



SOUTHERN STATES UNIVERSITY

**SAN DIEGO & NEWPORT BEACH
CAMPUSES**

**POLICIES AND PROCEDURES
FOR
DEGREE PROGRAMS**

February 2010

ADMINISTRATIVE OFFICE LOCATIONS

San Diego

6950 Friars Road
San Diego, CA 92108
Phone: (619) 298-1829
Fax: (619) 704-0175
Email: info@ssu-us.org

Newport Beach

1601 Dove Street #105
Newport Beach, CA 92660
Phone: (949) 833-8868
Fax: (619) 704-0700
Email: info@ssu-us.org

Table of Contents

1. SOUTHERN STATES UNIVERSITY ORGANIZATION AND GOVERNANCE.....	3
1.1 SSU MISSION STATEMENT	3
1.2 CODE OF ETHICS	3
1.3 FACILITIES	4
1.3.1 Overview of Facilities.....	4
1.3.2 Libraries and Resource Material Center	6
1.3.3 Facilities Management.....	6
1.4 ADMINISTRATIVE STRUCTURE	7
1.5 UNIVERSITY GOVERNANCE.....	8
1.5.1 Corporate Structure / Statement of Legal Control.....	8
1.5.2 University Organization and Structure of Governance.....	8
1.5.3 University Committees.....	9
1.6. GENERAL POLICIES	11
1.6.1 Drug, Alcohol and Tobacco Policies.....	11
1.6.2 Sexual Assault or Harassment Policy.....	12
1.6.3 Policy of Non-Discrimination.....	12
1.6.4 Personal Property	12
1.6.5 Complaints.....	12
2. ACADEMICS.....	14
2.1 ACADEMIC FREEDOM	14
2.2 BUSINESS ADMINISTRATION DEGREE PROGRAMS	15
2.3 ACADEMIC STANDARDS	16
2.3.1 Attendance	16
2.3.2 Credit Hours	16
2.3.3 Grading System.....	16
2.3.4 Policies on Satisfactory Academic Progress (SAP).....	19
2.3.5 Academic Probation	19
2.3.6 Dismissal.....	19
2.3.7 Satisfactory Academic Progress Dismissal Appeals Policy	20
2.3.8 Academic Misconduct.....	20
2.4 GRADUATION REQUIREMENTS	21
2.5 ACADEMIC CALENDAR	21
3.1 RECORDKEEPING - SECURITY AND CONFIDENTIALITY	22
3.1.1 Student Rights and Privacy.....	22
3.1.2 Rights of Access to Records by Others.....	23
3.1.3 Directory Information.....	23
3.2 STUDENT RECRUITMENT	23
3.2.1 Ethical Standards	23
3.2.2 Use of Authorized Agents.....	23
3.3 ADMISSIONS REQUIREMENTS	24
3.3.1 Bachelor of Business Administration Program	24
3.3.2 Master of Business Administration Program	25
3.3.3 Exceptions to Admissions Requirements	26
3.3.4 Online Distance Learning.....	26
3.3.5 Open University.....	26
3.3.6 International Students.....	27
3.4 TRANSFER CREDITS	29
3.4.1 Undergraduate Program Transfer Credit.....	29
3.4.2 Graduate Program Transfer Credit.....	30
3.4.3 Intensive English Program Transfer Credit.....	31
3.4.4 Notice Concerning Transferability of Credits and Degrees Earned at SSU.....	31
3.5 TUITION, FEES, INCIDENTAL PROGRAM COSTS AND REFUND POLICIES	31
3.5.1 Student Refund Policy.....	31
3.5.2 Buyer's Right to Cancel.....	32
3.5.3 Student Tuition Recovery Fund.....	32
3.5.4 Financial Obligations.....	33
3.5.5 Federal and State Financial Aid Programs	33

