

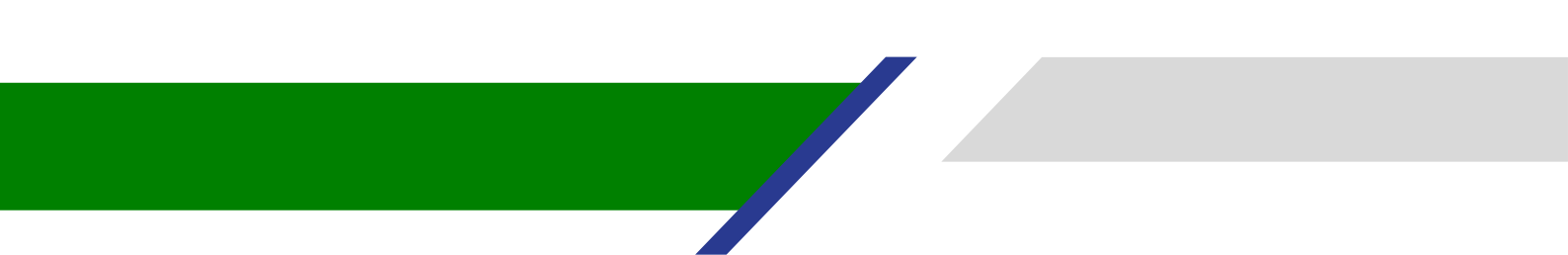
# ACADEMIC CATALOG 2021



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## About Us

### *Recognition*

The University of Mansford is licensed to operate by the Bureau of Private Postsecondary Education (BPPE) in California. The University is registered with the National Associate of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registration of CPE Sponsors. State boards of accountancy has final authority on the acceptance of individual courses for CPE credit.

### *National Association of State Boards of Accountancy*

The University of Mansford, Sponsor No. 140868, is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education and on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website <https://www.nasbaregistry.org/>.



### *State Licensing*

The University of Mansford, as a private for-profit institution, has received approval to operation from the Bureau for Private Postsecondary Education (BPPE), a division of the State of California Department of Consumer Affairs, in accordance with the provisions of the California Education Code 94900 and/or 94915. An approval to operate means the Bureau has determined and certified that the institution meets the minimum standards for integrity, financial stability, and educational quality, including the offering of bona fide instruction by qualified faculty and the appropriate assessment of students' achievement prior to during, and at the end of its programs.



## Programs of Study

### *Graduate Programs*

- Master of Business Administration
- Master of Science in Psychology

### *Diploma Program*

- Advanced Diploma in Business Management

### **Notice to Prospective Degree Program Students**

The University of Mansford is provisionally approved by the Bureau for Private Postsecondary Education (BPPE) to offer degree programs. To continue to offer the degree program, the University must meet the following requirements:

- Become institutionally accredited by an accrediting agency recognized by the United States Department of Education with the scope of the accreditation covering at least one (1) degree program.
- Achieve accreditation candidacy or pre-accreditation, as defined in the regulations, by August 19, 2019, and full accreditation by May 19, 2022.

## General Information

### *Mission Statement*

The University of Mansford's mission is to create affordable, accessible, and innovative learning in post-secondary online business education to further personal and professional development for career-minded professionals.

### *Vision*

The University of Mansford's vision is to provide an innovative learning environment to promote core business knowledge, analytical skills, information literacy, and communication skills for the personal and professional development of all students.

### *Institutional Goals*

The University of Mansford achieves its mission through the following institutional goals:

- Leveraging technology and using effective digital tools to deliver quality distance educational programs.
- Delivering current and innovative curricula and instructional materials that allow students to gain core business knowledge, analytical skills, and information literacy, and communication skills.
- Attracting and retaining qualified and diverse faculty who facilitate and support student learning.

## Administrative Office Hours

The University's administrative office is open from 9 am to Noon (Pacific) on Monday, Wednesday, and Friday. The University offices are closed on the following Federal holidays:

### Federal Holidays 2021

|                            |             |
|----------------------------|-------------|
| New Year's Day             | January 1   |
| Martin Luther King Jr. Day | January 18  |
| President's Day            | February 15 |
| Memorial Day               | May 31      |
| Independence Day           | July 4      |
| Labor Day                  | September 6 |
| Columbus Day               | October 11  |
| Veterans Day               | November 11 |
| Thanksgiving Day           | November 25 |
| Christmas Day              | December 25 |

Note: When a holiday falls on a weekend, the office will observe Saturday holidays on Friday and Sunday holidays on Monday.

## Academic Year

The academic year at the University of Mansford is a module structure —7.5 weeks. Unlike the traditional academic calendar which requires students to juggle multiple courses and subjects each semester, the University of Mansford is designed for student success and focuses on one or two courses each module. Classes are delivered via online modality meeting asynchronously throughout each course week. When one course ends, the next course begins the next week. As a rule, degree seeking students take two (2) courses at a time. This structure enhances learning, allows students to focus attention and resources on the courses, and helps balance ongoing professional and personal responsibilities.

### 2021 Academic Calendar

|          |                                       |
|----------|---------------------------------------|
| Module 1 | Begins January 1<br>Ends February 22  |
| Module 2 | Begins March 1<br>Ends April 22       |
| Module 3 | Begins May 1<br>Ends June 22          |
| Module 4 | Begins July 1<br>Ends August 22       |
| Module 5 | Begins September 1<br>Ends October 22 |
| Module 6 | Begins November 1<br>Ends December 22 |



## ***Technology Requirements***

To participate in the University's online education programs, students need:

- A computer with an up-to-date operating system.
- Up-to-date web browser.
- Microsoft Office Suite.
- Access to Zoom or an online conferencing tool.
- High speed internet access, preferably an Ethernet cable since wireless connections can be unstable or spotty.
- Webcam; some programs may require USB plug-and-play camera, not the laptop camera.

