible.
- Must meet SAP and maintain a 3.0 CGPA throughout the program and maintain continuous enrollment on a term basis.
- Recipients are responsible for all other educational expenses.
- Awards are disbursed in 5 increments: \$2,000.00 per term from Term 2 to Term 5, and final disbursement of \$4,000.00 in Term 6. If a student receives the first payment and fails to maintain a CGPA of 3.0 at CiAM, then they will forfeit their scholarship.
- The scholarship is valid for one year. Students who defer their enrollment beyond a year will forfeit their scholarship award.
- Students can apply for as many CiAM scholarships as they are eligible but will only be awarded a maximum of one (1) scholarship for the MBA degree.

**Other Sources**

Please also see the following sources for additional funding and information:

1. The Internet (there is a free scholarship search from the U.S. Department of Labor [here](#)).
2. The reference section of your school or public library
3. Foundations, organizations (e.g., religious, community, professional, ethnicity-based), local businesses, and civic groups
4. Your employer
5. Your state vocational rehabilitation agency, if appropriate (a list of state agencies is at [www.ed.gov/svr](http://www.ed.gov/svr) and at [www.disability.gov](http://www.disability.gov))

**Federal Financial Aid (Title IV funding)**

**Award Guidelines**

CIAM offers financial aid to those who qualify. When a student applies for federal financial aid, they may be eligible for need based as well as non-need based aid. CIAM

currently offers unsubsidized loans, which are a non-need based financial aid. Expected Family Contribution (EFC) which is calculated by the U.S. Department of Education and reflected on your FAFSA. Your EFC is determined by many factors, including the family's income, assets, family size and number in college. If you are independent, "family" refers to yourself and your spouse/children (if applicable).

If you are eligible for federal financial aid, your need may be funded by various sources. Funds are awarded in the following sequence:

1. Outside scholarships or awards for which our office is aware.
2. Federal Direct Loans (Unsubsidized).

**Notice:** *Students may supplement their awards with private educational loans up to the amount of the student's cost of attendance minus any financial aid they have received. Students must apply for these loans separately through a bank or lender. Remember that a loan is a legal obligation, so it is important to borrow only what you need and to research the terms and conditions of the loan thoroughly.*

**Award Adjustments**

Throughout the academic year it may become necessary for the Office of Financial Aid to adjust your award if the total aid received exceeds your estimated cost of attendance. Additionally, need based funding may not exceed the student's financial need which is the cost of attendance minus EFC. For example, a student may receive a scholarship from an outside organization after they have been awarded. If that scholarship creates an over award, it may become necessary to adjust a future scheduled award or to return aid that has already disbursed. Over awards will be returned to loans before scholarships and grants when possible.

It is important to remember that all financial assistance you receive for being a student must be coordinated with your financial aid award. Make sure you notify the Office of Financial Aid immediately if you receive financial assistance not reflected on your award. If you notice any omission or discrepancies on your award letter, notify the Office of Financial Aid immediately.

**Unsubsidized Direct Loan**

CIAM offers Unsubsidized Direct Loans. This type of loan is not based on financial need. Interest rates are fixed and established annually by the U.S. Department of Education.

Current interest rates can be found at [here](#). Interest is charged during all periods, even during the time a student is in school and during grace and deferment periods. A student may choose to pay interest on the Direct

Unsubsidized while in school. If you choose not to pay the interest while you're in school, it will be added to the unpaid principal amount of your loan. Regular payments begin six (6) months after students' cease enrollment or fail to be at least a half-time student. For information on repaying your student loans, please visit the Department of Education's website [here](#). Eligible students must maintain satisfactory academic progress to continue receiving financial aid.

If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund and that, if the student has received federal student financial aid funds, the student is entitled to a refund of the monies not paid from federal student financial aid program funds.

Students have the right to cancel all or part of any disbursement of a Federal Direct Loan by notifying the School in writing within 30 days of receipt of the Loan Disbursement Notification. Canceling the loan does not relieve the student of the obligation to pay any or all of the outstanding tuition balance.

Additional information may be obtained through the Financial Aid Office at [financial.aid@ciam.edu](mailto:financial.aid@ciam.edu).

Government guaranteed loans are an important part of financing educational expenses. CIAM provides students with information and counseling to assist them in managing their loans effectively. Confidential loan counseling is available upon request.

Students seeking financial assistance must first complete the Free Application for Federal Student Aid (FAFSA) at [www.fafsa.gov](http://www.fafsa.gov). The Financial Aid Office uses this information to determine students' eligibility and assists them in deciding what resources are best suited to their circumstances. Students must meet all eligibility requirements to qualify for Federal Student Aid. The Financial Aid Office may request additional documentation to support the student's request for financial assistance, including, for example, official IRS Tax Transcripts. Renewal of financial aid is not automatic. Recipients are required to reapply each year by the announced deadline.

#### ***Title IV eligibility***

To be considered for Title IV funding, a student must complete the Free Application for Federal Aid (FAFSA) online. The student may sign the FAFSA online by using the FSA ID which is comprised of a user-selected username and password. Once the student completes the FAFSA, and it is processed by the government, the school will receive an ISIR which will contain the Estimated Family Contribution and let the student know if he/she is selected for verification.

#### **To receive Federal Student Aid, you will need to:**

1. Qualify to obtain a college or career school education, either by having a high school diploma or General Educational Development (GED) certificate, or by completing a high school education in a homeschool setting approved under state law.
2. Be enrolled or accepted for enrollment as a **regular student** in an eligible degree or certificate program.
3. Be registered with Selective service, if you are a male (you must register between the ages of 18 and 25). Men exempted from the requirement to register include:
  - Males currently in the armed services and on active duty (this exception does not apply to members of the Reserve and National Guard who are not on active duty);
  - Males who are not yet 18 at the time that they complete their application (an update is not required during the year, even if a student turns 18 after completing the application);
  - Males born before 1960;
  - Citizens of the Republic of Palau, the Republic of the Marshall Islands, or the Federated States of Micronesia\*;
  - Noncitizens that first entered the U.S. as lawful non-immigrants on a valid visa and remained in the U.S. on the terms of that visa until after they turned 26.
4. Have a valid Social Security number unless you are from the Republic of the Marshall Islands, Federated States of Micronesia, or the Republic of Palau.
5. Completed a FAFSA and the school must have a current ISIR to start the initial eligibility process.
6. Sign certifying statements on the FAFSA stating that:
  - You are not in default on a federal student loan
  - You do not owe a refund on a federal grant
  - You will use federal student aid only for educational purposes.

7. Maintain satisfactory academic progress (SAP) while you are attending CIAM.
8. Be enrolled at least halftime to receive assistance from the Direct Loan Program.
9. Not have been convicted of, or pled nolo contendere (no contest), or guilty to, a crime involving fraud in obtaining Title IV aid.

**In Addition, you must meet one of the following:**

1. Be a U.S. CITIZEN or U.S. NATIONAL  
You are a U.S. citizen if you were born in the United States or certain U.S. territories, if you were born abroad to parents who are U.S. citizens, or if you have obtained citizenship status through naturalization. If you were born in American Samoa or Swains Island, then you are a U.S. national.
2. Have a GREEN CARD  
You are eligible if you have a Form I-551, I-151, or I551C, also known as a green card, showing you are a U.S. permanent resident.
3. Have an ARRIVAL-DEPARTURE RECORD  
Your Arrival-Departure Record (I-94) from the U.S. Citizenship and Immigration Services must show one of the following:
  - Refugee
  - Asylum Granted
  - Cuban-Haitian Entrant (Status Pending)
  - Conditional Entrant (valid only if issued before April 1, 1980)
  - Parolee
4. Have BATTERED IMMIGRANT STATUS  
You are designated as a **“battered immigrant qualified alien”** if you are a victim of abuse by your citizen or permanent resident spouse, or you are the child of a person designated as such under the **Violence Against Women Act**.
5. Have a T-VISA  
You are eligible if you have a T-visa or a parent with a T-1 visa.

**Verification**

Each year the Department of Education selects a percentage of financial aid recipients randomly to be selected for verification. If a student is selected for federal verification, they will be asked to complete a Verification Worksheet (provided by the Office of Financial Aid) and must provide additional information before financial aid can be disbursed to the student account. This documentation may include but

is not limited to federal income tax transcript and W-2 forms (student’s, spouse and/or parents/guardians), proof of untaxed income, housing allowances, etc.