SOUTHERN STATES UNIVERSITY

3.5.6 Scholarships.....	33
3.5.7 Work-Study.....	33
3.5.8 Cancellations and Refunds.....	33
4. STUDENT AFFAIRS AND SERVICES.....	34
4.1 STUDENT CODE OF CONDUCT.....	34
4.2 ADVISING SERVICES.....	34
4.3 WITHDRAWAL / LEAVE OF ABSENCE.....	35
4.3.1 Withdrawal from a Course.....	35
4.3.2 Transfer to another Institution.....	35
4.3.3 Leave Of Absence or Withdrawal from the University.....	35
4.3.4 Administrative Withdrawal or Dismissal.....	35
4.4 CAREER SERVICES.....	35
4.5 ALUMNI ASSOCIATION.....	36
4.6 STUDENT GRIEVANCE POLICIES AND PROCEDURES.....	36
5. ACADEMIC AND ADMINISTRATIVE PERSONNEL.....	38
5.1 FACULTY.....	38
5.1.1 Policies and Procedures for the Appointment of Faculty.....	38
5.1.2 Employment Offers.....	39
5.1.3 Faculty Orientation.....	39
5.2 FACULTY PERSONNEL FILES.....	39
5.2.1 Academic Personnel Files.....	39
5.2.2 Academic Personnel Payroll Files.....	40
5.3 FACULTY RESPONSIBILITIES.....	40
5.3.1 Teaching.....	41
5.3.2 Instructional Time Requirements.....	41
5.3.3 Faculty Performance Evaluation.....	42
5.4 ADMINISTRATIVE STAFF.....	43
5.4.1 Hiring Procedures.....	43
5.4.2 Employment Offers.....	43
5.4.3 Administrative Employee Orientation.....	43
5.4.4 Administrative Employee Status.....	43
5.4.5 Administrative Staff Expectations.....	44

SOUTHERN STATES UNIVERSITY

1. Southern States University Organization and Governance

1.1 SSU Mission Statement

Southern States University's mission is to offer competitive and professionally-recognized academic degree and certificate programs, to serve a culturally diverse student community, and to facilitate international awareness amongst our students. We are committed to improving our students' career options and opportunities and will accomplish this by delivering cutting-edge content, teaching both the fundamental and advanced skills needed to succeed in today's competitive marketplace.

Educational Objectives:

The University:

- offers a focused set of programs to educate students in the fields of *Business* and *English Language Learning* to help students improve their career options;
- promotes critical thinking and intellectual inquiry, which enhance cultural, social, and professional development and opportunities;
- prepares students for communicative interaction at a social, academic and professional level;
- creates a learning atmosphere that encourages students to develop the highest standards of ethical and professional behavior;
- provides students with a strategic understanding of the role of information and communication technologies in business and management, with the sensitivity to understand and analyze facts and ideas;
- integrates formal academic learning with each student's practical business related experiences;
- familiarizes international and non-native English speakers with the various facets of American culture, the local economy and job market;
- seeks to enhance English proficiency skills, particularly for non-Native English speakers;
- delivers instruction through classroom and distance learning methodologies.

1.2 Code of Ethics

SSU continuously endeavors to adhere to the following ethical guidelines:

- SSU recognizes, respects, and promotes the diversity of culture and ethnicity inherent in the education industry.
- SSU provides and maintains high-quality educational training and related student services, and employs qualified staff to provide these services.
- SSU provides accurate information on its programs, services, fees and policies in all of its promotional materials.
- SSU acts with integrity and utilizes fair and ethical business practices in all aspects of operations.
- SSU honors and respects, without restriction, all of its representations and agreements with students and their representatives.
- SSU deals with requests, criticisms and complaints in a judicious and timely fashion.

Authorizations

Southern States University was granted "Approval to Operate" by the California Bureau for Private Postsecondary and Vocational Education (BPPVE), was renamed the *Bureau for Private Postsecondary Education*

SOUTHERN STATES UNIVERSITY

(www.bppve.ca.gov) and is part of the California Department of Consumer Affairs as of January 2010. “Approval to Operate” means that the Bureau certified that SSU meets California’s minimum standards for integrity, financial stability, and educational quality, including instruction by qualified faculty and the appropriate assessment of students’ achievement prior to, during, and at the end of its programs. SSU has maintained compliance with all bureau regulations as the university has continued to grow and expand, and is working diligently toward achieving national accreditation.