## ***Moodle Learning Platform***

Students use Moodle, the online learning platform, for all classes. Instructors use Moodle throughout each course — talk with classmates, take tests, check grades, and more.

Moodle access is user-friendly through a web browser or by downloading the app to your phone.





## Graduate Programs

### *Master of Business Administration*

The Master of Business Administration program combines theory and practice — allowing students to accelerate their career development, as well as mid-level managers and administrators seeking professional growth. Students will gain a broad understanding of the latest concepts in business administration, including leadership skills. (SOC: 11-0000 Management Occupations; 13-0000 Business and Financial Operations Occupations)

### **Program Outcomes**

Upon successful completion of this program, students will be able to:

- Understanding Core Areas of Business — Demonstrate thoroughly and understand these core areas of business operations as they related to the individual business.
- Analyze Leadership Skills in Business — Analyze leadership and organizational skills needed for implementing and coordinating organizational activities and managing change.
- Analytical Thinking Skills —Develop analytical skills and decision-making tools to take advantage of opportunities in a complicated, uncertain and vigorous business environment.
- Applications of Written Communication Skills — Demonstrate effective written communication skills appropriate for business settings.
- Ethical Decisions Makers —Evaluate the legal and ethical issues in the business environments.

## Program Details

|        |   |                 |
|--------|---|-----------------|
| BA620  | Managerial Accounting   | 3 credit hours  |
| BA611  | Managerial Negotiations   | 3 credit hours  |
| MIS637 | Information Technology for Management   | 3 credit hours  |
| BA631  | Leadership and Organizational Development   | 3 credit hours  |
| BA638  | Marketing and E-Commerce Management   | 3 credit hours  |
| BA642  | Quality and Operations Management   | 3 credit hours  |
| BA682  | Financial Management  | 3 credit hours  |
| BA665  | Global Business Management  | 3 credit hours  |
| BA693  | Business Law  | 3 credit hours  |
| BA700  | Strategic Management Capstone*<br>*This course is to be taken in the final module of study. | 3 credit hours  |
|        | Total   | 30 credit hours |

### Final Exam

A proctored final exam is administered in the final module of study.

## Course Descriptions

### *Master of Business Administration*

#### **BA620 Managerial Accounting**

This course introduces students to how corporations produce accounting information for making business decisions. Students will focus on incremental analysis, profit planning and the preparation of budgets, variance analysis, understanding cost behavior and cost-volume-profit analysis. Job order costing and activity-based costing systems will also be studied.

#### **BA611 Managerial Negotiations**

In supervising human resources in an organization, numerous conclusions and decisions are arrived at by negotiation. This course is designed to improve students' capacity to apply theory and practice of negotiation skills leading to heightened competency as negotiators.

### **MIS637 Information Technology for Management**

This course will focus on the current technology in strategic decision-making and its applications to solve real-world and business operation problems of modern-day organizations. The course will concentrate on the hidden knowledge in company databases and how organizations plan, develop implement, and maintain information systems to take advantage of recent technological advances in information technology.

### **BA631 Leadership and Organizational Development**

This course explores organizational behavior from the intrapersonal level to the systems level, including concepts of change and conflict.

### **BA638 Marketing and E-Commerce Management**

The nature of marketing and e-commerce is continuously progressing and key concerns change promptly. The course emphasizes enabling technology and selected new media. Students will learn how to examine the major trends in electronic commerce (e-commerce), including the internet technology for e-commerce, business concepts, and implementation.

### **BA642 Quality and Operations Management**

This course introduces students to quality operation management concepts and their use in improving organizational functioning and productivity. It identifies techniques commonly used today under managerial initiative such as Lean Management and Six Sigma. This course is an introduction to the problem-solving concepts, principles, problems, and practices of operations management including statistical models that are the basis for these tools and techniques.

### **BA682 Financial Management**

This course is designed to introduce students to the management use of financial information for reporting and the analysis to operate an effective organization. Students will be exposed to the financial issues of establishing the monetary resources necessitated by a business and develop a knowledge of the tools that are used to value investment projects and companies, Topics include financial management, valuation of financial assets, capital budgeting, and capital structure.

### **BA665 Global Business Management**

This course is designed to give students a knowledge of the environment in which international business operates and of the management practices required to compete successfully in global markets. This course is designed to give students a knowledge of how various business principles, specifically those established in the United States, operate in diverse international settings. Students will learn the role national culture plays in shaping organizational practices and the management practices required to compete successfully in global markets.

### **BA693 Business Law**

This course is intended to present the student with a working knowledge of business and legal topics relevant to different organizations. Business ethics and social responsibility will also be discussed throughout the course. Students will also learn about the fundamental theories, principles, and rules of law that apply to business transactions. The major content areas will include: the contracts, e-commerce, agency law, bankruptcy law, and labor law.

### **BA700 Strategic Management Capstone\***

The Strategic Management Capstone course is designed to allow students to concentrate on the development and execution of strategy as a means to success in business with practical application of knowledge and skills developed and acquired during the Master's Degree program. Emphasis is on corporate- and business unit-level strategy, and implementation of strategic plans related to business establishment, growth, and longevity. The ability for students to think strategically and to weigh things from the standpoint of the total enterprise functioning in a progressive worldwide market environment is highlighted.

\*This course is to be taken in the final module of study.

## *Master of Science in Psychology*

The Master of Science degree in Psychology unlocks doors to numerous career paths by equipping students with a strong foundation in psychology. Students develop advanced business management skills with a psychological perspective. Students gain an understanding of human behavior and develop techniques to manage workplace relationships. (SOC: 11-0000 Management Occupations; 13-0000 Business and Financial Operations Occupations).

