



**Iowa College Student Aid Commission  
Initial Application for Licensure**

**February 2011**

# Iowa College Student Aid Commission

Postsecondary Approval and Registration Administrator  
200 10<sup>th</sup> Street, Fourth Floor  
Des Moines, IA 50309  
(515) 725-3470

## Application for Approval and Registration of Postsecondary School Iowa Code Chapter 261B

*Pursuant to Iowa Code Chapter 261B, the undersigned school applies for registration to conduct or maintain one or more courses of instruction, including courses of instruction by correspondence, where the courses are offered in Iowa or the school has a presence in Iowa and desires to offer courses in other states or foreign countries.*

Submit a paper document and a complete duplicate in pdf format on a CD.  
Applications may be submitted electronically by contacting the Postsecondary Approval Administrator at the Iowa College Student Aid Commission.

Applications for an initial approval and registration must include a *non-refundable* check for \$4,000 payable to the State of Iowa.

Applications fees are to be sent to:

Postsecondary Approval and Registration Administrator  
200 10<sup>th</sup> Street, Fourth Floor  
Des Moines, IA 50309

All items must be completed before the application will be considered as received by the Commission. Attach additional pages as needed to provide the requested information. Responses are required to have a minimum of a summary paragraph on this form. Responses that include only statements similar to "please see attached", will be considered incomplete. Other documents or materials may also be attached to support the application. Attachments must be tabbed and clearly marked on both the paper and pdf documents.. (Registrations must be renewed every four years or upon any substantive change in program offerings, location, or accreditation.)

Name of school and address of the principal office as defined in Iowa Code Section 490.140 or 510.141:

[[261B.4(2)]] and [[261B.4(1)]]

Name of School: University of the Rockies  
Suite:  
Street: 555 East Pikes Peak Avenue  
City: Colorado Springs  
State: CO  
Zip: 80903-3612  
Country: USA  
Telephone: 866-621-0124

Type of corporation:

For-profit

Non-profit

**Address of this school in all in other states, and in foreign countries:**

Suite	Street	City	State	Zip	Country	Telephone
	555 East Pikes Peak Avenue	Colorado Springs	CO	80903-3612	USA	866-621-0124

**Address of all locations in Iowa where instruction is to be provided: None**

Suite	Street	City	State	Zip	Country	Telephone

**Tuition charges, fees and other costs payable to the school by a student. [(261B.4(3))]**

Program to be Offered in Iowa	Tuition	Fees	Books and Supplies	Other	Total
<b>School of Professional Psychology</b>					
Master of Arts in Psychology with Business Specialization	\$26,208	\$600	\$2,600	N/A	\$29,408
Master of Arts in Psychology with Career Management and Counseling Specialization	\$26,208	\$600	\$2,600	N/A	\$29,408
Master of Arts in Psychology with Criminology and Justice Studies Specialization	\$26,208	\$600	\$2,600	N/A	\$29,408
Master of Arts in Psychology with Educational Leadership Specialization	\$26,208	\$600	\$2,600	N/A	\$29,408
Master of Arts in Psychology with Evaluation, Research and Measurement Specialization	\$26,208	\$600	\$2,600	N/A	\$29,408
Master of Arts in Psychology with Executive Coaching Specialization	\$26,208	\$600	\$2,600	N/A	\$29,408
Master of Arts in Psychology with General Psychology Specialization	\$26,208	\$600	\$2,600	N/A	\$29,408
Master of Arts in Psychology with Health and Wellness Specialization	\$26,208	\$600	\$2,600	N/A	\$29,408
Master of Arts in Psychology with International Leadership Specialization	\$26,208	\$600	\$2,600	N/A	\$29,408
Master of Arts in Psychology with Mediation and Conflict Resolution Specialization	\$26,208	\$600	\$2,600	N/A	\$29,408
Master of Arts in Psychology with Mental Health Administration Specialization	\$26,208	\$600	\$2,600	N/A	\$29,408

Master of Arts in Psychology with Non-Profit Management Specialization	\$26,208	\$600	\$2,600	N/A	\$29,408
Master of Arts in Psychology with Organizational Consulting Specialization	\$26,208	\$600	\$2,600	N/A	\$29,408
Master of Arts in Psychology with Organizational Diversity Specialization	\$26,208	\$600	\$2,600	N/A	\$29,408
Master of Arts in Psychology with Organizational Leadership Specialization	\$26,208	\$600	\$2,600	N/A	\$29,408
Master of Arts in Psychology with Sports & Performance Psychology Specialization	\$26,208	\$600	\$2,600	N/A	\$29,408
Doctor of Psychology (PsyD) with Business Psychology Specialization	\$58,716**	\$800	\$3,800	N/A	\$63,316
Doctor of Psychology (PsyD) with Criminology and Justice Studies Specialization	\$58,716**	\$800	\$3,800	N/A	\$63,316
Doctor of Psychology (PsyD) with Educational Leadership Specialization	\$58,716**	\$800	\$3,800	N/A	\$63,316
Doctor of Psychology (PsyD) with Evaluation, Research and Measurement Specialization	\$58,716**	\$800	\$3,800	N/A	\$63,316
Doctor of Psychology (PsyD) with Executive Coaching Specialization	\$58,716**	\$800	\$3,800	N/A	\$63,316
Doctor of Psychology (PsyD) with Health and Wellness Specialization	\$58,716**	\$800	\$3,800	N/A	\$63,316
Doctor of Psychology (PsyD) with International Leadership Specialization	\$58,716**	\$800	\$3,800	N/A	\$63,316
Doctor of Psychology (PsyD) with Mediation and Conflict Resolution Specialization	\$58,716**	\$800	\$3,800	N/A	\$63,316
Doctor of Psychology (PsyD) with Mental Health Administration Specialization	\$58,716**	\$800	\$3,800	N/A	\$63,316
Doctor of Psychology (PsyD) with Non-Profit Management Specialization	\$58,716**	\$800	\$3,800	N/A	\$63,316
Doctor of Psychology (PsyD) with Organizational Consulting Specialization	\$58,716**	\$800	\$3,800	N/A	\$63,316
Doctor of Psychology (PsyD) with Organizational Diversity Specialization	\$58,716**	\$800	\$3,800	N/A	\$63,316
Doctor of Psychology (PsyD) with Organizational Leadership Specialization	\$58,716**	\$800	\$3,800	N/A	\$63,316
Doctor of Psychology (PsyD) with Sports & Performance Specialization	\$58,716**	\$800	\$3,800	N/A	\$63,316
<b>School of Organizational Leadership</b>					
Master of Arts in Human Services with Mental Health Administration Specialization	\$22,176	\$600	\$2,200	N/A	\$24,976

Master of Arts in Human Services with Non-Profit Management Specialization	\$22,176	\$600	\$2,200	N/A	\$24,976
Master of Arts in Organizational Development and Leadership	\$26,208	\$600	\$2,600	N/A	\$29,408
Doctor of Philosophy (PhD) in Organizational Development and Leadership	\$58,716*	\$800	\$3,800	N/A	\$63,316

\*Based on 68 total credits, which include 6 credits of Master's level coursework (Org 5010 and ORG 5011) for students entering the program who have not earned a Bachelor's or Master's degree in human performance technology, instructional systems design, human resource development, organizational leadership, or a related field. Those students are required to successfully complete *ORG 5010 Survey of Organizational Development & Leadership I* (3 credits) and *ORG 5011 Survey of Organizational Development & Leadership II* (3 credits) as part of the program. These two courses are designed to prepare students for the remainder of the program.

\*\* Based on 68 total credits, which include 6 credits of Master's level coursework (ORG/PSY 5001 and ORG/PSY 5002). Students entering the program who do not hold a Bachelor's degree or a Master's degree in psychology or a related field are required to successfully complete *ORG 5001 Survey of Psychology I* (3 credits) and *ORG 5002 Survey of Psychology II* (3 credits) as part of the program. These two courses are designed to prepare students for the remainder of the program.