Southern States University is authorized by the **Department of Homeland Security (DHS) *Student and Exchange Visitor Program*** (SEVP) to issue form I-20, which permits international students to attend classes at all SSU campuses.

1.3 Facilities

1.3.1 Overview of Facilities

The University’s primary administrative and academic offices are located on its **Main Campus** at 6950 Friars Road, Suite 200, San Diego, CA, 92108. A **Branch Campus** of the University is located at 1601 Dove Street, Suite 105, Newport Beach, CA 92660. **Learning Sites** are located at three San Diego locations - La Jolla, Pacific Beach, and San Marcos. An additional **Administrative Site** is located six (6) miles from the Main Campus, in downtown San Diego at 1729 5th Avenue, San Diego, CA 92101.

1.3.1.1 San Diego – Main Campus

The main facility is located centrally in Mission Valley, 10 minutes from downtown San Diego. The University occupies the top floor of a two-story building, which includes administrative offices, classrooms, a student computer laboratory, and a library.

Free parking is available on the surrounding streets and in the conveniently located shopping mall parking lot across the street from the school. Trolley and bus services are also conveniently located near this facility.

1.3.1.2 Newport Beach – Branch Campus

The Newport Beach branch campus is located close to the John Wayne Airport, providing easy access from all points of Orange, San Diego and Los Angeles Counties.

This site is staffed with instructors and administrators who can assist students with all of their needs, classrooms and offers plentiful free on-site parking, as well as conveniently located bus service.

1.3.1.3 San Diego – Learning Sites

The University has three learning sites in San Diego. The La Jolla learning site is located at 3252 Holiday Court, La Jolla, CA 92037; the reception area is in Suite 111. The Pacific Beach learning site is located on the second floor of an office building located at 919 Garnet Avenue, San Diego, CA 92109. The San Marcos learning site is located at 340 Rancheros Drive, San Marcos, CA 92069. All administration and management for these sites is directed from the Main Campus.

1.3.1.4 San Diego – Additional Administrative Site

Southern States University has an additional administrative site located in downtown San Diego, at 1729 5th Avenue, San Diego, CA 92101. Several University administrators maintain their primary work area at this location, which the University shares with the **International Academy of English** (www.sdiae.com).

SOUTHERN STATES UNIVERSITY

SOUTHERN STATES UNIVERSITY

1.3.2 Libraries and Resource Material Center

The University maintains libraries for its degree program students, faculty and administrative staff at both its San Diego and Newport Beach campuses. The library schedule is published weekly, and the University Librarian is available for phone and email consultations at most other times. The library contains books and other materials relevant to the degree program courses offered at SSU.

In addition to the hard and soft cover books and periodicals in the physical library facilities, the University also provides pre-paid subscriptions to several well-respected online libraries, including the Library and Information Resource Network consortium (www.lirn.org), eBrary (www.ebrary.com) and Euromonitor (www.euromonitor.com). These subscriptions provide students and instructors with access to well over 10,000 books, magazines, journals, business annual reports, etc.

Southern States University's virtual library includes the following electronic serial resources:

GALE Academic	12,300 titles
Business & Company Resource Center (InfoTrac)	5,569 titles
General Business (InfoTrac)	5,400 titles
ABI (ProQuest)	8,641 titles

Electronic book subscriptions are available through: Ebrary (academic-level monographs): over 7100 business and economics titles; and eLibrary -- ProQuest's collection of reference sources for general topical research.

DVD selections are provided on the following loan basis:

Faculty and Administrative Staff	Two class sessions
Professional Applied Project writers	Three class sessions

Additionally, there are a number of free on-line resources, public library facilities, and local universities that can be accessed to obtain research materials.