### **Program Learning Outcomes**

Upon successful completion of this program, students will have acquired relevant knowledge and skills in:

- Understand the foundation of psychology — analyze major concepts, theories, methodologies, and historical trends in psychology.
- Research methods in psychology — apply theories, techniques, and research methods related activities in organizational development.
- Analytical thinking skills — use critical and creative thinking, skeptical inquiry, and a scientific approach to issues related to behavior and mental processes.
- Application of psychology — apply psychological principles to develop skills to arrive at appropriate solutions.
- Comprehensive analysis in psychology — construct a comprehensive analysis of an organization to demonstrate an enhanced ability to employ evidence/information in conducting a comprehensive analysis of an issue or problem in a workplace environment.

## Program Details

|        |   |                 |
|--------|---|-----------------|
| PSY501 | Psychology in Integral Studies I*<br>*This course is to be taken in the first module of study.  | 3 credit hours  |
| PSY502 | Psychology in Integral Studies II   | 3 credit hours  |
| PSY503 | The Research Process  | 3 credit hours  |
| PSY505 | Development Psychology  | 3 credit hours  |
| PSY506 | Individual Behavior and Development   | 3 credit hours  |
| PSY507 | Organizational Behavior and Development   | 3 credit hours  |
| PSY508 | Consumer Behavior and Development   | 3 credit hours  |
| BA611  | Managerial Negotiations   | 3 credit hours  |
| BA625  | Human Resources and Development   | 3 credit hours  |
| PSY700 | Psychology Mastery Demonstration**<br>*This course is to be taken in the final module of study. | 3 credit hours  |
|        | Total   | 30 credit hours |

### Final Comprehensive Proctored Exam

A proctored final exam is administered in the final module of study.

## Course Descriptions

### *Master of Science in Psychology*

#### **PSY501 Psychology in Integral Studies I\***

The course emphasizes an overview of the fields of psychology in addition to a discussion of the issues and opportunities related to workplace. Practices, methods, ideas and topics engaged within this concentration course include psychology, research methods, biological psychology, sensation and perception, consciousness and learning.

\*This course is to be taken in the first module of study.

#### **PSY502 Psychology in Integral Studies II**

The course emphasizes an overview of the fields of psychology in addition to discussions of the issues and opportunities related to the workplace. Topics include memory, thinking and intelligence, human essential motives, development over the lifespan, social psychology, and theories of personality. (Prerequisites: PSY501 Psychology in Integral Studies I)

#### **PSY503 The Research Process**

This course covers research methods used in psychology. Students develop the ability and understanding of qualitative and quantitative standard statistical techniques employed in psychological research. The course is designed to enhance critical thinking skills used to evaluate research-based evidence, create research, and become proficient in writing and presenting research findings.

#### **PSY505 Developmental Psychology**

This course is a study of the major transitions from fetal development to adulthood. The study includes biological, social, emotional and psychological developmental stages, as well as cognitive, social and emotional domains. The impact of ethnic, gender and cultural factors, as well as hereditary, environmental, and cultural influences, are explored as they relate to moral and personality development, the evolving family structure, and social behavior consideration of multicultural issues.

#### **PSY506 Individual Behavior and Development**

This course is a comprehensive analysis of individuals in an organizational setting based on an accumulation of research in psychology. The course is designed to provide knowledge of how organizations can be managed more efficiently and simultaneously improve the quality of employee work life.



### **PSY507 Organizational Behavior and Development**

This course is constructed to advance the understanding of how to lead and manage while increasing personal and organizational effectiveness. Organizational leadership requires a deep and nuanced understanding organizational behaviors.

### **PSY508 Consumer Behavior and Development**

What encourages a consumer to value a log, remember a song or respond to a visual? This course explores extensive behavioral science techniques used to influence product and service creation, pricing, promotion and customer experience. Students learn to recognize these elements and integrate that knowledge with system tools to produce effective marketing, advertising, and promotional stratagems.

### **BA611 Managerial Negotiations**

In supervising human resources in an organization, numerous conclusions and decisions are arrived at by negotiation. This course is designed to improve students' capability to apply theory and practice of negotiation skills leading to heightened competency as negotiators.

### **PSY700 Psychology Mastery Demonstration\*\***

The intent of this course is to assimilate module learning into an individual and structurally informative synthesis of the entire psychology program. It is intended to provide students with the opportunity to demonstrate mastery of the program's overall learning outcomes. Working with an assigned instructor, students will self-select a major project that can be completed during the duration of the course.

\*\*This course is to be taken in the final module of study.



## Diploma Program

### *Advanced Diploma in Business Management*

This program teaches students the essential business management knowledge to own and operate a small business or undertake a responsible position in business and related fields. (SOC: 11-0000 Management Occupations; 13-0000 Business and Financial Operations Occupations)

### Program Outcomes

Upon successful completion of this course, students will be able to:

- Demonstrate core business knowledge.
- Evaluate business performance using various analytical tools.
- Demonstrate basic business communication skills.
- Apply core business knowledge to formulate business strategies.

### Program Details

|        |  |                 |
|--------|--|-----------------|
| BA292  | Legal Environment of Business  | 3 credit hours  |
| MGT230 | Principles of Management   | 3 credit hours  |
| BA350  | Business Communication   | 3 credit hours  |
| ACC220 | Principles of Accounting   | 3 credit hours  |
| EC220  | Essentials of Economics  | 3 credit hours  |
| FIN301 | Principles of Finance  | 3 credit hours  |
| MKT301 | Principles of Marketing  | 3 credit hours  |
| MGT330 | Entrepreneurship*<br>*This course is to be taken in the final module of study. | 3 credit hours  |
|        | Total  | 24 credit hours |

## Course Descriptions

### *Advanced Diploma in Business Management*

#### **BA292 Legal Environment of Business**

This course introduces students to the basic principles and functions of business law. Course topics cover the US legal system, Torts, criminal law, intellectual property law, contract, agency, employment, international law, labor unions and immigration law.

#### **ACC220 Principles of Accounting**

An introduction to financial accounting concepts and financial reporting. Emphasis is given to how accounting measures, records, and reports economic activities for corporations and interpreting accounting information in the main financial reports.