**Refund policy of the school for the return of refundable portions of tuition, fees, or other charges [(261B.4(4))] If the refund policy is attached, please summarize the policy below.**

Drop or withdrawal before the start date of a course up to the end of the first week of attendance will result in a 100% tuition refund. Attendance posted for the second week prior to course drop will result in a 60% tuition refund. Attendance posted for the third week will result in 45% tuition refund. Attendance posted for the fourth week will result in 30% tuition refund. Attendance posted for the fifth week will result in 15% tuition refund. The refund policy excludes all fees which will remain payable. Federal funds required to be returned as a result of changes in eligibility due to reduced attendance will be the responsibility of the student.

**Degrees granted by the school [(261B.4(5))] Offered in Iowa [(261B.4(11))]**

School of Professional Psychology  
 Master of Arts in Psychology  
 Doctor of Psychology (PsyD)

School of Organizational Leadership  
 Master of Arts in Human Services  
 Master of Arts in Organizational Development and Leadership  
 Doctor of Philosophy in Organizational Development and Leadership (PhD)

**Offered outside of Iowa**

School of Professional Psychology  
 Master of Arts in Psychology  
 Doctor of Psychology (PsyD)

School of Organizational Leadership  
 Master of Arts in Human Services  
 Master of Arts in Organizational Development and Leadership  
 Doctor of Philosophy in Organizational Development and Leadership (PhD)

**Name, business address and telephone number of the chief executive officer of the school:  
[(261B.4(7))]**

Name: Dr. Charlita Shelton  
Suite:  
Street: 555 East Pikes Peak Avenue  
City: Colorado Springs  
State: CO  
Zip: 80903  
Country: USA  
Telephone: 800-621-0124

**Provide a copy or description of the means by which the school intends to comply with 261B.9  
[(261B.4(8))].**

**Code section 261B.9 is as follows:**

**261B.9 DISCLOSURE TO STUDENTS.**

**Prior to the commencement of a course of instruction and prior to the receipt of a tuition charge or fee for a course of instruction, a school shall provide written disclosure to students of the following information accompanied by a statement that the information is being provided in compliance with this section:**

- 1. The name or title of the course.**
- 2. A brief description of the subject matter of the course.**
- 3. The tuition charge or other fees charged for the course. If a student is enrolled in more than one course at the school, the tuition charge or fee for all courses may be stated in one sum.**
- 4. The refund policy of the school for the return of the refundable portion of tuition, fees, or other charges. If refunds are not to be paid, the information shall state that fact.**
- 5. Whether the credential or certificate issued, awarded, or credited to a student upon completion of the course or the fact of completion of the course is applicable toward a degree granted by the school and, if so, under what circumstances the application will be made.**
- 6. The name of the accrediting agency recognized by the United States department of education or its successor agency which has accredited the school.**

**Response:**

A sample copy of a University of the Rockies enrollment agreement is attached, with the appropriate pages marked with the number of the information requested above, for items 1-3. Item 4: Please see attached draft Iowa refund policy as previously discussed and approved. Item 5: University of the Rockies offers Graduate Certificate Programs for non-degree seeking students. Students can earn graduate-level credit and gain exposure to various fields of psychology. Students enrolled in a degree-seeking program are not eligible for a graduate certificate.

**Name, address, and telephone number of a contact person in Iowa. [(261B.4(10))** University of the Rockies offers only online courses to students from Iowa, therefore this item does not apply.

**Name, address, and title of the other officers and members of the legal governing body of the school:**

**[(261B.4(6))]**

**University of the Rockies Board of Trustees**

Name: Donald M. Bird, PhD (Chair)  
Title: Retired Educator  
Street: 555 East Pikes Peak Avenue

City: Colorado Springs  
State: CO  
Zip: 80903  
Country: USA  
Telephone: 866-621-0124

Name: Charlita Shelton, PhD  
Title: President, University of the Rockies  
Street: 555 East Pikes Peak Avenue  
City: Colorado Springs  
State: CO  
Zip: 80903  
Country: USA  
Telephone: 866-621-0124

Name: Steve Isbister, JD  
Title: Vice President of State Compliance, Bridgepoint Education, Inc.  
Street: 555 East Pikes Peak Avenue  
City: Colorado Springs  
State: CO  
Zip: 80903  
Country: USA  
Telephone: 866-621-0124

Name: Jeff Jensen, BA  
Title: Investment Specialist, Windermere Professional Partners  
Street: 555 East Pikes Peak Avenue  
City: Colorado Springs  
State: CO  
Zip: 80903  
Country: USA  
Telephone: 866-621-0124

Name: Deborah Blue, PhD  
Title: Chancellor of Contra Costa Community College District  
Street: 555 East Pikes Peak Avenue  
City: Colorado Springs  
State: CO  
Zip: 80903  
Country: USA  
Telephone: 866-621-0124

Name: Lori Trofemuk, JD  
Title: Corporate Attorney, Bridgepoint Education, Inc.  
Street: 555 East Pikes Peak Avenue  
City: Colorado Springs  
State: CO  
Zip: 80903  
Country: USA  
Telephone: 866-621-0124

**Names and addresses of persons owning more than 10% of the school: [(261B.4(6))]**

University of the Rockies is wholly owned by Bridgepoint Education, Inc., a public company traded on the New York Stock Exchange under the symbol BPI.

**Name all agencies accrediting the institution. For each agency, include name, address, telephone number, and whether the agency is recognized by the U.S. Department of Education. [(261B.4(9))] Attach copies of accreditation certificates of status for each agency. If the Iowa location is not accredited, provide accrediting agency certification that the Iowa location will be granted accreditation upon approval by the College Student Aid Commission. Provide documentation that every location of applicant school is approved by the accrediting agency and in good standing, for all locations throughout the world.**

**Accrediting agency 1**

The Higher Learning Commission  
30 North LaSalle Street, Suite 2400  
Chicago, IL 60602-2504  
313-263-0456 x 119

University of the Rockies is an associate member of the National Council of Schools and Programs of Professional Psychology.

**Is this agency recognized by the U. S. Department of Education? [X ] Yes [ ] No:**

**Describe the procedures followed by the school for permanent preservation of student records. [(261B.4(12))]**

University of the Rockies is committed to effective student records management including meeting legal and confidentiality requirements for record retention and privacy protection. These records are protected in accordance with applicable federal, state and local statutes, including but not limited to, the Family Educational Rights and Privacy Act of 1974 (FERPA), Sarbanes-Oxley Act (SOX), and the US Department of Education.

University of the Rockies student records are kept for a minimum of six years post graduation or a student's last date of attendance. Student application, transcripts from previous institutions, requests for letters of recommendation, and Smart Track requests are kept for six years. Other documents such as Leave of Absence forms, Petitions to Graduate, dismissal letters, signed FERPA agreements, final grade information, graduation and commencement information, and student death certificate notices are permanent and are not removed from the University of the Rockies archive.

All University of the Rockies students can request official and unofficial transcripts from the Office of the Registrar by submitting an official transcript request form. Student records as indicated above are housed in the Office of the Registrar. In the event that the institution ceases to exist, student records will be preserved at the Iron Mountain Information Management Services, located at 3110 North Stone Avenue, Colorado Springs, CO 80903 for a period of 50 years.

**Provide the contact information to be used by students and graduates who seek to obtain transcript information.**

Name: Registrar's Office  
University of the Rockies  
Street: 555 East Pike's Peak Avenue  
City: Colorado Springs,  
State: CO

Zip: 80903  
 Country: USA  
 Telephone: 866-621-0124

**List the states and approval or registration agencies for all states in which the school operates or maintains a presence.**

State	Agency Name	Address	Contact Person	Telephone
Kansas	Kansas Board of Regents	1000 SW Jackson St., Suite 520 Topeka, KS 66612	Jacqueline G. Johnson	785-296-4917
Tennessee	Tennessee Higher Education Commission, Postsecondary School Authorization	Parkway Towers, Suite 1900 404 James Robertson Parkway Nashville, TN 37243	Julie Woodruff	615-253-8857
Wisconsin	Educational Approval Board	30 W. Mifflin St., 9 <sup>th</sup> Floor Madison, WI 53703	David C. Dies	608-267-7733

**Describe the academic and instructional methodologies and delivery systems to be used by the school and the extent to which the school anticipates each methodology and delivery system will be used,, including, but not limited to, classroom instruction, correspondence, internet, electronic telecommunications, independent study, and portfolio experience evaluation. [(261B.4(13))]**

All courses and programs offered to Iowa students will be in the online modality. Typically students take one course at a time and move on to the next course in the program sequence without a break. Regular academic courses are six weeks long and thesis and dissertation courses are nine weeks long each. Opportunity to enroll in online programs and to begin a course sequence in a degree program are available frequently throughout the calendar year.