1.3.3 Facilities Management

SSU has contractual arrangements with professional service organizations to provide routine cleaning and maintenance of the University's facilities and equipment. It is the policy of the University to keep all office-related and classroom-related equipment and furnishings in regular use in good working order. Replacement and/or upgrading of equipment and furnishings is primarily on an as-needed basis. It is the responsibility of the Administrative Director to ensure that office-related equipment is adequate, available and repaired or replaced in a timely fashion when required. In addition, it is the responsibility of the Administrative Director to ensure that classroom-related equipment is adequate, available and repaired or replaced in a timely fashion when required.

It is the responsibility of the Administrative Director to ensure that appropriate working conditions and resources are maintained for the administrative staff and academic faculty. To this end the Administrative Director properly conducts or coordinates an annual audit of the University's physical plant, furnishings and related resources. Any findings of an inadequate or deficient nature are prioritized and any necessary remedies scheduled subject to approval of the Chancellor and budgetary considerations. Problems or concerns of this nature that come at any time to the attention of the administrative staff are expected to be promptly reported directly to the Administrative Director.

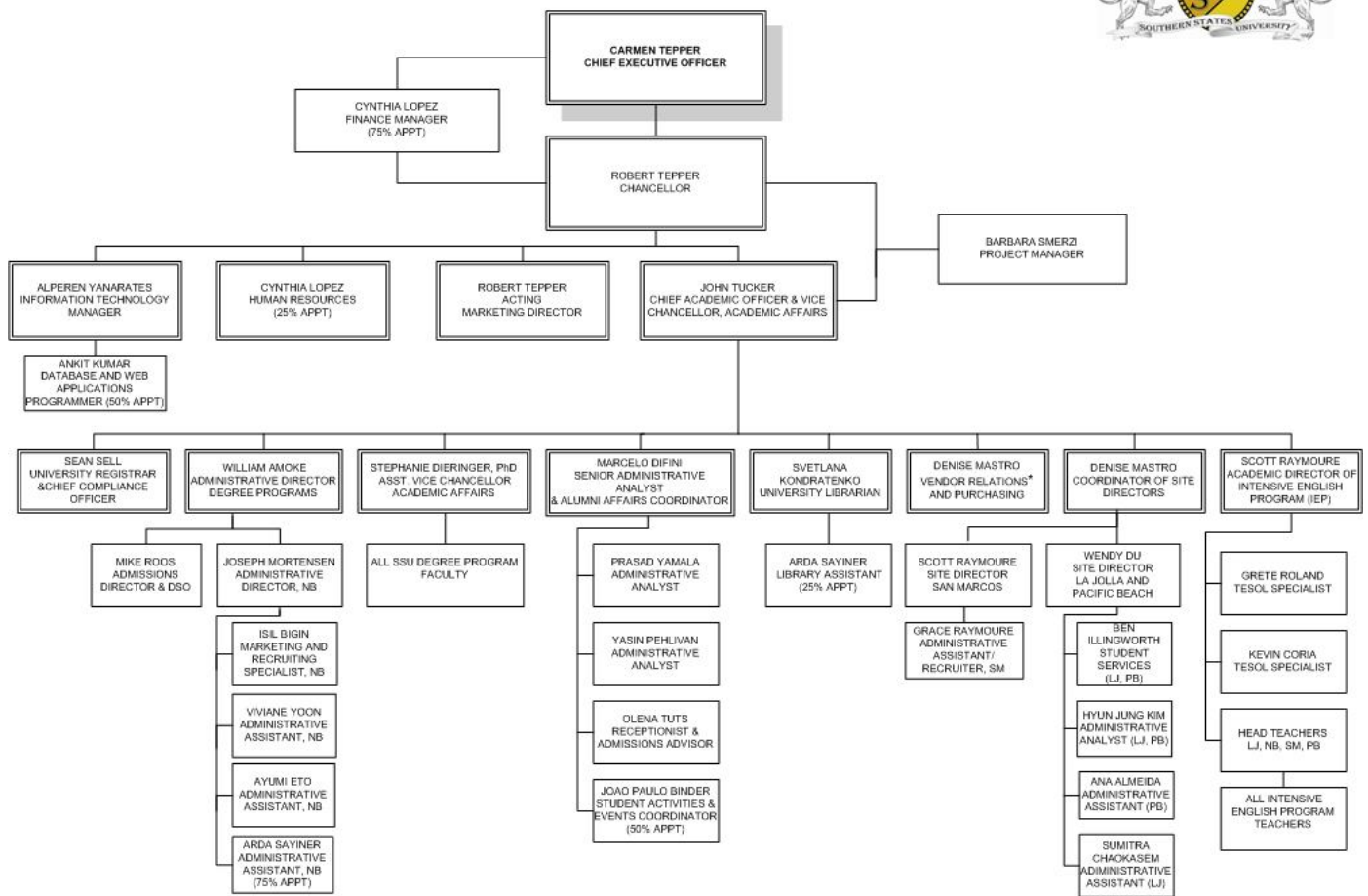
SOUTHERN STATES UNIVERSITY

The Administrative Director also maintains an inventory of instructional resources including but not limited to textbooks, supplementary material, computer equipment, audio-visual equipment and media, as well as supplies like markers, paper, staples, clips, etc., which are replenished as needed. Routine matters regarding the condition or availability of such instructional resources are properly reported to the Administrative Director. Issues of an urgent nature are to be promptly reported directly to the Administrative Director. Faculty are also expected to inform the Administrative Director of any problems related to classroom fixtures or furnishings such as lighting, trash receptacles, broken desks, ripped carpeting, etc.

1.4 Administrative Structure

Southern States University (SSU) is a privately owned institution with Bachelor of Business Administration (BBA) and Master of Business Administration (MBA) degree programs, a TESOL professional certificate program, and an Intensive English program. The organizational chart below depicts the University's organizational structure and delegation of authority and responsibility for its administrative and academic operations, including the policies and procedures contained within this manual.