#### **MGT230 Principles of Management**

This course provides a basic understanding of management functions, group and individual dynamics within organizations, and the knowledge to apply such concepts to analyze and solve problems in business situations. Students will acquire knowledge and skills in leadership, teamwork, and organization control.

#### **BA350 Business Communication**

This course examines communication techniques and strategies that contribute to success in the contemporary business environment. Students will acquire a general understanding of the essentiality of good communication skills in business and learn how technology affects communication in the business environment.

#### **EC220 Essentials of Economics**

This course provides students with the basic concepts and theories of economic issues from both micro and macro perspectives. It provides the conceptual framework for students to conduct simple analysis of economic issues and understand how economics can help an individual to know more about different market structures and sectors, government actions, and global markets.

#### **MKT301 Principles of Marketing**

This course introduces students the underlying principle of the marketing concept — integrating concepts in relation to consumer needs, marketing information, product development, pricing, distribution, selling, advertising, and promotions.



### **FIN301 Principles of Finance**

This course introduces students to the basic financial process involving various decision-making tools, including financial statement analysis, the valuation of financial assets, capital structure, and international business finance.

### **MGT330 Entrepreneurship\***

The Entrepreneurship course is designed to provide students with a comprehensive set of skills and competencies concerning key theoretical and empirical perspectives on entrepreneurship relevant to the current marketplace. This course involves practical application of knowledge and skills acquired during the Advanced Diploma in Business program. Students are required to construct a comprehensive business plan.

\*\*This course is to be taken in the final module of study.

## Application Process

### *Graduate Programs Admissions Requirements*

- Complete online [application form](#).
- Prospective students must be at least 21 years of age as documented by a valid government-issued photo identification card/license.
- Provide a current résumé reflecting three (3) years' occupational experience.
- Provide documentation of awarded Bachelor's Degree, Postgraduate Degree or Postgraduate Diploma.

Prospective students whose native language is not English must meet one of the following requirements:

- A minimum score of 530 on the paper-based Test of English as a Foreign Language (TOEFL PBT) or 71 on the Internet Based Test (iBT); 6.5 on the International English Language Test (IELTS); 50 on the Pearson Test of English Academic Score Report; 50 on the Duolingo English Proficiency Test.
- A transcript indicating completion of at least 30 semester credit hours with an average grade of "B" or higher from an appropriately accredited institution where the medium of instruction is English. The institution must be accredited by an agency recognized by the United States Secretary of Education and/or the Council for Higher Education (CHEA), or a foreign institution authorized or licensed by local governmental agencies.
- A degree completed at an accredited institution recognized by the United States Secretary of Education and/or the Council for Higher Education (CHEA), or a foreign institution authorized or licensed by local governmental agencies where the medium of instruction is English.
- Transcripts not in English must be translated into English and evaluated by a third-party evaluation service to show what type of program the student has and the grade equivalence (GPA) in the U.S. format. The document-by-document credential must be sent directly to the University of Mansford by the evaluating party. In addition to the evaluation report, a copy of original transcripts must be submitted to the University of Mansford. Refer to <https://www.naces.org/> to select an evaluation service. The approved evaluation services listed at <https://www.naces.org/> are not related to the University of Mansford. Evaluation service fees are the responsibility of the student.
- In any case where a student makes the University aware of a physical limitation or disability, an individual academic plan can be developed to assist in mitigating difficulties the student may have with the learning environment.

## Advanced Diploma Admissions Requirements

- Complete online [application form](#).
- Prospective students must be at least 21 years of age as documented by a valid government-issued photo identification card/license.
- Provide a current résumé reflecting two (2) years' occupational experience.
- Provide proof of high school completion or obtaining GED or equivalent certificate/diploma.
- Prospective students whose native language is not English must meet one of the following requirements:
  - A minimum score of 500 on the paper-based Test of English as a Foreign Language (TOEFL PBT) or 61 on the Internet Based Test (iBT); 6.0 on the International English Language Test (IELTS); 44 on the Pearson Test of English Academic Score Report; 50 on the Duolingo English Proficiency Test.
  - A transcript indicating completion of at least 30 semester credit hours of credit with an average grade of "C" or higher at an appropriately accredited institution where the medium of instruction is English. The institution must be accredited by an agency recognized by the United States Secretary of Education and/or the Council for Higher Education (CHEA), or an accepted foreign equivalent listed in the International Handbook of Universities where the medium of instruction is English.
  - A high school diploma from an accredited institution where the medium of instruction is English.
- Transcripts not in English must be translated into English and evaluated by a third-party evaluation service to show what type of program the student has and the grade equivalence (GPA) in the U.S. format. The document-by-document credential must be sent directly to the University of Mansford by the evaluating party. In addition to the evaluation report, a copy of original transcripts must be submitted to the University of Mansford. Refer to <https://www.naces.org/> to select an evaluation service. The approved evaluation services listed at <https://www.naces.org/> are not related to the University of Mansford. Evaluation service fees are the responsibility of the student.
- In any case where a student makes the University aware of a physical limitation or disability, an individual academic plan can be developed to assist in mitigating difficulties the student may have with the learning environment.

## Official Acceptance

Following submission of the application and required documentation, prospective students will be notified of admissions status within seven (7) business days. Notification will be made by email.

There are three (3) types of admissions status notification:

- Successful application submission and unconditional\* admissions acceptance.
- Successful application submission and conditional\*\* admissions.
- Unsuccessful\*\*\* application.

\*Unconditional admissions acceptance is offered to a prospective student whose application information meets all admissions requirements and has been validated by an Admissions Officer. The prospective student will be registered and enrolled in their chosen program.