**Provide the name of every other State of Iowa agency required to approve the applicant school in Iowa, the school's contact person at the agency and the current status of that approval. Attach documentation in the form of a letter or certificate for each agency.**

Agency Name	Contact Person	Telephone Number	Approval Status
Iowa Secretary of State	<a href="mailto:sos@sos.state.ia.us">sos@sos.state.ia.us</a>	515-5204	Current

**Is the school subject to a limitation, suspension or termination (LST) order issued by the U.S. Department of Education?**

Yes  No

**Provide the name and contact information for a U. S. Department of Education official who can verify the LST statement.**

DVAK CORWIN (816) 268-0420 [Dvak.Corwin@ed.gov](mailto:Dvak.Corwin@ed.gov)  
 8930 Ward Parkway, Kansas City, Missouri 64114

**Do you:**

**Enroll students in Iowa?**  Yes  No

**Employ Iowa faculty?**  Yes  No

**Do you intend to:**

**Enroll students in Iowa?**  Yes  No

**Employ Iowa faculty?**  Yes  No

University of the Rockies website - [www.rockies.edu](http://www.rockies.edu) is the primary and single source of advertising for students from the state of Iowa. Advertising is conducted to identify prospective students interested in University of the Rockies programs. University admissions personnel only contact prospective students who have expressed an interest in university programs, most often by responding to University of the Rockies advertising on the Internet. Prospective students who express an interest first are contacted by trained professional Admissions Counselors to determine the level of interest and if potential students qualify for admission. Only reputable media vendors are used for advertising, and advertising messages are reviewed for accuracy and appropriateness prior to being posted on the website. University of the Rockies does not place advertisements in the help-wanted sections of classified advertisements or otherwise lead prospective students to believe they are responding to a job opportunity.

University of the Rockies employs full time campus faculty and adjunct faculty. Adjunct faculty are recruited nationally and are selected based on all higher education schooling, degrees and terminal degrees held, academic credentials such as peer-reviewed publications, work experience in their field of expertise, and previous on-line teaching experience.

**Name, address, and telephone number of full-time employees in Iowa.**

University of the Rockies does not employ any faculty in the state of Iowa.

**Will your school comply with Iowa Code section 261B.7 limiting the use of references to the Secretary of State, State of Iowa, or College Student Aid Commission in promotional material (See the Iowa Code for details)**

Yes  No

**Will your school comply with the requirements of Iowa Code section 261.9(1)"e" to "g"? (See the Iowa Code for details.)**

Yes  No

**Does the school agree to file annual reports that the Commission requires from all Iowa colleges and universities?**

Yes  No

**Attached a copy of the applicant school's most recent audit prepared by a certified public accounting firm no more than 12 months prior to the application and state below where, in the audit report, there is evidence that the auditor is providing an unqualified opinion.**

University of the Rockies is owned and operated by Bridgepoint Education, Inc., a public company traded on the New York Stock Exchange as BPI. Contained in this submission is the company's 2009 annual report and the most recent quarterly report for Q3, 2010.

**Describe how students will be provided with access to learning resources, including appropriate library and other support services requisite for the schools' degree programs.**

University of the Rockies students have access to both traditional and online research resources and services. University of the Rockies has a formal written contract with the University of Colorado at Colorado Springs' (UCCS) Kraemer Family Library and with the Board of Regents. The Library provides Prospector data base search services (<http://prospector.coalliance.org>) for online students and faculty. A graduate librarian is available 73 hours per week via phone for University of the Rockies students and faculty.

University of the Rockies also has a contractual agreement with the American Psychological Association (APA) for access to its electronic products including PsycINFO and PsycARTICLES with its Abstracts and Full-Text Article Database, PsycBOOKS, and PsycCritiques (PsycINFO is now part of the ProQuest platform). The Library coordinates on-campus and remote access to online research databases. Instruction in the use of these databases

**Provide evidence that faculty within an appropriate discipline are involved in developing and evaluating curriculum for the program(s) to be registered in Iowa.**

University of the Rockies follows an institutional effectiveness cycle which includes a structured strategic design process. Faculty and staff have observed that professionals in a variety of fields may not have available suitable programs that are accessible and affordable that would meet their academic and professional development needs. Adding new degree programs in a variety of areas follows a logical progression of growth and opportunity to future students that are consistent with the University's strategic plan and mission.

The marketing department monitors data that determines the need for implementation of new programs as dictated by the Strategic Plan of the University. A task force oversees the initial request for a new program to ensure that it is feasible and can be executed appropriately. Faculty and staff are involved in the preparation of curriculum and approval of new degree programs offered via the online modality. The Faculty Councils, the Academic Governance Council members, and the Board of Trustees participate in the review and recommendation of implementation of programs for online learners, as well as those on ground.

Once the determination is made that a program is worthy of adoption, the program's structure and courses are designed with the input of the appropriate Deans, Content Area Coordinators and Faculty. The Dean of the appropriate academic college owns and oversees the curriculum of all programs in that content area. The program structure is then appropriately designed to include Institutional Outcomes, Program Learning Outcomes, Course Learning Outcomes, course descriptions, course outcomes and textbook selection. Once completed the Governance of the University formally approves the program.

When approved the courses are then built to include all content and assignments ensuring appropriate standards are met. The Online Academic Affairs Department manages the day to day operational aspects of the online academic programs. These individuals are all properly trained to implement the program which is overseen by the Director of Online Curriculum. Before any students are enrolled, classes are reviewed by the Dean, Director of Curriculum and Curriculum Coordinators.

**Quality and Effectiveness of the Programs**

University of the Rockies is committed to assessing student learning and has developed a conceptual framework and a cycle for the University assessment plan. The University's comprehensive assessment plan focuses on student learning and teaching effectiveness, a plan that measures outcomes at the course level, program level, and institutional outcomes level. Faculty have been involved in all phases of defining expected student learning outcomes. Faculty members assess, evaluate, and revise courses and learning resources based upon course, program, and institutional outcomes.

University of the Rockies has recently acquired Waypoint; an eCollege embedded grading and evaluation software program which aggregates all assessment data. Academic staff members have been involved in developing rubrics for all significant course assignments. Rubrics are carefully developed to map course outcome, program outcomes, and institutional outcomes.

In addition, University of the Rockies has joined the Quality Matters Consortium. Quality Matters (QM) is a peer review process designed to certify the quality of online courses. Quality Matters offers training in online course assessment based on a standardized rubric.

**Provide evidence that the school has adequate physical facilities appropriate for the program(s) to be offered and are located in the state. Include a copy of a signed agreement for a facility purchase or lease or option to purchase or lease. Please include a photograph of the location.**

University of the Rockies will offer only online courses to Iowa students, therefore this item does not apply.

**Include a statement, signed by the chief executive officer of the applicant school, on school letterhead, demonstrating the school's commitment to the delivery of programs located in Iowa, and agreeing to provide alternatives for students to complete programs at other institutions if the applicant school closes the program before students have completed their courses of study.**

The document requested is attached.