Students will be notified in writing of all documents required to fulfill this federal requirement. If after review by the Office of Financial Aid, there are any changes to the Estimated Family Contribution and possibly the financial aid available, the student will be notified by email or in writing.

**Federal Return of Title IV Funds Policy (R2T4)**

Federal financial aid is used for educational purposes only. Therefore, if a student withdraws before completing the program, a portion of the funds received may have to be returned. The School will calculate the amount of tuition to be returned to the Title IV, HEA Federal fund programs according to the policies listed below:

This policy applies to students’ who withdraw officially, unofficially, or fail to return from a leave of absence or are dismissed from enrollment. It is separate and distinct from the School refund policy.

If a student ceases attendance (drops or withdraws) from all his or her Title IV eligible courses in a payment period or period of enrollment, the student must be considered withdrawn for Title IV purposes. If circumstances cause a student to withdraw from all classes, they are encouraged to contact the Dean and the Financial Aid Office, so their decision will be based on a clear understanding of the consequences of withdrawing from all classes. The student is considered to have withdrawn if the student is in a non-term or nonstandard-term program and the student is not scheduled to begin another course within a payment period or period of enrollment for more than 45 calendar days after the end of the module the student ceased attending (unless the student is on an approved leave of absence). The payment period for the program is one half the academic year or program length (whichever is less).

The Date of Determination, the date of the institution’s determination that the student withdrew, varies depending on the type of withdrawal. (See withdrawal policy above.) For a student who withdraws, without providing notification from a school that is not required to take attendance, the school must determine the withdrawal date no later than 30 days after the end of the earlier of (1) the payment period or period of enrollment, (2) the academic year or (3) the student’s educational program.

The calculated amount of the Return of Title IV, HEA (R2T4) funds that are required to be returned for the students affected by this policy, are determined according to the following definitions and procedures as prescribed by regulations.

The amount of Title IV, HEA aid is earned based on the amount of time a student spent in academic attendance, and the total aid received; it has no relationship to the student's incurred institutional charges. Because these requirements deal only with Title IV, HEA funds, the order of return of unearned funds do not include funds from other sources other than the Title IV, HEA programs.

Title IV, HEA funds are awarded to the student under the assumption that s/he will attend school for the entire period for which the aid is awarded. When a student withdraws, he/she may no longer be eligible for the full amount of the Title IV, HEA funds that were originally scheduled to be received. Therefore, the amount of Federal funds earned must be determined. If the amount disbursed is greater than the amount earned, unearned funds must be returned.

#### ***Determining Aid Earned***

If a student withdraws from CIAM, then the school, or the student, or both may be required to return some, or all of the federal funds awarded to the student for that term. The federal government requires a return of Title IV federal aid that was received if the student withdrew on or before completing 60% of the term. Federal funds, for the purposes of this federal regulation, include Pell Grant, Supplemental Educational Opportunity Grant, Unsubsidized Stafford Loans, Subsidized Stafford Loans, Perkins Loans, and Parent PLUS Loans. The formula used in this federal "return of funds" calculation divides the aid received into earned aid and unearned aid.

A student "earns" financial aid in proportion to the time s/he is enrolled up to the 60% point. The percentage of federal aid to be returned (unearned aid) is equal to the number of calendar days remaining in the term when the withdrawal takes place divided by the total number of calendar days in the term. If a student was enrolled for 20% of the term before completely withdrawing, 80% of federal financial aid must be returned to the aid programs. If a student stays through 50% of the term, 50% of federal financial aid must be returned.

Institutionally scheduled breaks of five (5) or more consecutive days are excluded from the Return calculations as periods of nonattendance and therefore, do not affect the calculation of the amount of federal aid earned. This provides for more equitable treatment of students who officially withdraw near the end of a scheduled break. In those instances, at an institution not required to take attendance, a student who withdrew after the break would not be given credit for earning an additional week of funds during the scheduled break, but would instead only earn funds equal to the number of days of training the student

completed after the break. If a break occurs prior to a student's withdrawal, all days between the last scheduled day of classes before a scheduled break and the first day classes resume are excluded from both the numerator and denominator in calculating the percentage of the term completed.

#### ***Post-Withdrawal Disbursement***

For a student who withdraws after the 60% point-in-time, there is no unearned aid. However, CIAM will complete a Return to Title IV calculation in order to determine whether the student is eligible for a post-withdrawal disbursement. If a student did not receive all of the funds that they have earned, they may be due a post-withdrawal disbursement. The school may use a portion or all of the post-withdrawal disbursement for tuition and fees (as contracted with the school). For all other school charges, the school will need the student's permission to use the post withdrawal disbursement. If the student does not provide permission, they will be offered the funds.

In compliance with federal regulations, the Financial Aid office will perform the calculation within 30 days of the student's withdrawal and funds will be returned to the appropriate federal aid program within 45 days of the withdrawal date. An evaluation will be done to determine if aid was eligible to be disbursed but had not disbursed as of the withdrawal date. If the student meets the federal criteria for a post-withdrawal disbursement, the student will be notified of their eligibility within 30 days of determining the student's date of withdrawal. If the eligibility is for a grant disbursement, the funds will be disbursed within 45 days of determining the student's date of withdrawal. If the eligibility is for a loan, the student will be notified in the same timeframe, but they must also reply to the Financial Aid Office if they wish to accept the post-withdrawal loan obligation. A post-withdrawal disbursement of any funds would first be used toward any outstanding charges before any funds are returned to the student.

Once the amount of unearned federal aid is calculated, CIAM will repay funds in the student's package in the following order:

- Unsubsidized Stafford Loans - Subsidized Stafford Loans
- Direct PLUS Loans
- Federal Pell Grants for which a Return is required
- Federal Supplemental Educational Opportunity Grant
- Iraq and Afghanistan Service Grant for which a Return is required
- Other Title IV assistance
- State Tuition Assistance Grants (if applicable)
- Private and institutional aid
- The Student

Keep in mind that when Title IV funds are returned, the student borrower may owe a balance to the institution and/or the U.S. Department of Education. If a student fails to repay grant funds, s/he may be ineligible for future federal financial aid. A copy of the School's R2T4 worksheet will be available through the office upon student request.

Students are responsible for returning to the Title IV, HEA programs any funds that were disbursed to the student in which the student was determined to be ineligible for via the R2T4 calculation. Students are also responsible for ensuring that any notification of withdrawal should be in writing and addressed to the appropriate institutional official. Students may rescind their notification of intent to withdraw but it must be filed in writing.

### **Course Repetition**

A student who receives federal financial aid (Title IV funds) must adhere to the following rules in order to be considered as meeting enrollment requirements for financial aid eligibility and satisfactory academic progress. Please note the federal regulations only addresses the treatment of repeated courses for Federal Title IV purposes, as outlined below:

- In order to receive Title IV federal funds for a repeat course, a previously passed course may be repeated only one (1) time and the student may receive Title IV federal funds for this repeated course.
- Repeated coursework may be included when determining the enrollment status if a student is required to meet an academic standard for a particular previously passed course, such as a minimum grade.
- Title IV will pay for unlimited repeats of failed courses as these limitations pertain only to passed courses. However, please refer to the School's policy on course repetitions for restrictions (Students may repeat the same course only once and are not allowed to repeat more than three (3) courses).
- Repeated courses, both passed and failed, will affect Satisfactory Academic Progress in that a repeated course, along with the original attempt, is counted towards the maximum time frame.

## **Rights and Responsibilities of Students for Federal Financial Aid**

### **Student Responsibilities**

Each Student Must:

- Complete all requested forms completely, accurately and in a timely fashion.
- Use all financial aid received solely for educational expenses related to attendance at CIAM.
- Submit, in a timely manner, all additional documentation requested by the Office of Financial Aid.
- Meet all satisfactory Academic Progress (SAP) Policies

### **Student Rights**

Each Student has the right to:

- Know how financial need was determined.
- Know how financial aid will be distributed.
- Request an explanation of programs in the financial aid package.
- Refuse any financial aid offered.
- Request an explanation of CIAM's refund policy.
- Know what portion of financial aid is a grant and what portion must be repaid, and if the loan(s) is accepted, know the interest rate and loan repayment options and procedures.
- Examine the contents of aid records, provided a written request is made to the Office of Financial Aid. Students may not review confidential records submitted by parents without the written consent of the parent whose information has been submitted.
- Appeal financial aid decisions regarding Satisfactory Academic Progress.