\*\*Conditional admissions are prospective students not meeting the academic requirements who petition to be accepted on a conditional basis. If the conditional admissions petition is accepted, students will be permitted to take a maximum of four (4) courses. Students must achieve a GPA of 3.0 or higher at the end of the four (4) courses. If a student's GPA is lower than the required 3.0 at the end of the four (4) courses, the student's conditional acceptance status will be withdrawn. The student will immediately withdraw from the University in accordance with the Student Cancellation, Withdrawal & Refund policy.

\*\*\*Unsuccessful application is defined as a prospective student who fails to meet the admissions requirements. Unsuccessful prospective students will be informed of the University's decision by email sent to the email address provided on the application form.

Prospective students successfully receiving unconditional and conditional admissions acceptance will, upon completion of all admissions requirements, receive an enrollment agreement and the Student Performance Fact Sheet. Upon payment of tuition and related fees, newly enrolled students receive a personalized login name, password, and student handbook for Moodle, the learning management system.

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

The transferability of credits awarded by the University of Mansford is at the discretion of the institution being petitioned by the student(s). Acceptance of the degree or diploma earned at the University of Mansford is at the discretion of the institution being petitioned by the student(s). If the University of Mansford's degree or diploma is not accepted by the institution being petitioned by student(s), the student(s) may be required to complete additional coursework which may repeat previously completed coursework. It is the responsibility of prospective students and enrolled students to ascertain the transferability of coursework completed at the University of Mansford.

The University of Mansford has not entered into an articulation or transfer agreement with any other institution and does not award credit for satisfactory completion of CLEP or other comparable challenge or achievement examinations, credit for experiential learning, or credit for academic credit earned in prior programs.

## **Tuition & Fees**

### **Tuition\***

|   |                                   |
|---|-----------------------------------|
| Master of Business Administration       | US \$6,000 all-inclusive tuition* |
| Master of Science in Psychology         | US \$6,000 all-inclusive tuition* |
| Advanced Diploma in Business Management | US \$1,800 all-inclusive tuition* |

\*Students are responsible for costs associated with purchasing textbooks.

The cost of textbooks is approximately \$100 per course.

### **Incidental Fees\*\***

|                            |          |
|----------------------------|----------|
| International Courier fee  | US \$65  |
| Replacement Diploma fee    | US \$100 |
| Replacement Transcript fee | US \$100 |

\*\*Fees are not subject to refund after the five (5) calendar day student-right-to-cancel period.

All fees are subject to change from time-to-time, without notice.

## **Payment Options**

The University of Mansford provides students with two payment options: a one-time payment of all tuition and fees or a per course payment. Financial arrangements are determined at the time of enrollment.

## **Cancellation / Withdrawal Policy**

Students have the right to cancel and obtain a refund of monies paid through the first week of instruction or seven (7) calendar days after enrollment, whichever is later. Students have the right to a full refund if the student cancels this agreement by submitting written notice via email or mail prior to close of business on Monday of the second week of the session. The written notice should clearly state the student's name, student ID, and reason for the cancellation. Once the refund has been approved, a refund check will be mailed to the student's address on record. Students will receive the refund within 30 days of cancellation.

## Refund Schedule

### One-Time Payment Refund Schedule

| Proportion of Program Completed | Tuition Refund Percentage | Tuition retained by UM |
|---------------------------------|---------------------------|------------------------|
| Less than 10%                   | 100%                      | 0%                     |
| 10% up to but not including 20% | 80%                       | 10%                    |
| 20% up to but not including 30% | 60%                       | 40%                    |
| 30% up to but not including 40% | 40%                       | 60%                    |
| 40% up to but not including 60% | 20%                       | 80%                    |
| more than 60%                   | 0%                        | 100%                   |

### Sample One-Time Payment Refund Calculation

Example: A student withdraws from the Master in Business Administration program after completed 25% of the program. The refund would be \$3,600 based on the pro-rated formula:

|                            |         |
|----------------------------|---------|
| Program tuition paid       | \$6,000 |
| Program completed          | 25%     |
| Tuition refund due student | \$3,600 |

### Per Course Payment Refund Schedule

#### Sample Per Course Refund Calculation — Graduate Program

Example: A student withdraws from the Master in Business Administration program during week 3 of the 7.5-week module. The refund would be \$300 based on the pro-rated formula:

|                            |         |
|----------------------------|---------|
| Course tuition paid        | \$500   |
| Weeks attended             | 3 weeks |
| Tuition refund due student | \$300   |

| Graduate Program    |                   |               |
|---------------------|-------------------|---------------|
| US \$500 per course | Percentage Refund | Refund Amount |
| Week 1              | 100%              | \$500         |
| Week 2              | 73%               | \$367         |
| Week 3              | 60%               | \$300         |
| Week 4              | 47%               | \$237         |
| Week 5 or later     | 0%                | 0             |



### Sample Refund Calculation — Diploma Program

Example: A student withdraws from the Advanced Diploma in Business Management program during week 3 of the 7.5-week module. The refund would be \$140 based on the pro-rated formula:

|                            |         |
|----------------------------|---------|
| Course tuition paid        | \$300   |
| Weeks attended             | 3 weeks |
| Tuition refund due student | \$140   |

| Diploma Program     |                   |               |
|---------------------|-------------------|---------------|
| US \$300 per course | Percentage Refund | Refund Amount |
| Week 1              | 100%              | \$300         |
| Week 2              | 73%               | \$220         |
| Week 3              | 60%               | \$180         |
| Week 4              | 47%               | \$140         |
| Week 5 or later     | 0%                | 0             |

### ***Student Tuition Recovery Fund***

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if 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. You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

## Student Policies

University of Mansford offers all educational programs in an online delivery modality. The University maintains student support services focused on the needs of online distance learners. UM does not provide airport reception services, housing assistance, Visa-related services, placement services, or other services.