**Provide an organizational plan that shows the location and physical address, telephone number, fax number and contact information for all internet-based and site-based educational locations, administrative, and service centers operated by the applicant and any parent organization.**

University of the Rockies  
555 East Pikes Peak Avenue  
Colorado Springs, CO 80903  
866-621-0124

Bridgepoint Education, Inc.  
13500 Evening Creek Dr. No.  
San Diego, Ca 92128  
800-242-4153

Bridgepoint Education, Inc., Administrative Offices  
5855 Copley Drive  
San Diego, CA 92111  
866-475-0317  
858-408-2903 (fax)

Bridgepoint Education, Inc., Administrative Offices  
600 B Street, Suite 100/200  
San Diego 92101  
866-475-0317  
858-408-2903 (fax)

**Provide documentation showing the school's policy for the resolution of student and graduate comments and complaints. Provide complete contact information to which complainants may be referred.**

#### Grievance Procedure for Student Complaints

The University of the Rockies community benefits from formal procedures that encourage prompt resolution of complaints and concerns that students may have about the implementation of policies and procedures that govern the institution. Students pursuing grades appeals, transfer credit appeals, appeals of satisfactory academic progress dismissal, or appeals of Student Community Standards Committee findings, should follow the procedures for these appeals outlined elsewhere in this Catalog. For financial complaints, students should first contact his or her designated Financial Services Advisor (or supervisor).  
Informal Dispute Resolution Efforts: A Necessary First Step before Filing Formal Complaints

Before pursuing the formal complaint process, every reasonable effort should be made to constructively resolve issues with faculty, staff, or administrators, including following procedures for formal appeal identified above. Whenever possible, the problem or complaint should first be discussed with the individual involved in the complaint. If satisfactory resolution is not reached after discussion with the individual, the student should contact the individual's direct supervisor to attempt to resolve the complaint. If these efforts are unsuccessful, the formal complaint process may be initiated. The University does not require a student to contact the person involved or that person's supervisor if doing so is impracticable.

#### Formal Complaint Process

- The complaint must be submitted in writing and by email attachment as a MS Word or pdf document or in other written form. The written complaint should clearly and concisely describe the alleged incident(s) and the desired remedy sought. The phrase, "This constitutes a formal complaint" must be included in the subject line of the complaint. If the complaint does not contain this phrase, the University will seek written confirmation of the initiator's intent before proceeding with an investigation.
- The term "initiator" refers to a prospective applicant, applicant, student, former student, or person who has an outstanding debt to the University.
- The complaint should be signed by the initiator or, in the case of an email submission, sent as an email attachment, in letter format and should contain the name and all contact information for the student. Any supporting documentation and evidence shall be referenced within the body of the formal complaint. Additionally, the initiator of a formal complaint must submit any supporting materials in writing within fifteen (15) business days of submitting the complaint. No extensions will be granted.
- The complaint's supporting documentation must clearly demonstrate all informal efforts to resolve the issue(s) with the person involved and the person's supervisor. This includes, names, dates and times of attempted or actual contact along with a description of the discussion and the manner of communication made in the course of each effort. If contacting the person involved and/or the supervisor is impracticable, the initiator must state the reasons that contributed to the initiator's inability to work with the involved parties.
- Initiators must submit a written grievance within thirty (30) calendar days of the incident prompting the complaint or from the date of knowledge of the incident prompting the complaint. This means the complaint must be filed on or before thirty (30) calendar days from when the initiator knew, or should have known, of the alleged action(s).
- Except in cases where the University administration determines that notice may endanger the health or safety of the initiator or other persons, individuals named in the grievance will be notified of allegations that involves them.
- The Office of Student Grievance Resolution is designated to formally investigate student grievances, address inquiries, and coordinate the University's compliance efforts regarding student complaints and grievances.

Contact information for the Office of Student Grievance Resolution is as follows:

(858) 513-9240, extension 2206

Grievance.Resolution@ashford.edu

[www.rockies.edu/grievance](http://www.rockies.edu/grievance)

The following people investigate formal complaints relating to students:

Adriana DeJong, Lead Student Grievance Resolution Coordinator  
Helen Kaiser, Student Grievance Resolution Coordinator

- Generally, the Vice President of Academic Affairs, University Provost, or Vice President of Student Services will have decision making authority in regards to formal complaints. These individuals may appoint a third party or parties to investigate the dispute and present a recommendation to them. The Vice President of Academic Affairs, University Provost, or Vice President of Student Services may delegate decision making authority to a grievance committee consisting of representatives from the following Departments: Compliance, Academics, Registrar, Student Success, Finance, Student Affairs, and/or Enrollment.

#### Student Participation in the Grievance Process

- The investigator from Student Grievance Resolution may contact or request a meeting with the initiator of the formal complaint. The investigator also may contact or request a meeting with relevant University staff or others as part of the investigation. The initiator of the grievance may request to meet and discuss the allegations of the complaint with the investigator and may offer any documentation, witnesses, or other materials in support of the complaint. The initiator has the right to have an advocate during a meeting with the investigator to discuss the documentation submitted by the student in support of the complaint. Such an advocate must be a member of the Ashford University Community: student, faculty member, academic advisor, or staff member. The student must advise the investigator of the identity of an advocate or witness at least five (5) business days before the date of the meeting with the investigator. During a meeting with the investigator, an attorney acting as a lawyer may not serve as the student's advocate or formally represent the student. These procedures are entirely academic in nature and are not considered legal proceedings. No audio or video recording of any kind is permitted, nor is formal, legal representation allowed. At the investigator's discretion, the investigator may eject anyone disrupting the meeting from the discussion.

- The Vice President of Academic Affairs, University Provost, or Vice President of Student Services will evaluate whether a violation of the Ashford University policies has occurred and issue a response to the initiator in writing within thirty (30) business days\* from receipt of a formal complaint. If the Vice President of Academic Affairs, University Provost, or Vice President of Student Services concludes that a policy has been violated, that official may also recommend corrective action.

#### Time Frame and Grounds for Filing a Presidential Appeal

- The decision of the Vice President of Academic Affairs, University Provost, or Vice President of Student Services may be appealed by petitioning the President of the University. To appeal the response rendered by the University, a student must submit the Presidential Appeal in writing within ten (10) business days of the date on the response letter. Bias in the investigation process that influenced the outcome of the grievance is the only permissible ground for filing a Presidential Appeal. The nature of the bias and how it influenced the outcome must be clearly stated in the appeal. The Presidential Appeal must be addressed to the University President submitted by email attachment as a Word or pdf document to [GrievanceAppeal@ashford.edu](mailto:GrievanceAppeal@ashford.edu).

- The President, or his/her designee, will render a written decision on the appeal within twenty (20) business days from receipt of the appeal. The President's decision shall be final.

**Provide a copy of a current Certificate of Authority provided by the applicant's home state and the Iowa Secretary of State.**

The documents requested are attached.

**Provide the U.S. Department of Education cohort default rate for each associated organizational entity for which the U.S. Department of Education reports a cohort default rate.**

The Official cohort default rate for the University of the Rockies in 2008 was 2.5%.

**Provide the average debt upon graduation of individuals completing programs at each branch location and the entire organization.**

The average debt upon graduation for individuals completing programs at University of the Rockies is \$35,999.67. The average debt for Iowa students is \$0.

**Provide the U. S. Department of Education cohort graduation rate for each branch location and the total organization, showing rates for graduates of diploma, two-year, and four-year, programs if those rates are reported to the U. S. Department of Education National Center for Education Statistics.**

University of the Rockies offers only Master and Doctoral degree programs, therefore this item does not apply.

**SIGNATURE**

**Applicant School Chief Executive Officer**

Dr. Charlita Shelton

Name

  
\_\_\_\_\_

Signature

President

Title

2/28/11  
\_\_\_\_\_

Date

**If any information in this application changes between the time of application Commission action, the school must inform the Commission by filing an Amended Application clearly indicating the information which is being amended. Amendments must be received before the Commission takes action.**



I, Dr. Charlita Shelton, as President of University of the Rockies, hereby state the University's commitment to the delivery of programs to students in Iowa, and agree to provide alternatives for students to complete programs at other institutions if the applicant school closes the program before students have completed their courses of study.

A handwritten signature in black ink, appearing to read "C. Shelton", written over a horizontal line.

Dr. Charlita Shelton, President

A handwritten date "2/28/11" in black ink, written over a horizontal line.

Date



### **Attachments**

- A. Iowa Refund Policy (Draft)
- B. Proof of HLC Accreditation
- C. Iowa Certificate of Good Standing from Secretary of State
- D. Authorization Letter from Colorado Dept. of Higher Education
- E. Sample enrollment agreement

## Iowa Resident Refund Schedule for University of the Rockies Online

### Iowa State Refund Policy

The Iowa State Refund Policy applies to residents of Iowa when students drop or are administratively dropped from a course or the institution.