### **Contact Information for Assistance in Obtaining Institutional or Financial Aid Information**

The Financial Aid Office is designated to assist enrolled or prospective students in obtaining the institutional or financial aid information. Please call 626-350-1500 or email [financial.aid@ciam.edu](mailto:financial.aid@ciam.edu).

### **Methods of Disseminating Consumer Information**

The Office of Financial Aid disseminates information through various channels, including our website where all programs, application processes and deadlines are listed. Financial aid information is also included in various resources such as the School Catalog. The Office also has various information pieces that are emailed to the student's CIAM email account and uses this as the primary means for contacting a student. New students are contacted by his/her personal email until they have completed enrollment and registered for courses. Targeted and general announcements are posted in these media venues, in addition to sending student emails. The Office of Financial Aid sends an email, each July to all students regarding consumer information. In addition, the Office of Financial Aid sends an email, each term, to new students.

**Student Right-To-Know Act**

**Information on Completion/Graduation Rates for General Student Body**

CIAM retention and graduation rate information is on the CIAM website [here](#).

**VOTER REGISTRATION**

CIAM provides hardcopies of the voter registration forms on campus. This form to vote can also be obtained [here](#).

**TITLE IX POLICY**

CIAM is dedicated to fostering a community which values inclusion, tolerance, and diversity in its members, and recognizes that each individual contributes through their wide range of experiences, perspectives, and their unique skills and talents to the learning community. CIAM believes that diversity among its students, staff and faculty strengthens the institution and society, stimulates innovation, and creative solutions. As an academic institution, CIAM seeks to encourage all individuals equally to develop their full potential. CIAM upholds this policy and expects all members of its community to give support in its execution.

Title IX prohibits discrimination based on sex, gender, sexual orientation, or gender identity, and discrimination based on pregnancy in any education program or activity receiving federal financial assistance. Inquiries regarding the application of Title IX may be directed to the Title IX Coordinator, Claudia Sarabia at [claudia.sarabia@ciam.edu](mailto:claudia.sarabia@ciam.edu) or 626-350-1500, or the Department of Education's Office for Civil Rights, [OCR@ed.gov](mailto:OCR@ed.gov).

CIAM is committed to creating and maintaining a community free of all forms of discrimination and harassment. Sexual Harassment is defined by unwelcome conduct of a sexual nature, including sexual violence. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal, nonverbal, or physical conduct of a sexual nature.

This policy applies to all students, staff, and faculty regardless of sexual identity or gender orientation. Anyone who experiences harassment in the classroom should seek the assistance of the Title IX Coordinator. The Title IX Coordinator is available to consult and provide advice to anyone in the CIAM community regarding rights and responsibilities under Title IX as well as policies and procedures. The Title IX office takes complaints and ensures that all complaints are handled in accordance with established policies and procedures.

*No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or*

*be subjected to discrimination under any education program or activity receiving federal financial assistance.  
-Title IX, Education Amendments of 1972*

**NOTICE OF AVAILABILITY OF ANNUAL CAMPUS SECURITY REPORT**

This notice is being posted in compliance with the Jeanne Clery Act.

CIAM publishes annually, by October 1<sup>st</sup>, the Campus Security report that contains statistics for three (3) previous calendar years concerning reported crimes. The report contains institutional policies and procedures about campus safety and security and includes sexual assault reporting, alcohol, drug, and weapons violations. It also includes policies and procedures related to fire safety.

Upon request, hardcopies of the CIAM Campus Security Report can be picked up at our main office located at 1000 S Fremont Ave., Building A10, 4<sup>th</sup> Floor, Suite 10402, Alhambra, CA 91803, and also viewable on the School's website at [www.ciam.edu](http://www.ciam.edu) under "Campus Safety."

**TUITION & FEES**

Effective July 1<sup>st</sup>, 2019, any students enrolling on this date and after, qualify for the new increased tuition rate of \$24,000. The breakdown of the costs are summarized in the chart below.

Tuition for current students and applicants who have already signed their enrollment agreements and enrolled prior to July 1<sup>st</sup>, 2019, will remain the same at \$22,500.00.

<b>MBA in Executive Management and Entrepreneurship*</b>	
Full-time Status (2 courses per term)	\$ 4,000.00 per term
Part-time Status (1 course per term)	\$ 2,000.00 per term
Tuition Cost Per Credit	\$666.67
<b>Total Tuition Cost</b>	<b>\$24,000</b>
<b>Application Fees</b>	
Application Fee (Non-Refundable)	\$50
STRF Fee (Non-Refundable)	\$0
Estimated Total Book Cost	\$0

Estimate for Consulting Reports printing & binding	\$100
<b>Total Estimated Program Costs (Tuition + Fees)</b>	<b>\$24,150</b>

\* Estimated charges for the period of attendance and the entire program. Prices are in USD.

*At the student's option, the school may accept payment in full for tuition and fees, including any funds received through institutional loans, after the student has been accepted and enrolled with the date of the first class session disclosed on the enrollment agreement. The fee for a completed Try Before Buy course is at the current rate of tuition per course at the time of enrollment for the MBA program. There is a penalty of \$25.00 per returned check. The application fee is reduced for military students. If a student is late on making tuition payments, a flat \$50.00 fee will be added to the tuition payment and the student will not be enrolled in any courses until the tuition and fees are paid in full. Qualified CIAM employees may receive institutionally funded tuition if admissions requirements are met. A Cost of Attendance (COA) breakdown for Title IV purposes is provided [here](#).*

**STUDENT TUITION RECOVERY FUND (STRF)**

\*Effective January 1, 2015, the Student Tuition Recovery Fund (STRF) assessment rate will be zero (\$0) per \$1,000. You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California

residents, or are enrolled in a residency programs attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

**CIAM AND THE COMMUNITY**

CIAM is committed in contributing and participating in its local community through various activities. In that interest, CIAM offers lectures open to the public that range from faculty research presentations to Public Lectures on Job Finding and Entrepreneurship. The school is also an active member and participant in the Local Chambers of Commerce. As a core component to the MBA program, CIAM includes consulting experience for its students through which it provides Pro Bono Consulting for local and international businesses and organizations. Administrators and Faculty provide guest speaking at other universities and for other organizations in Los Angeles area

**AFFILIATIONS**

CIAM is affiliated in a non-financial way with the Peter F. Drucker Academy (PFDA). PFDA offers management training courses in 33 locations in China and Hong Kong and does not have the intent nor right to use any accreditation of state licensure possessed by CIAM. With the goals of building Chinese management capacity, it is inspired by the work of Peter F. Drucker, whose ideas are incorporated into all of its

programs. PFDA is funded by Minglo Shao who also has been the source of unrestricted grants to CIAM. In this sense there is an unofficial affiliation with CIAM since both institutions are financially supported by Minglo Shao. This allows free interchange of ideas between the two

organizations CIAM and PFDA although there is no formal or legal connection.

#### **ADMINISTRATIVE STAFF**

The administrative staff at CIAM is committed to providing students with the best academic experience possible and is always striving to help students achieve their academic and professional goals. For complete bios of the administrative staff please visit our website [here](#).

#### **Jennie Ta**

##### ***President/CEO/COO***

M.B.A., California Institute of Advanced Management (CIAM)

B.S. in Business Administration, University of California, Riverside (UCR)

#### **Dr. Eric McLaughlin**

##### ***Vice President & Chief Academic Officer (CAO)***

Ph.D. in Business Administration, Claremont Graduate University

M.B.A., Claremont Graduate University

M.S. in Limnology, University of California at Davis (UC Davis)

B.S. in Biological Sciences, University of California at Davis (UC Davis)

#### **Kien Tiet, Esq.**

##### ***Chief Financial Officer (CFO)***

J.D., Loyola Law School, Los Angeles

M.L. in Taxation, Loyola Law School, Los Angeles

B.S. in Math-Applied Science, University of California, Los Angeles (UCLA)

B.S. in Political Science, University of California, Los Angeles (UCLA)

#### **Dr. Harish Amar**

##### ***Dean***

Ed. D. in Educational Leadership, Cal State University Northridge (CSUN)

M.B.A., Cal State University Los Angeles (CSULA)

M.B.A., Punjabi University, India

B.S. in Biology, Delhi University, India

#### **Dr. J. Richard Johnson**

##### ***Department Chair, Professor of Management / Director of the Consulting Institute***

Ph.D. in Sociology, University of California, Los Angeles (UCLA)