**Southern States University
ORGANIZATIONAL CHART**



SOUTHERN STATES UNIVERSITY

1.5 University Governance

1.5.1 Corporate Structure / Statement of Legal Control

Southern States University was incorporated as a for-profit organization in 1985, and was purchased by Tepper Technologies, Inc. in 2005. Except as otherwise provided in the Articles of Incorporation or Bylaws of SSU, the powers of the corporation shall be exercised, its property controlled, and its affairs managed by its Board of Directors. The Board may delegate to such committees, councils or other groups as it shall create, any of its powers that it may deem judicious, keeping in mind that it has the ultimate responsibility for SSU, and that it must ensure proper accountability by each of these groups.

The duties of the Board are: to define and maintain the mission of SSU, to ensure that the goals and objectives of SSU are implemented, to evaluate and monitor all programs, to develop programs and activities that promote SSU's mission, to establish and review fiscal and administrative policies to approve an annual budget, to monitor finances, to ensure that adequate resources are available to SSU, to authorize all legal documents, and to present an annual report at the annual meeting.

The CEO/President and the Chancellor/COO shall, under the direction of the Board and its Chairperson, be responsible for overall planning and budgeting, and for the general management of the day-to-day operations of SSU.

The SSU Board of Directors comprises the following individuals:

1. Chairman of the Board – Carmen Tepper
2. Secretary – Robert Tepper
3. Treasurer – Denise Mastro

1.5.2 University Organization and Structure of Governance

The University's organizational structure provides for ease of communication among and between its relevant stakeholders: administrative staff, faculty, students, and community businesses. This ensures broad-based involvement and participation in the University governance process. This shared governance enhances the quality of the University, enriching its educational and support programs by guaranteeing an environment that encourages, appreciates and integrates the diversity of all University stakeholders' expertise and experience in the management of University affairs.

The set of policies and procedures by which University stakeholders direct, administer, coordinate and control the activities of the University are set forth in three publications: this *Policies and Procedures Manual (PPM)*, the *Faculty Handbook* and the *General Catalog*. Copies of these publications are on file in the University Library, as well as electronically published and accessible on SSU's webpage and SSU's Moodle home page on which the Virtual Instructors Forum resides.