PROGRAM	LENGTH (weeks)	Week 1*	Week 2*	Week 3*	Week 4*	Week 5*	Week 6*	Week 7*	Week 8*	Week 9*
Nonterm-Based Graduate Level Programs	9	100%	70%	60%	50%	40%	30%	20%	10%	0%
Nonterm-Based Graduate Level Programs	6	100%	60%	45%	30%	15%	0%	n/a	n/a	n/a

\*Refund percentage applied based on week of last date of attendance (LDA)

[Home](#) » [Understanding Accreditation](#) » [Directory of HLC Institutions](#)

Currently or Previously Affiliated Institutions - 02/03/2011

*Information provided on the Statement of Affiliation Status reflects the most recent actions of the Commission. The Commission has a multi-level decision process. Any institutional changes that are currently under review are not made public until final action has been taken.*

## University of the Rockies

555 East Pike's Peak Avenue, #108  
 Colorado Springs, CO 80903-3812

[www.rockies.edu](http://www.rockies.edu)

### Statement of Affiliation Status [Click here for definitions.](#)

**Chief Executive Officer** Dr. Charita Shelton, President

*Name change notes* Formerly known as Colorado School of Professional Psychology Purchased by University of the Rockies 9/11/07

**HLC Institution ID** 2160

**Current Accreditation Status** Accredited

**Candidacy Date(s)** 2001

**Accreditation Date(s) (2003- )**

**Commission Participation** PEAQ PARTICIPANT

**Participation Notes** Participating In the Academy for Assessment of Student Learning. Successful participation in the Academy for Assessment of Student Learning replaces the Monitoring Report: A report on assessment. Due 05/31/2011.

**Year of Last PEAQ Comprehensive Evaluation** 2007 - 2008

**Year of Next PEAQ Comprehensive Evaluation** 2014 - 2015

**Last Action** 12/03/2010

**Legal Status** Private FP

**Degrees Awarded (details below)** M, D

#### Stipulations on Affiliation Status

Program offerings are limited to the PsyD, the Ph.D. in Organizational Development and Leadership, the Master of Arts in Psychology, the Master of Arts in Organizational Development and Leadership, and the Master of Arts in Human Services.

#### Approval of New Degree Locations

Prior Commission approval required

#### Approval of Distance and Correspondence Courses and Programs

New Commission policy on institutional change became effective July 1, 2010. Some aspects of the change processes affecting distance delivered courses and programs are still being finalized. This entry will be updated in early 2011 to reflect current policy. In the meantime, see the Commission's Web site for information on seeking approval of distance education courses and programs.

#### Reports Required

Monitoring Report: 05/31/2011; A report on Planning.

#### Other Visits Scheduled

None.

### Organizational Profile [Click here for definitions.](#)

**Enrollment Headcount (last updated 12/03/2010)**

	Full-Time	Part-Time
Undergraduate	0	0
Graduate	719	95

HLC Home  
 About HLC  
 Maintaining Accreditation  
 Resources for Institutions  
 Resources for Peer Reviewers  
 Commission Policies  
 HLC Events  
 Understanding Accreditation  
 Directory of HLC Institutions  
 HLC and the Public  
 Complaints  
 Public Disclosure Notices  
 Visit List  
 Frequently Asked Questions (FAQs)  
 Feedback on the Web Site  
 Site Map

Dual enrollment (high school) programs 0

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**Degree Programs (last updated 12/03/2010)**

	Programs Offered	Degrees Awarded in Last Reported Year
Associate Degrees	0	0
Bachelors Degrees	0	0
Masters Degrees	3	13
Specialist Degrees	0	0
Doctoral Degrees	2	39

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**Certificate Programs (last updated 12/03/2010)**

	Programs Offered	Certificates Awarded in Last Reported Year
Certificates	4	0

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**Off-Campus Activities (last updated 04/22/2010)**

In-State	Campuses	None
	Additional Locations	None
	Course Locations	None
Out-of-State	Campuses	None
	Additional Locations	None
	Course Locations	None
Out-of-U.S.	Campuses	None
	Additional Locations	None
	Course Locations	None

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**Distance Learning (last updated 12/03/2010)**

**Distance Ed**

Doctor - 52.0213 Organizational Leadership (Organizational Development and Leadership) (Internet)

Doctor - 52.1003 Organizational Behavior Studies (PsyD in Psychology) (Internet)

Master - 44.0000 Human Services, General (Internet)

Master - 52.0213 Organizational Leadership (Organizational Development and Leadership) (Internet)

Master - 52.1003 Organizational Behavior Studies (Master of Arts in Psychology) (Internet)

**Correspondence Ed**

None



**Higher Learning Commission**  
A Commission of the North Central Association

230 South LaSalle Street, Suite 7-500 | Chicago, IL 60604-1411  
312-263-0456 | 800-621-7440 Fax: 312-263-7462 | [nceahlc.org](http://nceahlc.org)

December 8, 2010

President Charlita Shelton  
University of the Rockies  
555 East Pikes Peak Avenue, #108  
Colorado Springs, CO 80903-3612

Dear President Shelton:

This letter is formal notification of the action taken concerning the University of the Rockies by the Higher Learning Commission. At its meeting on December 3, 2010, the Review Committee voted to extend your accreditation to include the Master of Arts in Organizational Development and Leadership, the Master of Arts in Human Services and the Ph.D. in Organizational Development and Leadership.

I have enclosed your institution's Statement of Affiliation Status (SAS) and Organizational Profile (OP). The SAS is a summary of your organization's ongoing relationship with the Commission. The OP is generated from data you provided in your most recent Annual Institutional Data Update. If the current Commission action included changes to the demographic, location, or distance education information you reported in your Annual Institutional Data Update, we have made the changes on the Organizational Profile. No other organizational information was changed.

Information about notifying the public of this action is found in Chapter 8.3-3 and 8.3-4 of the *Handbook of Accreditation*, Third Edition.

Please be aware of Commission policy on planned or proposed organizational changes that require Commission action before their initiation. You will find the Commission's change policy at [nceahlc.org/information-for-institutions/institutional-change.html](http://nceahlc.org/information-for-institutions/institutional-change.html). If you have questions about how planned institutional changes might affect your relationship with the Commission, please write or call Andrew C. Lootens-White, Ph.D.

On behalf of the Board of Trustees, I thank you and your associates for your cooperation.

Sincerely,

A handwritten signature in cursive script that reads "Sylvia Manning".

Sylvia Manning  
President

Enclosure: Statement of Affiliation Status  
Organizational Profile

cc: Evaluation Team Members  
Chair of the Board

OFFICE OF THE SECRETARY OF STATE  
OF THE STATE OF COLORADO

**CERTIFICATE**

I, Scott Gessler, as the Secretary of State of the State of Colorado, hereby certify that, according to the records of this office,

**University of the Rockies, LLC**

is a **Limited Liability Company** formed or registered on 07/13/2007 under the law of Colorado, has complied with all applicable requirements of this office, and is in good standing with this office. This entity has been assigned entity identification number 20071323130.

This certificate reflects facts established or disclosed by documents delivered to this office on paper through 02/01/2011 that have been posted, and by documents delivered to this office electronically through 02/03/2011 @ 16:48:08.

I have affixed hereto the Great Seal of the State of Colorado and duly generated, executed, authenticated, issued, delivered and communicated this official certificate at Denver, Colorado on 02/03/2011 @ 16:48:08 pursuant to and in accordance with applicable law. This certificate is assigned Confirmation Number 7857666.



A handwritten signature in blue ink, appearing to read "Scott Gessler", is written over a horizontal line.