M.A. in Sociology, University of California, Los Angeles (UCLA)

B.A. in Sociology, University of California, Los Angeles (UCLA)

Specialization: Management and Organizational Behavior, Innovation and Entrepreneurship, Quantitative Analysis, and International Business

#### **Dr. James Dorsett**

##### ***Professor of Business***

Ph.D. of Business Administration in International Business, Argosy University, Graduate School of Business

M.B.A., Wharton School of the University of Pennsylvania

M.S. in Electrical Engineering, Moore School of the University of Pennsylvania

B.S. in Electrical Engineering, Moore School of the University of Pennsylvania

Specialization: International Business

#### **Dr. Robert Kirkland**

##### ***Academics Projects Coordinator***

Ph.D. in History, University of Pittsburgh

M.A. in History, University of Pittsburgh  
B.S. in Engineering, United States Military Academy, West Point

**Paul-Long Lee**

***Director of Marketing***

M.B.A., California Institute of Advanced Management (CIAM)  
B.S. in Business Administration, Cal Poly Pomona

**Claudia Sarabia**

***Director of Campus Success***

M.B.A., California Institute of Advanced Management (CIAM)  
B.A. in Art History, University of California, Los Angeles (UCLA)

**Penny Li**

***Director of Admissions / Director of Student Success***

M.B.A., California Institute of Advanced Management (CIAM)  
M.P.A., California State University, Northridge (CSUN)  
B.L. in Politics and Ideology Education, Liaoning Normal University, China

**Luke Stuard**

***Student Success Coordinator***

Master's in Divinity in Chaplaincy, University of the West  
B.A. in Psychology, University of California, Riverside (UCR)

**Samantha Scott**

***Registrar / Primary Designated School Official (PDSO)***

M.B.A., California Institute of Advanced Management (CIAM)  
B.F.A. in Graphic Design, Cal Poly Pomona

**Elsa Myers**

***Admissions Specialist***

M.B.A., in Accounting Specialization, University of Phoenix  
B.B.A. in Marketing Specialization, University of Texas at El Paso

**Angel Cruz**

***Admissions Specialist***

M.S. in College Counseling and Student Development, Azusa Pacific University  
B.A. in Gender, Ethnicity, and Multicultural Studies (GEMS), California State Polytechnic University, Pomona

**Erik Roberts**

***Business Development Manager***

B.A. in Legal Studies, University of California, Berkeley

**Angela Murphy**

***Canvas Instructional Designer***

M.A. in Teaching, Chapman University  
B.S. in Education, Virginia Polytechnic Institute and State University

**Michael Gittelman**

***Interim Librarian***

Masters in Library Science, University of Oregon

B.A. in Radio and Broadcasting, California State University, Northridge (CSUN)

**Vivian Han**

***Administrative Assistant/ Staff Accountant***

B.A. in Global Studies, University of California, Santa Barbara (UCSB)

**ADJUNCT FACULTY**

**Dr. Michael Cortrite**

Ed.D in Educational Leadership, University of California, Los Angeles (UCLA)

M.A. in Public Administration, California State University at Northridge (CSUN)

B.A. in Public Service Management, University of Redlands

Specialization: Leadership

**Dr. James Dorsett**

Ph.D. of Business Administration in International Business, Argosy University, Graduate School of Business

M.B.A., Wharton School of the University of Pennsylvania

B.S. in Electrical Engineering, Moore School of the University of Pennsylvania

Specialization: International Business

**Dr. J. Richard Johnson**

Ph.D. in Sociology, University of California, Los Angeles (UCLA)

M.A. in Sociology, University of California, Los Angeles (UCLA)

B.A. in Sociology, University of California, Los Angeles (UCLA)

Specialization: Management and Organizational Behavior, Innovation and Entrepreneurship, Quantitative Analysis, and International Business

**Dr. Ed Khashadourian**

Ph.D. in International Economics, National University of Iran

M.S. in Theoretical Economics, National University of Iran

B.A. in Economics, National University of Iran

Specialization: Quantitative Analysis

**Dr. Robert Kirkland**

Ph.D. in History, University of Pittsburgh

M.A. in History, University of Pittsburgh

B.S. in Engineering, United States Military Academy, West Point

Specialization: Leadership

**Dr. Elisa Magill**

Ph.D. in Industrial/Organizational Psychology, Alliant International University, Marshall Goldsmith School of Business

M.B.A., California Institute of Advanced Management (CIAM)

M.S. in Industrial Psychology, Alliant International University, Marshall Goldsmith School of Business

B.A. in Psychology, Minor in Journalism, California State University, Fullerton (CSUF)

Specialization: Leadership, and Organizational Development.

**Dr. Ramin Maysami**

Ph.D. in Economics, Iowa State University

M.S. in Economics, Iowa State University

B.S. in Distributed Studies (Areas of Concentration: Economics, Mathematics, Chemistry), Iowa State University

Specialization: International Business/Finance

**Dr. Carol Mendenall**

Ph. D. in Psychology, Grand Canyon University  
M.A. - Education, California State University, Fresno  
B. S. - Science, California State University, Fresno

**Dr. Eric McLaughlin**

Ph.D. in Business Administration, Claremont Graduate University  
M.B.A., Claremont Graduate University  
M.S. in Limnology, University of California at Davis (UC Davis)  
B.S. in Biological Sciences, University of California at Davis (UC Davis)  
Specialization: Finance

**Dr. Elizabeth Musil**

Ph.D. in Organizational Leadership from University of Phoenix  
M.A. in Organizational Management from Antioch University of Southern California  
Specialization: Leadership

**Dr. Yvan Nezerwe**

D.B.A. in Finance from Alliant International University  
M.B.A. in Finance from Alliant International University  
B.Sc. in International Business from United States International University  
Specialization: Finance

**Dr. Mohammad Reza Rajati**

Ph.D. in Electrical Engineering from University of Southern California  
M.Sc. in Mathematical Statistics from University of Southern California  
B.Sc. in Electrical Engineering, Major Option in Systems and Control from Amirkabir University of Technology  
Specialization: Quantitative Analysis

**Dr. Doug Roberts**

Ph.D. in Organization and Management, Capella University  
M.B.A., University of Phoenix  
B.S. in Business Information Systems, University of Phoenix  
Specialization: Information Systems

**Dr. Rocio Terry**

Doctor of Social Work (DSW), University of Southern California  
M.B.A., University of Redlands  
Master of Social Work (MSW), University of Southern California  
B.A. in Communications, San Diego State University  
Specialization: Management and Organizational Behavior

**Dr. Address Walker**

D.B.A. in Business & Accounting, Walden University  
M.B.A., University of Phoenix  
B.A., Pitzer College (Member of Claremont Colleges)  
Specialization: Accounting

**Dr. Matthew Worland**

Ed.D. in Educational Leadership and Policy Studies, California State University, Northridge  
Masters of Science in Computer Science, California State University, Northridge  
Bachelor of Science in Computer Science, California State University, Northridge  
Specialization: Information Systems

**Dr. Vahick A. Yedgarian**

Ph.D. in Business Administration/Global Business, Leadership and Sustainability, Northcentral University  
M.S./Psy in Psychology, University of Phoenix  
M.B.A./GM in Business Administration & Global Management, University of Phoenix  
B.A. in Business Administration, University of Phoenix  
Specialization: Strategic Management

**Dr. Gregory F. Zerovnik**

Ph.D. in Media Psychology, California College of the Arts  
Executive M.B.A., Claremont Graduate University  
M.A. in Media Psychology, Fielding University  
B.F.A. California College of the Arts  
Specialization: Marketing

**BOARD OF TRUSTEES**

The affairs of the corporation shall be managed by a Board of Trustees as prescribed in the Bylaws of the corporation. Full bios can be found [here](#).

**Voting Members:**

**Mr. Minglo Shao**

Chairman, CIAM  
Chairman, Bright China Group  
Founder, Peter F. Drucker Academy

**Mrs. Yeh Wah Chong**

Chairman, CIAM  
Chairman, Bright China Group

**Ms. Frances Hesselbein**

President and CEO, The Frances Hesselbein Leadership Institute

**Brigadier General Leonard Kwiatkowski**

Brigadier General, USAF

**Mr. C. William Pollard, Esq.**

Chairman, Fairwyn Investment Company

**Dr. Francisco Suarez**

New Business Projects Director, Coca-Cola FEMSA

**Mr. Rick Wartzman**

Senior Advisor, Drucker Institute

**Dr. Danny Yu**

Founder, Educational Services Exchange with China (ESEC)

**Non-voting members:**

Jennie Ta, President/CEO  
Eric McLaughlin, Vice President/CAO  
Kien Tiet, CFO

## **ACCREDITATION DISCLOSURES**

The California Institute of Advanced Management (CIAM), is accredited by the Distance Education Accrediting Commission (DEAC). The Distance Education Accrediting Commission is listed by the U.S. Department of Education as a recognized accrediting agency. The Distance Education Accrediting Commission is recognized by the Council for Higher Education Accreditation (CHEA).