1.5.2.1 The Role of Faculty in Governance

Faculty governance at SSU is participatory, purposefully directed towards ensuring SSU Faculty are engaged in the development, refinement, and implementation of educational programming including: systematically evaluating and revising the curriculum and academic content of all degree program courses; selecting course materials; assessing student learning outcomes; advising administration concerning the current state, and recommended acquisition, of instructional equipment and other educational resources; and planning for institutional effectiveness.

University policies detailing the responsibility and authority of faculty in academic governance, and the procedures by which this responsibility and authority is exercised, are contained within this *PPM*. The University ensures faculty governance in a number of ways: providing for faculty membership on those University Committees that are responsible for establishing and implementing appropriate standards and policies regarding educational program

SOUTHERN STATES UNIVERSITY

design, curriculum development, and oversight of academic affairs; scheduling General Faculty meetings regularly throughout the academic year as a mechanism for all faculty to provide input and contribute to the University's decision-making process regarding educational, programmatic and academic matters and to provide a forum for discussion, questions, or expressions of concern on all academic issues; and by ensuring faculty have ready access to the Vice Chancellor, Academic Affairs/Chief Academic Officer as well as to the Chancellor.

1.5.2.2 The Role of University Committees in Governance

University Committees are one of the fundamental mechanisms the University employs to ensure that all relevant constituents have a voice in and contribute to the planning and development process for educational, service and support programs. The Chancellor or the Vice Chancellor of Academic Affairs/Chief Academic Officer appoints membership on University Committees depending upon the charge of the committee and the matters dealt with. These committees report either to the Vice Chancellor, Academic Affairs/Chief Academic Officer and Assistant Vice Chancellor - Academic Affairs or the Chancellor. Ordinarily, procedures and policy recommendations in administrative and/or academic areas originate with the appropriate committee. However, if a recommendation or concern relevant to the charge of a particular committee originates from outside the appropriate committee, the recommendation or concern will be forwarded to the appropriate committee for review and recommended action.

Guidelines for University Committees

1. Unless otherwise designated on the official membership list or charge, committees select their own chair annually from regular membership at the first meeting of the academic year.
2. In the event that activities require support beyond that which the members are able to provide, the chair will work directly with the administrator to whom the committee reports to identify appropriate means of assistance.
3. The chair is responsible for forwarding all recommendations to the appropriate administrator who is responsible for ensuring that the committee is informed of actions taken or not taken relative to their recommendations.

1.5.2.3 The Role of Students in University Governance

Southern States University recognizes the importance of student involvement in University governance. To accomplish this goal, students hold positions on all appropriate academic, institutional, and campus affairs committees. The Chancellor and/or the Vice Chancellor, Academic Affairs/Chief Academic Officer determine the University committees on which student membership is appropriate. Student appointments are then made based upon the recommendations of the Chancellor, the Vice Chancellor, Academic Affairs/Chief Academic Officer and Vice Chancellor - Academic Affairs, the Assistant Vice Chancellor, Academic Affairs, and/or those individuals responsible for student advising.

1.5.3 University Committees

1.5.3.1 The Academic Committee

The Academic Committee serves as the chief administrative advisory body in matters relating to academic program planning, faculty personnel matters, academic standards, and graduate and undergraduate curricular programming. The committee serves as the forum for the final review and discussion of policies, procedures, and practices that involve collaboration and coordination among and between the academic programs and the administration.

Membership on the Academic Committee is on the basis of position (Chancellor, Vice Chancellor, Academic Affairs/Chief Academic Officer, Administrative Director, Registrar and one Core Faculty (who currently serves as the Assistance Vice Chancellor, Academic Affairs). The Administrative Committee is co-chaired by the Vice Chancellor,

SOUTHERN STATES UNIVERSITY

Academic Affairs/Chief Academic Officer and the COO/Chancellor. It is responsible for evaluating and refining all policy associated with the administration, organizational structure, financial, and human resource issues related to all operations at the University.