Secretary of State of the State of Colorado

\*\*\*\*\*End of Certificate\*\*\*\*\*

*Notice: A certificate issued electronically from the Colorado Secretary of State's Web site is fully and immediately valid and effective. However, as an option, the issuance and validity of a certificate obtained electronically may be established by visiting the Certificate Confirmation Page of the Secretary of State's Web site, <http://www.sos.state.co.us/biz/CertificateSearchCriteria.do> entering the certificate's confirmation number displayed on the certificate, and following the instructions displayed. Confirming the issuance of a certificate is merely optional and is not necessary to the valid and effective issuance of a certificate. For more information, visit our Web site, <http://www.sos.state.co.us/> click Business Center and select "Frequently Asked Questions."*

# STATE OF COLORADO



DEPARTMENT OF HIGHER EDUCATION  
*Colorado Commission on Higher Education*

Bill Ritter, Jr.  
Governor

Raymond T. Baker, Chair  
Jill L. Brake  
Patricia Pacey  
Michael Plachy  
James T. Polsfut

Richard L. Ramirez  
Edward A. Robinson  
Joel S. Rosenstein  
Greg C. Stevinson  
James M. Stewart

David E. Skaggs  
Executive Director

September 6, 2007

Dr. Emory G. Cowan Jr.  
Colorado School of Professional Psychology  
555 E. Pikes Peak Avenue #108  
Colorado Springs, CO 80903.3612

Dear Dr. Cowan,

Thank you for your letter concerning the change in ownership of Colorado School of Professional Psychology to Bridgepoint Education Inc. It is understood that the name of the institutions will change to University of the Rockies upon change in ownership. The Colorado Department of Higher Education has the authority to authorize private institutions operating in the state. Currently the Colorado School of Professional Psychology is fully authorized as a Category I institution. The change in ownership and subsequent name change will not affect the authorization status as long as the institution remains in good standing with the accrediting agency.

I look forward to working with you and Bridgepoint Education Inc. in the future. Please do not hesitate to contact me with any other questions you may have concerning the authorization of private degree granting institutions in Colorado.

Sincerely,

Matt McKeever  
Degree Authorization Act Officer



## Enrollment Agreement Page 1

OAPAPP 9435-1000

### Enrollment Agreement: MA in Psychology with Executive Coaching

Section A: This document explains certain requirements and policies at University of the Rockies (UoR). This is a legally binding Agreement when signed by the student and accepted by the school. Your signature acknowledges that you have had reasonable time to read and understand it and that you have been given: (a) a written statement of the refund policy (see Section D); (b) access to the current University of the Rockies Catalog including a description of the course or educational service including all material facts concerning the school and the program or course of instruction which are likely to affect your decision to enroll; (c) access to the website (<http://www.rockies.edu>).

Section B: Application Policies and Procedures –  
Master of Arts in Psychology, Executive Coaching Specialization

#### Program Admission

Students seeking admission to the Master of Arts in Psychology, Executive Coaching Specialization degree program are required to meet the following requirements:

Students seeking admission to the Master of Arts in Psychology with an Executive Coaching Specialization degree program must hold a Bachelor's degree from a regionally accredited institution of higher education with a cumulative GPA of at least 2.0 on a 4.0 scale or a Master's degree or higher from a regionally accredited institution. Students entering with a grade point average of 2.00 to 2.99 will be placed on first-term academic probation.

Additional requirements for students seeking admission based on credentials earned outside of the United States are outlined in the Catalog at [www.rockies.edu/catalog](http://www.rockies.edu/catalog).

#### Admission Materials

Admission materials may be downloaded from the UoR website <http://www.rockies.edu>.

An applicant must submit the following information, forms, and fees to be considered for admission:

- UoR's online *Application for Admission*
- Official transcripts from institution granting the Bachelor's degree and any graduate schools attended
- Official copies of TOEFL, if applicable

#### Provisional Admission Status Requirements

Students are provisionally admitted to the MA in Psychology with Executive Coaching Specialization degree program when they submit a completed application indicating that they meet admission requirements outlined above. Students who then enroll in courses are considered regular students in their degree program. However, students who do not meet all documentation requirements for full admission are disqualified and withdrawn from the program at the conclusion of the third course.



## Enrollment Agreement Page 2

OAPAPP 9435-1001

### Full Admission Status Requirements

The following provisions must be met prior to the conclusion of the third attempted University of the Rockies course. To begin the fourth course, students must complete all the requirements outlined below; meet all admissions requirements applicable to their program; and pay all required tuition and fees due to University of the Rockies.

- Submission of an official transcript from the regionally accredited institution that awarded the baccalaureate degree indicating a minimum GPA of 2.0.
- Submission of official transcripts from institutions where graduate credit was earned or a signed Authorization to Close form indicating relinquishment of potential transfer credits for any official transcripts the student is unable to provide. (The University of the Rockies Registrar's Office staff will manage the request of all transcripts for students who have signed a Transcript Request form.)
- Students entering with a cumulative GPA of less than 3.0 through (a) or (b) below but above a 2.0 are placed on first-term academic probation and are required to achieve a cumulative GPA of 3.00 and successfully complete 67% of credits attempted in the first 3 courses.
  - a. Students with a Bachelor's degree only or have fewer than 12 credits of graduate-level coursework will have their GPA calculated for only the Bachelor's degree.
  - b. Students who have completed 12 credits or more of graduate-level coursework and do not have a 3.0 undergraduate cumulative GPA may have their GPA calculated on the basis of their graduate coursework.

At the conclusion of the first academic probation period, any student who does not meet the requirements above may be dismissed from the University. However, a student who has achieved a successful completion rate of at least 33% and has at least a 3.00 GPA during the first probationary period may appeal to the Registrar to take an additional term of coursework for a second academic probation.

### Appeal Process for Second Academic Probation

- a. The appeal must be made prior to the student's enrollment in any classes that begin after the initial probationary period.
- b. The written appeal must include a reasonable explanation for the student's academic performance to date, which may include mitigating circumstances such as student injury/illness, death of a student's family member, or other reasons resulting in undue hardship to the student and a plan for completion of the coursework required for removal from probation during the following term.
- c. Appeals will be evaluated by a committee made up of the Registrar or his/her delegate and an academic administrator who has oversight in the student's program of study. The decision of the Committee will be communicated in writing to the student by the Registrar.



## Enrollment Agreement Page 3

OAPAPP 9435-1002

### English Language Requirement

Applicants must have the ability to study in English indicated by one of the following:

- a. Achieved a recognized high school diploma or equivalent in which the primary language of instruction was English
- b. Received a GED that was taken in English
- c. Earned a Bachelor's, Master's, or other post-secondary degree from a regionally accredited college/university in the United States in which the primary language of instruction was English
- d. Earned a minimum of 30 college level credits from a regionally accredited college/university in the United States in which the primary language of instruction was English.

Students not satisfying one of the requirements above must provide the results from the Test of English as a Foreign Language (TOEFL) examination taken within the past two (2) years. A minimum score of 550 paper-based or 79 Internet-based is required. An unofficial copy of scores must be submitted prior to provisional enrollment; official scores must be submitted prior to full admission.

### Technology Requirement

Students must possess the following online competencies: ability to access course and program material on the web; ability to correspond with University of the Rockies staff, students, and faculty using email and the web; and ability to use appropriate antivirus utilities so that files transmitted and received are virus free.

Minimally, students must have a computer with the following features and system configurations:

Platforms: Mac OS X 10.2 or greater or Windows XP or greater;  
Hardware: 256 Mb RAM, CD-ROM, DVD player and 1 Gb free disk space;  
Productivity Software: Microsoft Word, PowerPoint and Excel 2003 or greater; Adobe Reader 8 or greater;  
Web Browser: Firefox 3.0 or greater, Internet Explorer 7.0 or greater, Safari 3.0 or greater;  
Networking: 56k dialup modem, DSL, or cable modem; and  
Email: Outlook, Outlook Express, Mac Mail, Eudora, Entourage, or Yahoo/Hotmail/Google mail.

The following are recommended for optimal performance:

Productivity Software: Microsoft Word, PowerPoint, and Excel 2007 or greater;  
Networking: Broadband internet connection (DSL, Cable, or other).

*Please note students may be required to download standard software readers for electronic document sharing in a course. Certain courses require the use of a microphone to record sound files or access to a scanner for document submission. Instructors may conduct optional tutoring sessions where student use of a webcam would optimize the learning experience.*



**Enrollment Agreement Page 4**

OAPAPP 9435-1003

Section C: Students must meet all Satisfactory Academic Progress, course sequencing, progression and graduation requirements outlined in the Catalog, including but not limited to minimum GPA, University of the Rockies residency requirements, and payment of tuition and fees.