DEAC, 1101 17<sup>th</sup> Street NW, Suite 808, Washington, D.C. 20036  
<http://www.deac.org/> Tel: (202) 234-5100 or Fax: (292) 332-1386



The California Institute of Advanced Management (CIAM) is accredited by the WASC Senior College and University Commission (WSCUC). The WASC Senior College and University Commission is listed by the U.S. Department of Education as a recognized accrediting agency. The WASC Senior College and University Commission is recognized by the Council for Higher Education Accreditation (CHEA).

WASC Senior College and University Commission (WSCUC)  
985 Atlantic Avenue, Suite 100  
Alameda, CA 94501  
(510) 748-9001



## **CATALOG DISCLOSURES**

### **California Bureau for Private Postsecondary Education**

California Institute of Advanced Management is a private, non-profit institution and approved to operate by the Bureau for Private Postsecondary and Vocational Education. For more information, please call the Bureau for Private Postsecondary Education at (916) 431-6959, or toll free at (888) 370-7589, or visit its website at: [www.bppe.ca.gov](http://www.bppe.ca.gov).

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at:

Bureau for Private Postsecondary Education  
2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833  
<http://www.bppe.ca.gov>  
Tel: (888) 370-7589 or by fax: (916) 263-1897



The CIAM Vice President and President can also be reached with any questions regarding the catalog.

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

A student or any member of the public may file a complaint about this or any institution with the Bureau for Private Postsecondary Education by calling 888-370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web site <http://www.bppe.ca.gov>. Of course, it is usually better to attempt to resolve an issue directly with CIAM first.

CIAM's approval to operate as a private postsecondary school in the State of California is based on provisions of the California Private Postsecondary Education Act (CPPEA) of 2009, which is effective January 1, 2010. CIAM under section 94802 (a) of CPPEA, will by operation of law, be approved upon the Bureau's approval pending approval. The Act is administered by the Bureau for Private Postsecondary Education, under the Department of Consumer Affairs. The Bureau can be reached at: P.O. Box 980818, West Sacramento, CA 95798-0818, 888.370.7589.

CIAM does not issue licenses. We award degrees only for our MBA in Executive Management and Entrepreneurship.

Should you have an issue at CIAM; we would appreciate the opportunity to resolve it through our own grievance procedures first before filing a complaint as direct resolution is usually faster and easier.

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

# CIAM – WHO TO CONTACT

## Student Support

For	Contact	Email	Phone
Cashier's Office General Information	Vivian Han	cashier@ciam.edu vivian.han@ciam.edu	626-350-1500
Title IX Career Services	Claudia Sarabia	<a href="mailto:claudia.sarabia@ciam.edu">claudia.sarabia@ciam.edu</a>	626-350-1500 Ext. 112
Student Success; Canvas, Orientation	Luke Stuard	student.success@ciam.edu	626-350-1500 Ext. 117
Library, textbooks	Michael Gittelman	michael.gittelman@ciam.edu	626-350-1500 Ext. 113
Financial Aid	Luke Stuard	financial.aid@ciam.edu	626-350-1500 Ext. 117

## Office of Admissions / Program Info

Contact	Title	Email	Phone
Penny Li	Director of Admissions	admissions @ciam.edu	626-618-7796
Elsa Myers	Admissions Specialist	admissions @ciam.edu	626-618-7800
Angel Cruz	Admissions Specialist	admissions @ciam.edu	626-350-1500 Ext.107

## Registrar's Office / DSO

Issue	Contact	Email	Phone
Records, Grades Transcripts	Sammi Scott	registrar@ciam.edu	626-618-7800
Visa/ I-20 & International	Sammi Scott Penny Li	DSO@ciam.edu	626-350-1500

## Academics

Issue	Contact	Email	Phone
Capstone Grievances	Dr. Elisa Magill	elisa.magill@ciam.edu	626-350-1500 Ext. 106
Consulting	Dr. Richard Johnson	richard.johnson@ciam.edu	626-350-1500 Ext. 114
Institutional Research and Accreditation	Dr. Eric McLaughlin	eric.mclaughlin@ciam.edu	626-618-7799

## Emergency & Urgent Response

### Contact CiAM

P : 626-350-1500

E : [info@ciam.edu](mailto:info@ciam.edu)

F : 626-350-1515

Time	Contact	Phone/ Email
Office Hours (8:30AM-5:30PM)	Claudia Sarabia	626-350-1500 Ext. 112
After Hours	Campus Security	626-300-2211 <a href="mailto:rolando.valdovinos@aus.com">rolando.valdovinos@aus.com</a>

Appendix A: 2010 Standard Occupational Classification

**2010 Standard Occupational Classification**

Major Group	Minor Group	Broad Group	Detailed Occupation
<b>11-0000</b>			<b>Management Occupations</b>
	11-1000		Top Executives
		11-1010	Chief Executives
		11-1011	Chief Executives
		11-1020	General and Operations Managers
		11-1021	General and Operations Managers
		11-1030	Legislators
		11-1031	Legislators
		11-2000	Advertising, Marketing, Promotions, Public Relations, and Sales Managers
		11-2010	Advertising and Promotions Managers
		11-2011	Advertising and Promotions Managers
		11-2020	Marketing and Sales Managers
		11-2021	Marketing Managers
		11-2022	Sales Managers
		11-2030	Public Relations and Fundraising Managers
		11-2031	Public Relations and Fundraising Managers
	11-3000		Operations Specialties Managers
		11-3010	Administrative Services Managers
		11-3011	Administrative Services Managers
		11-3020	Computer and Information Systems Managers
		11-3021	Computer and Information Systems Managers
		11-3030	Financial Managers
		11-3031	Financial Managers
		11-3050	Industrial Production Managers
		11-3051	Industrial Production Managers
		11-3060	Purchasing Managers
		11-3061	Purchasing Managers
		11-3070	Transportation, Storage, and Distribution Managers
		11-3071	Transportation, Storage, and Distribution Managers
		11-3110	Compensation and Benefits Managers
		11-3111	Compensation and Benefits Managers
		11-3120	Human Resources Managers
		11-3121	Human Resources Managers
		11-3130	Training and Development Managers
		11-3131	Training and Development Managers
<b>11-9000</b>			<b>Other Management Occupations</b>
		11-9010	Farmers, Ranchers, and Other Agricultural Managers
		11-9013	Farmers, Ranchers, and Other Agricultural Managers
		11-9020	Construction Managers
		11-9021	Construction Managers
		11-9030	Education Administrators
		11-9031	Education Administrators, Preschool and Childcare Center/Program
		11-9032	Education Administrators, Elementary and Secondary School
		11-9033	Education Administrators, Postsecondary
		11-9039	Education Administrators, All Other

- 11-9040 Architectural and Engineering Managers
- 11-9041 Architectural and Engineering Managers
- 11-9050 Food Service Managers
- 11-9051 Food Service Managers
- 11-9060 Funeral Service Managers
- 11-9061 Funeral Service Managers
- 11-9070 Gaming Managers
- 11-9071 Gaming Managers
- 11-9080 Lodging Managers
- 11-9081 Lodging Managers
- 11-9110 Medical and Health Services Managers
- 11-9111 Medical and Health Services Managers
- 11-9120 Natural Sciences Managers
- 11-9121 Natural Sciences Managers
- 11-9130 Postmasters and Mail Superintendents
- 11-9131 Postmasters and Mail Superintendents
- 11-9140 Property, Real Estate, and Community Association Managers
- 11-9141 Property, Real Estate, and Community Association Managers
- 11-9150 Social and Community Service Managers
- 11-9151 Social and Community Service Managers
- 11-9160 Emergency Management Directors
- 11-9161 Emergency Management Directors
- 11-9190 Miscellaneous Managers
- 11-9199 Managers, All Other