1.5.3.2 The Admissions and Recruiting Committee

The Admissions Committee comprises the Chancellor, the Vice Chancellor, Academic Affairs/Chief Academic Officer, the Admissions Officer, and the University Registrar. This committee convenes to monitor the University's admissions process as well as to make provisional admissions decisions any time that the admission circumstances do not meet standard University guidelines. Students accepted under provisional circumstances may be placed on probationary status.

The charge of the Admissions and Recruiting Committee includes:

- Evaluating and monitoring admissions standards and procedures
- Evaluating and maintaining recruitment programs/strategies
- Ensuring institutional policies for admissions and recruitment meet accreditation standards
- Creating and maintaining an appropriate training procedure for admissions representatives
- Maintaining communication on admissions and recruitment between campuses
- Providing feedback and response to admission and recruitment standards for the accreditation self-study

1.5.3.3 The Student Services Committee

The Student Services Director chairs the Student Services Committee. It is responsible for evaluating and refining admission processes, student activities, cultural acclamation, visa monitoring and all issues related to student activities and policy.

The charge of the Student Services Committee includes:

- Assessing needs of student population (i.e. resources, texts, activities, etc.)
- Evaluating and maintain student counseling/advising system
- Ensuring student services meets the standards of accreditation criteria
- Providing feedback and response for accreditation self-study

SSU entrusts business program curriculum review and/or revision to either the Graduate Program Oversight Committee or the Undergraduate Program Oversight Committee as appropriate.

1.5.3.4 Graduate Program Oversight Committee

The Graduate Program Oversight Committee is charged with reviewing and evaluating SSU's MBA curriculum, including any methodologies and instructional materials, for effectiveness and conformity with the University's mission. Committee membership includes both faculty and student representatives. The committee also solicits input from local business and community leaders when appropriate. It is the responsibility of the Vice Chancellor, Academic Affairs/Chief Academic Officer to schedule meetings and ensure the Masters Program Oversight Committee has sufficient access to the above-mentioned input and feedback. Changes in the curriculum may only occur upon review and recommendation of the Graduate Program Oversight Committee and with approval of the Board of Directors.

The charge of the Graduate Program Oversight Committee includes:

- Evaluating the effectiveness of the graduate curriculum

SOUTHERN STATES UNIVERSITY

- Establishing and maintaining a system for syllabi updates and revisions
- Communicating consistently with graduate faculty about curriculum
- Ensuring program characteristics meet the standards of ACICS accreditation criteria

1.5.3.5 Undergraduate Program Oversight Committee

The Undergraduate Program Oversight Committee is charged with reviewing and evaluating The University's undergraduate curriculum, including any methodologies and instructional materials, for effectiveness and conformity with the University's mission. Committee membership includes both faculty and student representatives. The Committee also solicits input from local business and community leaders when appropriate. It is the responsibility of the Vice Chancellor, Academic Affairs/Chief Academic Officer to schedule meetings and to ensure the Undergraduate Program Oversight Committee has sufficient access to the above-mentioned input and feedback. Changes in the curriculum may only occur upon review and recommendation of the Undergraduate Program Oversight Committee and with approval of the Board of Directors

The charge of the Undergraduate Program Oversight Committee includes:

- Evaluating the effectiveness of the undergraduate curriculum
- Establishing and maintaining a system for syllabi updates and revisions
- Communicating consistently with undergraduate faculty about curriculum
- Ensuring program characteristics meet the standards of ACICS accreditation criteria.

1.5.3.6 Management Advisory Committee

The Management Advisory Committee comprises the Chancellor, the Vice Chancellor, Academic Affairs/Chief Academic Officer and various local business and community leaders residing in Southern California. The charge of this committee is to ensure that the University receives input from outside constituencies on the design of its educational programs. Additionally, the committee is entrusted with developing and facilitating activities that make appropriate use of community programs to enrich University programs e.g., scheduling local business community speakers, facilitating company and plant tours, and providing/facilitating internships to University students.