Master of Arts in Psychology, Executive Coaching Specialization:

Course #	Required course of study = 39 credits	Credits
ORG 6300	Human Development	3
ORG 5270	Mental Health & Psychopathology in the Workplace	3
ORG 6530	Theories & Techniques of Counseling & Psychotherapy	3
ORG 6499	Cultural Diversity & Individual Differences	3
ORG 5400	Statistics & Psychometrics	3
ORG 6405	Applied Research in Organizational Leadership	3
ORG 6520	Professional Ethics, Standards of Practice & Law	3
ORG 6501	Foundations of Organizational Consulting	3
ORG 5100	Assessment - Tests & Measurements	3
ORG 6120	Lifestyle & Career Development	3
ORG 6521	Coaching & Building Teams	3
ORG 6506	Leading Organizational Change	3
ORG 6700	Substance Abuse & Dependence	3
	Comprehensive Exam	

Section D: Right to Cancel Enrollment Agreement. If you rescind your decision to enroll and have not attended any University of the Rockies classes, you will be entitled to a full refund of any tuition paid. To cancel your enrollment, you must contact your Admissions Counselor prior to the conclusion of the first week of instruction. University of the Rockies reserves the right to cancel or terminate this enrollment agreement if you violate student codes of conduct, fail to make satisfactory academic progress, fail to make payment in accordance with the terms of your student finance agreement and/or fail to meet attendance requirements as outlined in the Catalog.

University of the Rockies' Tuition Refund Policy - *Please see Iowa refund policy, attachment A.*

~~University of the Rockies' Tuition Refund Policy is detailed in the current school Catalog. In summary, in a graduate program, withdrawal before the start date of a course up to the end of the first week of attendance will result in a 100% tuition refund. Attendance posted for the second week prior to course withdrawal will result in a 50% tuition refund. Attendance posted for the third week and beyond will result in no (zero) tuition refund. The refund policy excludes all fees which will remain payable. Federal funds required to be returned as a result of changes in eligibility due to reduced attendance will be the responsibility of the student. Refund requirements designated by certain state agencies, where applicable, may take precedence over the institutional refund policy~~

Non-term based Graduate programs (online)											
	wks										
refund % by course	6	100%	50%	0%	0%	0%	0%	0%	0%	n/a	n/a
	9	100%	50%	0%	0%	0%	0%	0%	0%	0%	n/a

Section E: Employment Services. University of the Rockies does not guarantee employment to any applicant as a condition of their application, acceptance, attendance or graduation in any program.



## Enrollment Agreement Page 5

OAPAPP 9435-1004

Section F: The student is responsible for the following program related fees and charges. University of the Rockies reserves the right to adjust tuition rates and fees without prior notice. The student is responsible for monitoring and understanding all activity on their ledger card. The cost of tuition, textbooks, materials, and your total charges may change based on the actual number of attempted courses and credits necessary to successfully complete this program.

Associated Fees	Effective 4/1/2010	Explanation
Master's Degree Tuition (per credit hour)	\$672.00	
Total Tuition	\$26,208.00	Based on 39 total credits of UoR coursework
Comprehensive Examination Fee (each attempt)	\$100.00	
*Technology Services Fee	\$250.00	Non-refundable fee, applied on the 2nd week of enrollment, post start date.
Master's Graduation Fee	\$250.00	Charged with Petition to Graduate
Textbooks/Materials	\$2600.00	Based upon an average cost per course of \$200 and taking 13 courses
<b>Total Program Costs-Master's</b>	<b>\$29,408.00</b>	<b>Based on total tuition, fees, textbooks and materials</b>
Replacement/Duplicate Diploma Fee	\$45.00	
Transcript Fee	\$5.00	
Insufficient Funds Fee	\$30.00	Charged if credit card is denied or if check is returned NSF
**Late payment fee	\$30.00	Charged when payment is late as per student's chosen finance option
<p>* The technology services fee provides the student with initial configuration setup to University systems such as the online learning platform, the online library collection, and other academic support systems.</p> <p>** A \$30.00 late fee, unless limited by state law, will be assessed for each payment not received according to the terms of the primary financial payment option selected. To avoid late fees, be sure all payments are made on time. Declined credit cards and returned checks will also result in a \$30 fee additional processing fee, not to exceed the statutory maximum established by state law.</p>		

University of the Rockies is required to charge sales tax for tuition and/or fees in certain jurisdictions based on state reporting obligations and the taxability of services and digital goods in accordance with local law. For sales tax purposes, electronically-delivered services and digital goods are considered to be received at the student billing address.

The cost of tuition, books / materials, and your total charges may increase or decrease, based on the actual number of courses and credits for you to complete this program. University of the Rockies reserves the right to adjust tuition rates and fees. These fees are based on continuous enrollment at University of the Rockies.



## Enrollment Agreement Page 6

OAPAPP 9435-1005

**Section G: Payment Schedule.** University of the Rockies collects tuition on a per class basis. Your tuition must be paid in full, or arrangements must be made by selecting a finance option, approved by University of the Rockies, which allows for deferred payment.

**Section H: Registration.** Initial registration and student scheduling is a one-time process based upon the information provided to University of the Rockies in this admission application beginning on a start date agreed upon with your Admissions Counselor. Scheduling requirements are outlined in the Catalog. Students who have earned prior post-secondary credits should review the Catalog for transfer credit policies. Students are fully responsible for any charges for duplicative coursework taken at University of the Rockies. University of the Rockies reserves the right to make adjustments to student schedules, courses, and programs, including but not limited to cancellation, postponement, course dates, sequence, and modality as deemed necessary by University administration. Registration in a particular course section or with a specific instructor is not guaranteed. Programs begin weekly and students are classified as full time while enrolled; estimated program length is one and a half years based on continuous enrollment in the program without breaks.

**Section I: Attendance.** Weekly attendance is mandatory. Students are responsible for meeting all attendance requirements outlined in the Catalog. Students who do not meet attendance requirements will be automatically dropped from affected courses.

**Enrollment Agreement Page 7**

OAPAPP 9435-1006

Section J: Acknowledgements. I hereby request to enroll as a regular student in this program. I have read, understand and meet the provisional admission requirements for enrollment as a regular student in this program. I have read and understand that it is my responsibility to meet full admission requirements for this program as a condition of my continued enrollment after the third (3rd) attempted course in this program.

I understand that any adjustments made to my schedule whether due to failing, repeating, or withdrawing from a class or taking unscheduled breaks may have academic and/or financial implications, including prior loan(s) entering the Grace/Repayment period with an effective date of my last date of attendance. (Students are strongly encouraged to consult with their Academic Advisor and Financial Services Advisor to be advised on the implications of any potential schedule change.)

University of the Rockies does not discriminate in employment or in its educational programs and activities on the basis of race, color, national or ethnic origin, religion, sex, age, disability, sexual orientation, or veteran status. The University complies with all federal, state, and local laws, including but not limited to Title IX of the Education Amendments of 1972, Titles VI and VII of the Civil Rights Act of 1964 and regulations S504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 in all educational and employment practices.

I understand that I must follow the requirements of the Student Finance Agreement and meet payment deadlines that have been established; otherwise, I may be assessed additional fees and/or be required by University of the Rockies to follow the Cash Finance Option upon my default. I agree to pay University of the Rockies in accordance with the Finance Options I have selected. I understand that I am ultimately financially responsible for all charges incurred from University of the Rockies, and that failure to comply with my Student Finance Agreement may result in the unscheduling of future courses, administrative withdrawal, late fees, and possible referral to a collections agency. I agree that the terms or conditions of payment under the finance option(s) selected are not dependent upon any contingent events including but not limited to: receipt of grade, an invoice, a statement, reimbursement by my employer, military payment voucher, other military funding, or qualifying for financial aid.

I have reviewed, in detail, the tuition and fee schedule and the tuition refund policy and understand I can view my student account while I am a current student. I further acknowledge that disruptions to my continuous attendance in my program may potentially reduce or eliminate my eligibility for financial aid and/or other funding leaving me fully responsible for all unfunded charges to my account. I acknowledge that the all of the above matters related to financing my education as well as the cancellation and refund policies have been clearly explained to me, I have been provided ample opportunity to ask all my related questions and they have been answered to my satisfaction.