### *Student Code of Conduct*

Students are expected to behave professionally and respectfully at all times. Students are subject to dismissal for any inappropriate or unethical conduct or for any act of academic dishonesty. The University reserves the right to exercise student dismissal for reasons including but not limited to:

- Disobedient or disrespectful behavior to other students and/or University faculty and staff.
- Not completing coursework on their own unless otherwise directed by instructors.
- Not properly citing all referenced works used to complete assignments.
- Being untruthful or misrepresenting the truth while communicating with other students and/or University faculty and staff.
- Not abiding by the University's policies as identified in the University's Academic Catalog, Enrollment Agreement, and/or website.
- Attempted hacking of course material and systems.

A breach of the above-referenced actions may result in immediate dismissal or other disciplinary action determined appropriate. Should a student disagree with the University's disciplinary action, the student may file a complaint in accordance with Student Complaint Policy.

### *Student Orientation*

The Student LMS Handbook provides instruction on navigating the online learning platform. Handbook topics include logging in, navigating Moodle, accessing lessons, working through lessons, viewing class materials, taking examinations, and submitting assignments. In addition, online video lectures are available via student portal.

### *Students with Disabilities*

The University is committed to providing equal opportunity for persons with disabilities in full compliance with the American with Disabilities act of 1990 (ADA), and Section 504 of the Rehabilitation Act of 1973. Students can request special accommodations by voluntarily self-disclosing and providing documentation to the University at [contact@umansford.org](mailto:contact@umansford.org) for review. Upon completion of the review, the University will recommend accommodations and notify faculty and staff.

## ***Participation***

Participation in courses is paramount to student success. Lack of submission of assignments, not participating in discussions, and not completing any assigned additional tasks (quizzes, exams) constitutes non-participation.

- Assignments must be submitted on or before the due date. Deadlines will be specified by the instructor.
- Non-participation for three weeks (consecutive or non-consecutive) will result in a failing grade.
- All students are required to inform the instructor in advance of any anticipated absences that may result in non-participation.

## ***Student Complaint Policy***

University of Mansford strives to provide a fair and reasonable University governing system and is committed to ensuring all University stakeholders have access to information needed concerning University policies and procedures. NOTE: The Student Complaint Policy does not apply to grades; see the Grade Appeals section in the University Academic Catalog.

The University adheres to the following Student Complaint Policy:

If a student has a complaint regarding staff, faculty, services, or academic policy procedures, the student must first take responsibility to resolve the complaint by communicating with the party with whom they have a complaint. If the matter is resolved at this level (level 1), the matter is considered an informal complaint and the University will not keep a record of the matter.

If the matter is not resolved at level 1, the student may bring the matter to the attention of the Chief Student Services Officer (CSSO) via email. The CSSO will engage in a fact gathering procedure with both parties, review the matter, and act as a mediator between the parties involved (level 2). The CSSO reserves the right to involve the Chief Academic Officer and/or the Chief Operating Officer, as deemed appropriate.

For academic matters, the Chief Academic Officer may suggest the resolution. If this action resolves the complaint, the resolution and the original complaint are filed and the matter is closed.

For administrative matters, the Chief Operating Officer may suggest a resolution.

If this action resolves the complaint, the resolution and the original complaint are filed and the matter is closed.

If the matter is not resolved at level 2, a conference will be set up between the parties involved and the Steering Council. The Steering Council will attempt to find a solution acceptable to all parties. Should a resolution still not be achieved, the Steering Council will make the final decision on behalf of University of Mansford and will inform all parties.

A student or any member of the public may file a complaint with the Bureau for Private Postsecondary Education (BPPE) by calling (888) 370-7589 toll-free or by completing a complaint form available on the Bureau's web site, <https://www.bppe.ca.gov/>.

### ***Leave of Absence***

If circumstances require a student to take a leave of absence, the student must submit an application for a leave of absence. At the discretion of the Chief Academic Officer, a leave may be granted for a reasonable time, as warranted by the circumstances. If a student repeatedly requests a leave of absence or shows a pattern of delays or if approving a leave of absence would significantly interfere with the planned completion of a program of study, the Chief Academic Officer, exercising sole discretion, may dismiss a student from the program and issue the appropriate refunds, if appropriate.

### ***Student General Inquiry***

- email: [contact@umansford.org](mailto:contact@umansford.org) (usually responded in same or next business day)
- call: 1-562-455-4988 (usually responded in real-time or next business day)
- mail: 12440 Firestone Blvd., Ste. 210, Norwalk, CA 90650 (expected response in 2-5 business days)

### ***Academic Advising***

Through electronic correspondence, telephone, and/or individual appointments, the Chief Student Services Officer is available provide students with academic advisement.

### ***IT Support***

The University's IT support provides hardware software, and telecommunications support to all University students, administrators, faculty and staff. For assistance, please contact [support@umansford.org](mailto:support@umansford.org).

## ***Library***

The University library services seek to provide information resources that support the learning and academic goals of the University's academic programs. The University provides a Librarian who is committed to helpful and efficient guidance for all students.

The Library and Information Resource Network (LIRN) is an online library accessible to students 24/7 at <https://proxy.lirn.net/UnivOfMansford>. 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, the University provides access to ProQuest that offers on-demand, instant access to more than 30,000 titles in various formats including e-books, audio books, and multi-media. ProQuest materials cover countless subject areas and provide students critical information on business, business management, and leadership. Hundreds of new titles are added to ProQuest each month.

## ***Student Records and Transcripts***

Student records are permanently maintained. Students may inspect and review their educational records. To review records, students submit a written request identifying the specific information to the Chief Academic Officer. Should a student find a discrepancy in the permanent record, the student may request that errors be corrected. In the event that a difference of opinion exists regarding the existence of an error, students may request a meeting with the Chief Academic Officer to discuss and resolve the matter. Student files contain application materials, enrollment agreements, financial records, transcripts, correspondence between the University and student, SAP calculations, etc.

## ***Updating Student Records***

It is the student's responsibility to keep contact information updated. Students may update personal information on the student portal or by contacting the Registrar.