**13-0000**

13-1000

**Business and Financial Operations Occupations**

- Business Operations Specialists
- 13-1010 Agents and Business Managers of Artists, Performers, and Athletes
- 13-1011 Agents and Business Managers of Artists, Performers, and Athletes
- 13-1020 Buyers and Purchasing Agents
- 13-1021 Buyers and Purchasing Agents, Farm Products
- 13-1022 Wholesale and Retail Buyers, Except Farm Products
- 13-1023 Purchasing Agents, Except Wholesale, Retail, and Farm Products
- 13-1030 Claims Adjusters, Appraisers, Examiners, and Investigators
- 13-1031 Claims Adjusters, Examiners, and Investigators
- 13-1032 Insurance Appraisers, Auto Damage
- 13-1040 Compliance Officers
- 13-1041 Compliance Officers
- 13-1050 Cost Estimators
- 13-1051 Cost Estimators
- 13-1070 Human Resources Workers
- 13-1071 Human Resources Specialists
- 13-1074 Farm Labor Contractors
- 13-1075 Labor Relations Specialists
- 13-1080 Logisticians
- 13-1081 Logisticians
- 13-1110 Management Analysts
- 13-1111 Management Analysts

	13-1120	Meeting, Convention, and Event Planners
	13-1121	Meeting, Convention, and Event Planners
	13-1130	Fundraisers
	13-1131	Fundraisers
	13-1140	Compensation, Benefits, and Job Analysis Specialists
	13-1141	Compensation, Benefits, and Job Analysis Specialists
	13-1150	Training and Development Specialists
	13-1151	Training and Development Specialists
	13-1160	Market Research Analysts and Marketing Specialists
	13-1161	Market Research Analysts and Marketing Specialists
	13-1190	Miscellaneous Business Operations Specialists
13-2000	13-1199	Business Operations Specialists, All Other
		Financial Specialists
	13-2010	Accountants and Auditors
	13-2011	Accountants and Auditors
	13-2020	Appraisers and Assessors of Real Estate
	13-2021	Appraisers and Assessors of Real Estate
	13-2030	Budget Analysts
	13-2031	Budget Analysts
	13-2040	Credit Analysts
	13-2041	Credit Analysts
	13-2050	Financial Analysts and Advisors
	13-2051	Financial Analysts
	13-2052	Personal Financial Advisors
	13-2053	Insurance Underwriters
	13-2060	Financial Examiners
	13-2061	Financial Examiners
	13-2070	Credit Counselors and Loan Officers
	13-2071	Credit Counselors
	13-2072	Loan Officers
	13-2080	Tax Examiners, Collectors and Preparers, and Revenue Agents
	13-2081	Tax Examiners and Collectors, and Revenue Agents
	13-2082	Tax Preparers
	13-2090	Miscellaneous Financial Specialists
	13-2099	Financial Specialists, All Other

**25-0000**

25-1000

		<b>Education, Training, and Library Occupations</b>
		Postsecondary Teachers
	25-1010	Business Teachers, Postsecondary
	25-1011	Business Teachers, Postsecondary

**35-0000**

35-1000

		<b>Food Preparation and Serving Related Occupations</b>
		Supervisors of Food Preparation and Serving Workers
	35-1010	Supervisors of Food Preparation and Serving Workers
	35-1011	Chefs and Head Cooks
	35-1012	First-Line Supervisors of Food Preparation and Serving Workers

**37-0000**

**Building and Grounds Cleaning and Maintenance Occupations**

- 37-1000 Supervisors of Building and Grounds Cleaning and Maintenance Workers
  - 37-1010 First-Line Supervisors of Building and Grounds Cleaning and Maintenance Workers
    - 37-1011 First-Line Supervisors of Housekeeping and Janitorial Workers
    - 37-1012 First-Line Supervisors of Landscaping, Lawn Service, and Groundskeeping Workers

**39-0000**

**Personal Care and Service Occupations**

- 39-1000 Supervisors of Personal Care and Service Workers
  - 39-1010 First-Line Supervisors of Gaming Workers
  - 39-1011 Gaming Supervisors
  - 39-1012 Slot Supervisors
  - 39-1020 First-Line Supervisors of Personal Service Workers
  - 39-1021 First-Line Supervisors of Personal Service Workers

**41-0000**

**Sales and Related Occupations**

- 41-1000 Supervisors of Sales Workers
  - 41-1010 First-Line Supervisors of Sales Workers
    - 41-1011 First-Line Supervisors of Retail Sales Workers
    - 41-1012 First-Line Supervisors of Non-Retail Sales Workers
- 41-2000 Retail Sales Workers
  - 41-2030 Retail Salespersons
    - 41-2031 Retail Salespersons
- 41-3000 Sales Representatives, Services
  - 41-3010 Advertising Sales Agents
    - 41-3011 Advertising Sales Agents
  - 41-3020 Insurance Sales Agents
    - 41-3021 Insurance Sales Agents
  - 41-3030 Securities, Commodities, and Financial Services Sales Agents
    - 41-3031 Securities, Commodities, and Financial Services Sales Agents
  - 41-3040 Travel Agents
    - 41-3041 Travel Agents
  - 41-3090 Miscellaneous Sales Representatives, Services
    - 41-3099 Sales Representatives, Services, All Other
- 41-4000 Sales Representatives, Wholesale and Manufacturing
  - 41-4010 Sales Representatives, Wholesale and Manufacturing
    - 41-4011 Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products
    - 41-4012 Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products
- 41-9000 Other Sales and Related Workers
  - 41-9010 Models, Demonstrators, and Product Promoters
    - 41-9011 Demonstrators and Product Promoters
    - 41-9012 Models
  - 41-9020 Real Estate Brokers and Sales Agents
    - 41-9021 Real Estate Brokers

- 41-9022 Real Estate Sales Agents
- 41-9030 Sales Engineers
- 41-9031 Sales Engineers
- 41-9040 Telemarketers
- 41-9041 Telemarketers
- 41-9090 Miscellaneous Sales and Related Workers
- 41-9091 Door-to-Door Sales Workers, News and Street Vendors, and Related Workers
- 41-9099 Sales and Related Workers, All Other

**43-0000**

**Office and Administrative Support Occupations**

- 43-1000 Supervisors of Office and Administrative Support Workers
- 43-1010 First-Line Supervisors of Office and Administrative Support Worker
- 43-1011 First-Line Supervisors of Office and Administrative Support Worker
- 43-3000 Financial Clerks
- 43-3010 Bill and Account Collectors
- 43-3011 Bill and Account Collectors
- 43-3020 Billing and Posting Clerks
- 43-3021 Billing and Posting Clerks
- 43-3030 Bookkeeping, Accounting, and Auditing Clerks
- 43-3031 Bookkeeping, Accounting, and Auditing Clerks
- 43-3040 Gaming Cage Workers
- 43-3041 Gaming Cage Workers
- 43-3050 Payroll and Timekeeping Clerks
- 43-3051 Payroll and Timekeeping Clerks
- 43-3060 Procurement Clerks
- 43-3061 Procurement Clerks
- 43-3070 Tellers
- 43-3071 Tellers
- 43-3090 Miscellaneous Financial Clerks
- 43-3099 Financial Clerks, All Other
- 43-4000 Information and Record Clerks
- 43-4010 Brokerage Clerks
- 43-4011 Brokerage Clerks
- 43-4020 Correspondence Clerks
- 43-4021 Correspondence Clerks
- 43-4030 Court, Municipal, and License Clerks
- 43-4031 Court, Municipal, and License Clerks
- 43-4040 Credit Authorizers, Checkers, and Clerks
- 43-4041 Credit Authorizers, Checkers, and Clerks
- 43-4050 Customer Service Representatives
- 43-4051 Customer Service Representatives
- 43-4060 Eligibility Interviewers, Government Programs
- 43-4061 Eligibility Interviewers, Government Programs
- 43-4110 Interviewers, Except Eligibility and Loan
- 43-4111 Interviewers, Except Eligibility and Loan
- 43-4120 Library Assistants, Clerical
- 43-4121 Library Assistants, Clerical
- 43-4130 Loan Interviewers and Clerks
- 43-4131 Loan Interviewers and Clerks
- 43-4140 New Accounts Clerks