I understand that the University has established student technology hardware and software requirements that are necessary for course participation and that consistent access to this hardware and software, as outlined in the Catalog, is my responsibility. I further understand that it is my responsibility to maintain and provide the University with an e-mail address for correspondence with University administration and faculty. In addition, I acknowledge that this e-mail address will be used to transmit information concerning my financial records, academic records and course information that may be considered confidential in nature.



## Enrollment Agreement Page 8

OAPAPP 9435-1007

I agree to notify University of the Rockies of any change to my current address, phone number and or any additional contact information necessary to maintain communication.

I understand that University of the Rockies utilizes my social security number for purposes of educational record keeping and certain reporting required under federal, state and/or local law.

I understand that this program is not intended to prepare students for professional licensure or certification in any field, regardless of concentration. Students seeking licensure or certification in a particular profession are strongly encouraged to carefully research the requirements for that licensure prior to enrollment.

I realize that any grievances not resolved on the institutional level may be forwarded to the Tennessee Higher Education Commission, Nashville TN 37243-0830, (615)741-5293 (for Tennessee residents only).



## Enrollment Agreement Page 9

OAPAPP 9435-1008

### University of the Rockies California Resident Disclosure Language

California law mandates the collection of a fee in the amount of \$2.50 per \$1,000 of tuition rounded to the nearest thousand to be paid to the state's tuition recovery fund in the event of school closure. The fee is charged to California residents only. The following disclosure applies only to those students.

### California Student Tuition Recovery Fund

#### CA Residents Only

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students who are California residents, or are enrolled in a residency program 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 cost.
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.

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, 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.



## Enrollment Agreement Page 10

OAPAPP 9435-1009

### Arbitration

#### Section K: Grievance Procedures and Arbitration of Disputes.

Any disputes, claims or controversies between you and the University arising out of or relating to this Agreement or your recruitment, enrollment, or attendance at the University, or the education provided by the University or the University's billing, financial aid, financing options, Student Finance Agreement (which is incorporated herein by this reference), disbursement of funds, excess funds or career service assistance, and any claim no matter how described, pleaded or styled relating in any manner, to any act or omission regarding your relationship with the University or its employees, shall be resolved first through the Grievance Procedure for Student Complaints published in the University of the Rockies Academic Catalog. If not resolved in accordance with the procedures outlined in the University Catalog, then the dispute shall be resolved by binding arbitration in accordance with the Commercial Arbitration Rules of the American Arbitration Association (including the Supplemental Procedures for Consumer Related Disputes, in effect at the time the arbitration is brought, or in accordance with procedures that the parties agree to in the alternative).

**RIGHT TO REJECT:** I MAY REJECT THE ARBITRATION PROVISIONS INCLUDED IN THIS PARAGRAPH (the "ARBITRATION AGREEMENT"), BUT NOT THE REQUIREMENT TO FIRST USE THE GRIEVANCE PROCEDURE FOR STUDENT COMPLAINTS, BY FAXING A SIGNED REJECTION NOTICE TO THE ASSOCIATE UNIVERSITY REGISTRAR AT 866-605-9168 WITHIN 30 CALENDAR DAYS AFTER I SIGN THIS AGREEMENT. ANY NOTICE MUST INCLUDE MY NAME, ADDRESS AND TELEPHONE NUMBER.

Notwithstanding the foregoing, the parties are not required to arbitrate claims by either party against the other party for relief of \$5000 or less which could be brought in a court of competent jurisdiction.

You agree that the Arbitrator and not any federal, state or local court or agency shall have the exclusive authority to resolve any dispute relating to the interpretation, applicability, enforceability or formation of this Arbitration Agreement, including, but not limited to any claims that all or any part of this Agreement is void or voidable. For purposes of this paragraph, the term "University" includes University of the Rockies, its officers, directors and employees, and its affiliates, subsidiaries and parents, and any officers, directors or employees of such entities.

Choice of Law - The arbitrator shall apply federal law to the fullest extent possible and the substantive and procedural provisions of the Federal Arbitration Act (9 U.S.C. §§1-16) and any and all issues relating to the enforcement of the Arbitration Agreement and the arbitrability of claims between the parties.

Location of arbitration - Any such arbitration shall take place before a single neutral arbitrator in the County in which you reside unless you and the University agree otherwise. The arbitrator must have knowledge of and actual experience in the administration and operation of postsecondary educational institutions unless the parties agree otherwise.

Relief and remedies - The arbitrator shall have the authority to award monetary damages measured by the prevailing party's actual damages and may grant any nonmonetary remedy or relief that the arbitrator deems just and equitable and within the scope of this Agreement between the parties. Judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction.

The arbitrator shall not have any authority to award punitive damages, treble damages, consequential or indirect damages, or other damages not measured by the prevailing party's actual damages unless such relief is expressly provided for by applicable law. The arbitrator also shall not have any authority to alter any grade issued to a student or to require the University to change any of its policies or procedures.

Costs, fees, and expenses of arbitration - The parties shall bear their own costs and expenses of their own counsel,

experts, witnesses, and presentation of proof. Except as may be required by law, neither a party nor an arbitrator may disclose the existence, content, or results of any such arbitration without the prior written consent of both parties. All fees and expenses of the arbitrator and administrative fees and expenses of the arbitration shall be paid by the parties as provided by the Commercial Arbitration Rules of the AAA governing the proceeding, including the Supplementary Procedures for Consumer-Related Disputes, to the extent applicable, or by specific ruling by the arbitrator, or by agreement of the parties.

**Class and consolidated actions** - There shall be no right or authority for any claims within the scope of this Arbitration Agreement to be arbitrated or litigated on a class basis or for the claims of more than one Student to be arbitrated or litigated jointly or consolidated with any other Student's claim.

**Arbitrator's Award** - At the request of either party, the arbitrator shall render a written award briefly setting forth his or her essential findings and conclusions. Judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction.

**Severability and right to waive** - If any part or parts of this Arbitration Agreement are found to be invalid or unenforceable by a decision of a tribunal of competent jurisdiction, then such specific part or parts shall be of no force and effect and shall be severed, but the remainder of this Arbitration Agreement shall continue in full force and effect. Any or all of the limitations set forth in this Arbitration Agreement may be specifically waived by the party against whom the claim is asserted. Such waiver shall not waive or affect any other portion of this Arbitration Agreement.

**Survival of provisions of this agreement** — This Arbitration Agreement will survive the termination of your relationship with the University.

*THIS ARBITRATION AGREEMENT LIMITS CERTAIN RIGHTS, INCLUDING THE RIGHT TO MAINTAIN A COURT ACTION, THE RIGHT TO A JURY TRIAL, THE RIGHT TO PARTICIPATE IN ANY FORM OF CLASS OR JOINT CLAIM, THE RIGHT TO ENGAGE IN DISCOVERY, EXCEPT AS PROVIDED IN THE APPLICABLE ARBITRATION RULES, AND THE RIGHT TO CERTAIN REMEDIES AND FORMS OF RELIEF. OTHER RIGHTS THAT YOU OR THE UNIVERSITY WOULD HAVE IN COURT ALSO MAY NOT BE AVAILABLE IN ARBITRATION.*



**Enrollment Agreement Page 11**

OAPAPP 9435-1010

**Acknowledgement and Signature: MA in Psychology with Executive Coaching Specialization**

*Student Name*      Karen Student                      *Birthday*      01/11/1980      *SSN*      123-45-6789

My signature on this application certifies that I have read, understood, and agreed to my rights and responsibilities as set forth in this Application, Agreement, and the University of the Rockies Catalog. I certify that the information contained in this application is true, complete, and accurate. I understand that the submission of false, inaccurate, or incomplete information may result in permanent termination of my application and/or enrollment at University of the Rockies.

	2/2/2011	
<i>Signature</i>	<i>Date</i>	<i>Est. start (mo day year)</i>
<i>Parent or Legal Guardian signature (if applicant under 18 years of age)</i>	<i>Date</i>	