### ***Ordering Diploma and Transcripts***

Registered students and former students may request an additional official diploma and transcript from the University's Administrative Office.

An official diploma and transcript can be ordered electronically by the student through Populi, the student portal, in person, by email, or mail. The requested document(s) will be sent via U.S. mail. The document(s) may be picked up at the University Administrative Office by appointment. If someone other than student of record will be picking up the document(s), the student must provide a signed release authorizing the third-party to pick-up the document(s). The response time is usually 7-10 business days.

It is the student's responsibility to clear all holds and financial obligations before submitting a transcript or diploma request. Any hold, such as an outstanding financial balance, will delay or prevent a request from being processed. If there are questions regarding hold(s) or financial obligations which would delay processing transcript or diploma requests, contact the University's Administrative Office at 562-455-4988 or email [contact@umansford.org](mailto:contact@umansford.org).

## Academic Policies

### *Academic Freedom*

The University of Mansford is committed to assuring full academic freedom to all faculty. Confident in the qualifications and expertise of its faculty members, the University encourages faculty members to exercise their individual judgments regarding the content of the assigned courses, organization of topics and instructional methods, providing only that these judgments are made within the context of the course descriptions as currently published, and providing that the instructional methods are those official sanctioned by the University and for which the University received oversight approval.

The University of Mansford encourages instructors and students to engage in discussions and dialog. Students and faculty members alike are encouraged to freely express views, however controversial, as long as students and faculty members believe such views advance understanding in the specialized discipline or sub-disciplines.

### *Academic Integrity*

Any work requiring research must adhere to the latest available APA guidance to sourcing material. Failure to properly acknowledge sources is considered plagiarism. The University of Mansford enforces a strict policy of academic integrity. Failure to comply with University guidelines may result in sanctions, including dismissal or failure of the course.

### *Grading Policies*

Upon completion of each course, students receive a final grade. Final grades are awarded via a letter grade carrying a numerical value (see Grading Table below). Grades and point values are used to calculate a student's Grade-Point Average (GPA).

| Letter Grade | Grade Range | Grade Point |
|--------------|-------------|-------------|
| A            | 96-100      | 4.0         |
| A-           | 90-95       | 3.8         |
| B+           | 87-89       | 3.6         |
| B            | 84-86       | 3.4         |
| B-           | 80-83       | 3.0         |
| C+           | 77-79       | 2.7         |
| C            | 74-76       | 2.3         |
| C-           | 70-73       | 2.0         |
| D            | 60-69       | 1.0         |
| F            | 0-59        | 0.0         |

Cumulative Grade Point Average (CGPA) - Cumulative Grade Point Average is determined by (1) multiplying the grade value (see Grading Table) for each course completed by the number of credits for the course to determine the quality grade points for each course; (2) adding all quality grade points earned; and (3) dividing this total by the total number of credits for all courses attempted.

Incomplete (“I”) - Incomplete academic work for unforeseen, emergency, and justifiable reasons within two (2) weeks of the end of the term may result in an “I” (Incomplete) grade. When assigning an “I,” the faculty member identifies in writing the requirements the student must fulfill to complete the course, as well as the reason(s) for assigning an “I.” A copy of the statement will be retained by the faculty member and provided to the Chief Academic Officer.

The Incomplete is not used in calculating a grade point average and no credits are considered 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 “F.” A student may not re-enroll in the course until the incomplete grade is resolved.

To remove the “I” grade, the student must contact the faculty member who taught the course, or the Chief Academic Officer (in the absence of the faculty member), to complete the grade change process within the allowed time frame. A final grade will be assigned by the faculty member or the Chief Academic Officer (in the absence of the faculty member) when the work assigned has been completed and graded.

Withdrawal (“W”) - A student withdrawing from a course before the end of week nine will receive a “W.” Courses for which a “W” is received must be re-taken at a later time. The “W” will be reflected on the student’s permanent transcript. The “W” on a student’s transcript does not affect the GPA. However, “W” courses are considered credits attempted when calculating Satisfactory Academic Progress (SAP).

### **Grade Appeal**

It is the instructor’s responsibility to provide correct and careful evaluation of student performance and to determine a student’s grade for the coursework. Students may request a grade appeal based on the following criteria:

- The final grade is incorrectly entered, a clerical error or computation error.
- Unfair conditions:
  - Standards differed from those applied to other students in the course.
  - There was a substantial deviation from the instructor’s previous standard articulation outlined in the course syllabus.
  - The established classroom policies are not fairly applied to all enrolled students.



## ***Satisfactory Academic Progress (SAP)***

The University of Mansford measures Satisfactory Academic Progress (SAP) according to the following qualitative and quantitative measures:

### **Qualitative Requirements**

Students must meet or exceed the following grade point average at the end of each module.

- Diploma students — cumulative GPA at least 1.5 in the first evaluation of enrollment and maintain at least a 2.0 cumulative grade point average for all subsequent terms.
- Graduate students — cumulative GPA at least 2.5 in the first evaluation of enrollment and maintain at least a 3.0 cumulative grade point average for all subsequent terms.

### **Quantitative Requirements**

Students must complete the entire program within the stated period.

- Diploma students must complete the entire program within 54 months.
- Graduate students must complete the entire program within 72 months.

A course will be considered complete if the student receives a letter grade of “C” or better for graduate students or “D” or better for diploma students. A course will be considered not complete if the student receives a grade of “W” (Withdrawal), “I” (Incomplete), or a letter grade below the stated minimum.

## ***Academic Warning***

Students who fail to meet Satisfactory Academic Progress (SAP) in will be placed on Academic Warning for the next module.

## ***Academic Dismissal***

Students failing to meet Satisfactory Academic Progress (SAP) requirements during the Academic Warning module will be dismissed from the University.