	43-4141	New Accounts Clerks
43-4150		Order Clerks
	43-4151	Order Clerks
43-4160		Human Resources Assistants, Except Payroll and Timekeeping
	43-4161	Human Resources Assistants, Except Payroll and Timekeeping
43-6000		Secretaries and Administrative Assistants
	43-6010	Secretaries and Administrative Assistants
	43-6011	Executive Secretaries and Executive Administrative Assistants
	43-6012	Legal Secretaries
	43-6013	Medical Secretaries
	43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive
43-9000		Other Office and Administrative Support Workers
	43-9010	Computer Operators
	43-9011	Computer Operators
	43-9020	Data Entry and Information Processing Workers
	43-9021	Data Entry Keyers
	43-9022	Word Processors and Typists
	43-9030	Desktop Publishers
	43-9031	Desktop Publishers
	43-9040	Insurance Claims and Policy Processing Clerks
	43-9041	Insurance Claims and Policy Processing Clerks
	43-9081	Proofreaders and Copy Markers
	43-9110	Statistical Assistants
	43-9111	Statistical Assistants
	43-9190	Miscellaneous Office and Administrative Support Workers
	43-9199	Office and Administrative Support Workers, All Other
<b>47-0000</b>		<b>Construction and Extraction Occupations</b>
47-1000		Supervisors of Construction and Extraction Workers
	47-1010	First-Line Supervisors of Construction Trades and Extraction Workers
	47-1011	First-Line Supervisors of Construction Trades and Extraction Workers
<b>49-0000</b>		<b>Installation, Maintenance, and Repair Occupations</b>
49-1000		Supervisors of Installation, Maintenance, and Repair Workers
	49-1010	First-Line Supervisors of Mechanics, Installers, and Repairers
	49-1011	First-Line Supervisors of Mechanics, Installers, and Repairers
<b>51-0000</b>		<b>Production Occupations</b>
51-1000		Supervisors of Production Workers
	51-1010	First-Line Supervisors of Production and Operating Workers
	51-1011	First-Line Supervisors of Production and Operating Workers

**53-0000**

**Transportation and Material Moving Occupations**

53-1000

Supervisors of Transportation and Material Moving Workers

53-1010

Aircraft Cargo Handling Supervisors

53-1011 Aircraft Cargo Handling Supervisors

53-1020

First-Line Supervisors of Helpers, Laborers, and Material Movers, Hand

53-1021

First-Line Supervisors of Helpers, Laborers, and Material Movers, Hand

53-1030

First-Line Supervisors of Transportation and Material-Moving Machine and Vehicle Operators

53-1031

First-Line Supervisors of Transportation and Material-Moving Machine and Vehicle Operators

<b>CATALOG REVISION ADDENDA</b>			
<b>Note: All revisions are reflected in the current catalog</b>			
<b>03/21/2018</b>	2	Cover Sheet	Revision: Updated new School Year Dates
	8	President’s Message	Revision: Revised President’s Message
	9	Academic Calendar	Revision: Updated Term Dates 11 Month Program
	9		Revision: Updated Term Dates 22 Month Program
	12	Schedule of Classes	Removal: Schedule of Classes
	10	Important Deadlines	Revision: Updated new program deadline dates
	11	Holiday Schedule	Revision: Updated Holidays for 2018-2019 year
	15	Interview	Removal: Meet with Dean & President for Interview
	16	New Student Orientation	Revision: Orientation held Wednesday
	17-18	International Admissions	Revision: Admission Requirements
	18		Revision: Foreign Transcript Requirements
	18		Revision: Int. students with U.S. Bachelors’s or higher
	19	International Admissions	Revision: Required Docs. For Conditional Admission
	44	Student Conduct	Addition: Anti-Hazing Policy
	51	Scholarships	Revision: Updated Scholarship Deadlines
	59-60	Administrative Staff	Revision: Dr. Harish Amar’s Title, Dr. Robert Kirkland’s Title, Samantha Scott’s Title, Paul Long-Lee’s Title, Claudia Sarabia’s Title, Brian Tan’s Title
	60		Removal: Dr. Vivek Sharma, Penny Li
	60		Addition: Jesse Fagerhaugh, Vivian Han
	63-64	Adjunct Faculty	Addition: Dr. Gene Coughlin, Dr. Gregory Zerovnik
	67	School Contact Info	Revision: Sammi Scott’s Title, Dr. Eric Mclaughlin’s Phone Number, Brian Tan’s Coverage
Addition: Jesse Fagerhaugh, Vivian Han			
Removal: Penny Li			
<b>03/22/2018</b>	18	Foreign Transcripts	Revision: Hyperlink for Foreign Transcripts / NACES.org
<b>03/26/2018</b>	10	Deadlines	Revision: Assess. Essay to Admissions Essay
	12	Facilities	Revision: Regarding Classrooms
	13	English Proficiency	Revision: Writing Assess. Essay to Admissions Essay
	14	Technical Minimum Requirements	Revision: Updated required Hardward/Software
	14	Admissions Requirements	Revision: Assess. Essay to Admissions Essay

	15	Submit Application Process	Revision: App. Completed Online w/ Updated Link
			Removal: Statement of Interest
			Revision: Submit Payment Online w/ Updated Link
	15	Admissions Process	Revision: Change to Admissions Essay & Admissions Interview
	15	CIAM Admissions Essay	Revision: Changed from CIAM Assessment Writing Test
			Revision: Assessment Essay to Admissions Essay
	15	Admissions Interview	Revision: Assessment Essay to Admissions Essay
	18	International Students W/ U.S. Bachelor's Degree Or Higher	Revision: Transcript requirements
	19	Required Documents for Conditional Admission to CIAM	Removal: Statement of Purpose/Intent
	28	Student Terms Updates	Revision: Student Update Method
	38	Graduation & Commencement	Revision: Diploma Information
	38	Conferral of Degrees	Revision: Diploma Information
	41	Career Services	Revision: Beginning of Section
	42	Writing Composition Services	Revision: Assessment Essay to Admissions Essay
	58	CIAM & the Community	Removal: Pageant Information
67	Academics	Revision: Capstone & Grievances Contact Information	
67	Emergency & Urgent Response	Removal: After Hours Contact Info	
<b>03/27/2018</b>	28	CPT Policy	Addition: Valid F-1 Status for at Least 1 Academic Year
			Addition: Special Notation regarding F-1 Status
	29	How to Apply for CPT	Removal: Reciept of Payment for CPT Course
<b>04/03/2018</b>	39	Transcript Services	Revision: Unofficial Transcripts Policy
		Transcript Services	Revision: Official Transcripts Policy
<b>04/13/2018</b>	50	Scholarships	Revision: Application Deadline
			Addition: Application Review Terms
	51	Scholarship Disclosures	Revision: Scholarship Terms
<b>04/13/2018</b>	18	Foreign Transcripts	Revision: Transcript Information
			Revision: Foreign Transcript Evaluation
	18	International Students with a U.S. Bachelor's Degree or Higher	Revision: Wording of GPA requirement
<b>04/20/2018</b>	18	English Requirement	Revision: English Requirement Documentation
	62	Adjunct Faculty	Addition: Specialization for Gene Coughlin

	63	Adjunct Faculty	Addition: Specialization for Gregory Zerovnik
<b>05/25/2018</b>	8	Objectives	Addition: Objectives & Goals
	10	Academic Calendar	Revision: Updated Program Title & Term Dates
	11	Important Deadlines	Revision: Updated Program Title & Updated Term Dates and Orientation Dates
	15	Admissions Process	Revision: Transcript Submission Policy
		Admissions Process	Addition: Submitting Official Transcripts
	19	Foreign Transcript Policy	Revision: Foreign Transcript Policy
	20	Required Documentation for Conditional Admission to CIAM	Revision: Updated Program Title
	25	Attendance Policy	Revision: Revised for clarity
	28	CPT	Revision: Updated Program Title
	30	Credit Hour Policy	Revision: Updated Program Title
	24	Student Grievance Procedure	Addition: Addition of ACICS contact information
	45	Program Objectives	Revision: Change in Term Structure
	46	Teaching Model	Revision: Clarified language
	59	Administrative Staff	Addition: James Dorsett
			Revision: Harish Amar Title
			Revision: Robert Kirkland Title
61	Administrators as Faculty	Addition: James Dorsett	
61	Adjunct Faculty	Removal: Kevin Grant, Michele Villagran	
		Revision: Paul Murray Title	
		Addition: Raouf Moussa, Vahick Yedgarian	
<b>06/05/2018</b>	11	Last Day Add/Drop	Revision: Add/Drop Date
			Revision: Withdraw Date
	25	Attendance Policy	Revision: Attendance Policy
	29	CPT	Revision: CPT Letter Requirements
	31	Student Academic Progress	Revision: Term Lengths
			Addition: Time Limit On Program Completion
	34	Add / Drop Period	Revision: Add/Drop Period Policy
34	Course Withdrawal	Revision: Program Names	
35	Withdrawal	Revision: Withdrawal Policy	

<b>06/07/2018</b>	17	Enrollment Process and Registration	Revision: Registration Process
			Removal: Individual Degree Program
			Revision: Class Registration
	31	Satisfactory Academic Progress	Revision: Purpose of SAP regulations
31-32	Satisfactory Academic Progress	Revision: SAP Policy	
		67	Who to Contact
<b>6/8/2018</b>	48	Course Descriptions	Revision: FIN501
<b>06/11/2018</b>	38	Student Services	Removal: Section About Office of Admissions and Registrar
	41	Library	Revision: Updated Librarian Hours
	60	Administrative Staff	Removal: Donny Yu, Albert Randall
	61	Administrators Teaching as Faculty	Removal: Entire Section
	61-63	Adjunct Faculty	Removal: Frank Bryant, Gregory Carlton, William Cohen, Michael Cortrite, Gene Coughlin, Curt Duffy, Madgy Farag, Shawn Fornari, Shahid Sheikh, Lynn Turner, Debbora Whitson
			Addition: Richard Johnson
	61-63	Adjunct Faculty	Revision: List of Degrees (James Dorsett, Raouf Moussa, Paul Murray, Elizabeth Musil)
			24
14	Admissions Policies	Addition: Section about International Partnerships	
60	Administrative Staff	Revision: Jennie Ta & Jesse Fagerhaugh Titles	
65	Contact Sheet	Revision: Contact for Visa/I-20 & International Student Questions	
<b>07/02/2018</b>	13	Location & Parking	Revision: Parking Information
	41	Library	Revision: Librarian Hours
	60	Administrative Staff	Revision: Elsa Myers Degree
	61	Adjunct Faculty	Revision: Elisa Magill Degree
	61	Adjunct Faculty	Addition: Specializations Raouf Moussa & Elizabeth Musil
	63	Accreditation Disclosures	Addition: Distance Education Accrediting Commission
<b>07/09/2018</b>	24-25	Student Grievance Procedure	Revision: Added DEAC to grievance policy
<b>08/23/2018</b>	60	Administrative Staff	Addition: Penny Li
		Administrative Staff	Removal: Brian Tan

	65	Contact Sheet	Revision: Contact Info
	2	Catalog Effective Date	Revision: 2018-2019 Catalog Effective Date
	11	Add/Drop	Revision: Add/Drop Date
	11	Academic Deadlines	Revision: Updated Schedule of Deadlines for the 2018-2019 Academic Year
	10	Academic Calendar	Revision: Fall 2018 Term End, and Fall Break Dates
	14	International Partnerships	Removal: Portion of Section
	19	Affidavit of Financial Support Form	Removal: Marriage and Birth Certificate Submission
	19	English Waiver Requirement	Revision: English Requirement Policy
	29	CPT Policy	Revision: CPT Course Requirement & Policy
	30	Experiential Internship Course (INT 599)	Addition: INT 599 Course Description & Requirements
	30	Experiential Internship Course (INT 599)	Addition: How to apply for INT 599
	30	CPT Requirements	Revision: CPT Requirements
	34	Add/Drop Period	Revision: Visa Status Information Pending Dropped Courses
	34-35	Course Withdrawal	Revision: Letter Grade Status
	46	Program Information	Addition: INT 599 completion for program requirements
	49	Student's Right to Cancel	Revision: Language for cancellation period
	49	Course Structure	Addition: INT 599
	50	Course Description	Addition: INT 599
	50	Tuition Refund Policy	Addition: Refundable Application Fee for Veteran Affairs Applicants
	50	Scholarships	Revision: 2018-2019 Scholarship Deadline
	65	Contact Sheet	Revision: Contacts for Title IX, Student Success, Moodle & Email Orientation, Financial Aid, Admissions Addition: DSO- Penny Li
<b>09/24/2018</b>	35	Academic Standing	Addition: Academic Warning Policy
			Revision: Academic Probation Policy
	61-62	Adjunct Faculty	Addition: Ramin Maysami, Robert Kirkland, Doug Roberts, Bill Vaughn
			Removal: Raouf Moussa
	31	Satisfactory Academic Progress	Revision: SAP Policy
<b>01/15/2019</b>	35	Course Repetition	Revision: Course Repetition Policy

<b>01/15/2019</b>	17	Priority Registration	Addition: Priority Registration	
	61-62	Adjunct Faculty	Addition: Byron Ramirez, Gene Coughlin, Mohammad Reza Rajati, Removal: Bill Vaughn	
	28	Learning Platform	Revision: Moodle Contact	
	48	Course Prerequisites	Addition: Description of new Course Prerequisite Policy	
	49	Course Description	Revision: Course Description FIN 501, Prerequisite Policy	
	48-49	Course Description	Revision: Course Description OPS 501, Prerequisite Policy	
	49-50	Course Description	Revision: Course Description MGT 511, Prerequisite Policy	
	25-27	Academic Policies	Revision: Attendance Policy, Non-Attendance Policy, Tardiness, Absence Procedure	
	61	Administrative Staff	Revision: Librarian, Ann Wicke to Michael Gittelman	
	11	Important Deadlines	Revision: Payment Deadline Changed	
	11	Important Deadlines	Revision: Summer 2019 Add/Drop Date	
	17	Enrollment Process & Registration	Revision: Class Registration Time	
	67	Who to Contact	Revision: Contact information for Library, Capstone Grievances	
	48	Course Structure	Addition: DRU 503 Course Description	
	20	Conditional Admission-International Student	Revision: Conditional Admission Requirements	
	12	Holiday Schedule	Revision: Holiday Schedule Dates	
	<b>07/29/2019</b>	47	Course Structure	Revision: Course Structure
		47	Course Description	Addition: DRU 503
40		Transcript Services: Fees	Revision: When transcript copies are received	
38		Graduation Requirements	Revision: Graduation requirements, Removal: Exit Interview	
23		FERPA	Revision: When transcript copies are received	
62-63		Adjunct Faculty	Addition: Yvan Nezerwe, Rocio Terry, Andress Walker, Eric Mclaughlin	
61		Administrative Staff	Addition: Luke Stuard, Angela Murphy, Erik Roberts, Removal: Jesse Fagerhaugh	
35		Course Repetition	Revision: Course Repetition Policy	
25		Student Email	Revision: Student Email	
58		Tuition & Fees	Revision: Updated Tuition Costs & Total estimated program costs (Tuition + Fees)	
52-53	Scholarships	Addition: First Generation Graduate Scholarship		

<b>07/29/2019</b>	62-63	Adjunct Faculty	Addition: Ramin Maysami, Michael Cortrite, Ed Khashadourian
	66	Accreditation Disclosures	Removal: ACICS
	66	Accreditation Disclosures	Revision: WSCUC Candidacy changed to Accredited
	61-62	Administrative Staff	Addition: Angel Cruz, Revision: Sammi Scott Education
	63	Adjunct Faculty	Revision: Paul Murray Title & Education, Removal: Byron Ramirez
	8	Objectives	Removal: Objectives Section
	15-22	Admissions	Revision: Admissions Process and Requirements
	18-20	Admissions	Revision: Updated Info about English Language Tests & Requirements
	25	Filing a Grievance	Removal: ACICS Contact Info, Addition: WSCUC Contact Info
	27	Absence	Removal: 80% Attendance Policy Requirement
	29	Application for CPT	Revision: Submission deadline for CPT
	39-40	New Student Orientation	Revision: New Student Orientation Information
	42	Classroom Policy	Removal: Copier Service
	47	Course Structure	Addition: DRU 503 Ethical Leadership
	49	Course Description	Addition: DRU 503 Ethical Leadership
	52	Financial Assistance	Removal: Military & Veterans Discount
	53	Financial Assistance	Removal: Fellowship
	68	Who to Contact Sheet	Revisions: Contact Information Updated
<b>8/23/2019</b>	11	Calendar	Revision
	12	Holiday Schedule	Revision
	14	Location and Parking	Revision
	17	Deferred Enrollment	Revision
	24	Student Grievance Procedures: Non-Academic Grievance	Revision
	42	Student Services: Presentation Assistance	Addition
	61	Adjunct Faculty	Revision