## ***Satisfactory Academic Progress (SAP) Dismissal Appeal***

Students seeking to appeal SAP dismissal must file a written notice by mail or email immediately upon notification of dismissal. Students may appeal based on unusual or unforeseen circumstances, such as death of a relative, an injury, or illness of the student. The appeal notice must provide reason(s) for not meeting SAP and what changes the student will make to meet SAP during the next module. Appeals will be reviewed by the Chief Academic Officer. If the appeal is approved, the student will be placed on Academic Probation. If the appeal is denied, the student should refer to the Complaints/ Grievance policy.

### ***Academic Probation***

Under a successful SAP appeal, the Chief Academic Officer will counsel the student to develop a suitable academic plan. The student must follow the academic plan to meet SAP requirements. Failure to meet the requirements of the academic plan will result in the student's dismissal.

### ***Proctored Examination***

University of Mansford requires the completion of one final comprehensive proctored examination in the final module of a program. The University partners with ProctorU to conduct proctored examinations.

### ***Graduation Requirements***

Students who have satisfactorily completed all academic and financial requirements may petition for graduation. Prospective graduates are required to complete the Graduation Application and submit to Chief Student Services Officer.

To apply for graduation from the Diploma program students must:

- Successfully complete 24 course credit hours,
- Maintain a minimum CGPA of 2.0, and
- Settle all financial obligations.

To apply for graduation from a Master's program, students must:

- Successfully complete 36 course credit hours,
- Achieve scores of at least 80% in final comprehensive proctored exam,
- Maintain a minimum CGPA of 3.0 and
- Settle all financial obligations.

## **Administration Policies**

### ***Confidentiality and Privacy***

It is the University's intent to carefully follow the rules applicable under the Family Education Rights and Privacy Act. It is UM's intent to protect the privacy of student financial, academic and other school records. The University will not release such information to any individual without having first received the student's written request to do so, or unless otherwise required by law.

### ***Non-Discrimination***

The University of Mansford is committed to providing equal opportunities to all applicants. No discrimination shall occur in any University program or activity, including but not limited to activities related to the solicitation of students or employees on the basis of race, color, religion, religious beliefs, national origin, sex, sexual orientation, marital status, pregnancy, age, disability, veteran's status, or any other classification that precludes a person from consideration as an individual. In any case where a student makes the University aware of a disability, an individual academic plan can be developed to assist the student with mitigating any difficulties they may have with the learning environment based on their disability.

### ***Sexual Harassment***

The University of Mansford is committed to providing a work environment that is free of discrimination, intimidation and harassment. In keeping with this commitment, it is necessary to affirmatively address this subject and express strong disapproval of sexual harassment. No one associated with the University may engage in verbal abuse of a sexual nature; use sexually degrading or graphic words to describe an individual or an individual's body; or display sexually suggestive objects or pictures at any facility or other venue associated with the University of Mansford. Students are responsible for conducting themselves in a manner consistent with the spirit and intent of this policy.

### ***Student Records and Transcripts***

Student records are permanently maintained. Students may inspect and review their educational records. To review records, students submit a written request identifying the specific information to the Chief Academic Officer. Should a student find a discrepancy in the permanent record, the student may request that errors be corrected. In the event that a difference of opinion exists regarding the existence of an error, students may request a meeting with the Chief Academic Officer to discuss and resolve the matter. Student files contain application materials, enrollment agreements, financial records, transcripts, correspondence between the University and student, SAP calculations, etc.

### ***Student Identity Verification***

The University of Mansford ensures that the student who registers in a distance education program is the same student who completes the coursework and receives credit, detailed as below:

- Applicants must submit a government-issued photo identity document.
- The University assigns students a unique student identification number upon enrollment.
- Students must create their own secure passwords and must use these secure credentials to access campus systems where their distance education courses are hosted.
- Proctored examinations are administered for all graduate programs.

### ***State Agency***

If a formal process resolution between the parties does not result in a satisfactory resolution, a student, or any member of the public, may file a complaint about this institution with the Bureau for Private Postsecondary Education (BPPE), Box 980818, Sacramento, CA 95798-0818, or online at <https://www.bppe.ca.gov/>, or toll free at (888) 370-7589, or by fax (916) 263-1897.

### ***Distribution of the Academic Catalog***

The University makes its current Academic Catalog available to the public at no charge. Individuals who wish to obtain a copy from University's website, <https://www.umansford.org/> or email [contact@umansford.org](mailto:contact@umansford.org).

### ***Renewal of the Academic Catalog***

The University's policy is to update the official Academic Catalog in January of each year. Annual updates may be made by the use of supplements or inserts accompanying the Academic Catalog. If changes in educational programs, educational services, procedures, or policies required to be included in the Academic Catalog by statute or regulation are implemented before the issuance of the annually updated Academic Catalog, those changes shall be reflected at the time they are made in supplements or inserts accompanying the Academic Catalog.

### ***English as a Second Language (ESL) Instruction***

The University of Mansford does not provide ESL instruction.



### ***Financial Assistance***

The University of Mansford does not participate in either state or federal financial aid programs, nor does it provide financial aid directly to students.

### ***Financial Stability – Bankruptcy History***

The University of Mansford has not had a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a bankruptcy petition within the preceding five (5) years nor has had a petition in bankruptcy filed against it within the preceding five (5) years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code.

### ***Professions Requirements for Eligibility for Licensure***

The University of Mansford does not offer educational services leading to occupations that require licensure.



## *Faculty*

Dr. Hans Chang — Doctor of Business Administration, Drake University

Dr. Ali Fallahchay — Doctorate in Business Management, De La Salle Araneta University

Dr. Catrin Hechl-Novak — Doctor of Business Administration, Northcentral University

Dr. Edward Kufuor — Doctor of Business Administration—Accounting, Argosy University

Dr. Joseph Lam — Psy.D, Alliant International University

Dr. Caroline Thangiah — Doctor of Philosophy-Curriculum, Universiti Sains Malaysia