1.6. General Policies

1.6.1 Drug, Alcohol and Tobacco Policies

University policies concerning the manufacture, distribution, possession or use of controlled substances and the possession and consumption of alcoholic beverages are in compliance with Federal, State and Municipal laws. It is the policy of the University that no person shall manufacture, distribute, possess or use illegal drugs on its premises, or as a part of any of its activities. Members of the University community should understand that this standard of conduct is obligatory and binding in all cases.

Consistent with Federal, State and Municipal law, the University will impose sanctions for violations of this standard of conduct. At the discretion of the Administrative Director and the Chancellor, these sanctions will include one or more of the following:

- A warning to the student, staff person, or member of the faculty;
- Administrative suspension of the student; or suspension of employment of the staff or faculty member;
- Mandatory completion of an appropriate rehabilitation program by the student, staff, or faculty member, to occur prior to re-instatement of academic status or employment;
- Administrative dismissal of the student; or termination of employment of the staff or faculty member;

SOUTHERN STATES UNIVERSITY

- Referral of violations to appropriate Federal, State and/or Municipal authorities.

Should any member of the University community be convicted of a drug statute violation occurring in the work place, s/he is required to notify the University within five days of conviction.

It is University policy that smoking is prohibited in the classrooms as well as in all other areas within the facilities. Faculty, staff or students who smoke may do so outside the building in designated smoking areas.

1.6.2 Sexual Assault or Harassment Policy

Sexual harassment is defined as *any attempt to coerce an unwilling person into a sexual relationship, or to subject a person to unwanted sexual attention, or to punish a refusal to comply.*

The University is committed to creating and maintaining an academic environment dedicated to learning and research, in which individuals are free of sexual assault or harassment from colleagues, faculty, staff, or students.

Anyone who believes that s/he has been subjected to sexual assault or harassment is encouraged to immediately contact the Administrative Director or the Chancellor with a written account and details of the incident(s), so that an appropriate investigation can be made. All communications will be held in the strictest of confidence, and the constitutional rights of the individuals involved will be protected.

1.6.3 Policy of Non-Discrimination

The University does not unlawfully discriminate on the basis of race, color, national or ethnic origin, religion, age, sex, sexual orientation, handicap, or prior military service in the administration of its educational policies and procedures. Specifically, the University does not discriminate in admission, financial aid, employment, or entry or exit from educational courses and programs.

1.6.4 Personal Property

The University expressly disclaims all liability and responsibility of every kind and nature whatsoever for any loss, theft, damage, destruction, or other casualty to any personal property of any kind owned by any student, visitor, or other. Students are advised and warned they must personally take full responsibility for safekeeping of all their property on school premises and during any school activities.

SSU Administration maintains a Lost and Found. The school will dispose of any items left in the Lost and Found for over 30 days.

1.6.5 Complaints

The University continually strives to provide a fair and reasonable University governing system and is committed to ensuring that all University parties have access to the information they need regarding the University's policies and procedures, detailing these in this Policy and Procedures Manual, the Faculty Handbook and the General Catalog. In the event a faculty, staff employee, or other interested party wishes to file a complaint, they are advised to follow the grievance procedure detailed in Section 4.6 of this manual as well as in the General Catalog.

Faculty are encouraged to speak with the administration regarding any questions, concerns, or problems they may be having with their classroom, their students, or any issues regarding the University. The Vice Chancellor, Academic Affairs/Chief Academic Officer and Administrative Director are available to support Faculty when they are in need of assistance. Similarly, staff employees or other interested parties are encouraged to speak with the administration

SOUTHERN STATES UNIVERSITY

regarding any questions, concerns, or problems with respect to issues regarding the University. If however, a party wishes to lodge a formal written complaint it must be submitted in writing using the appropriate *Complaint Form*.

Completed complaint forms are submitted to the Vice Chancellor, Academic Affairs/Chief Academic Officer, Administrative Director, Chancellor, or the Executive Director. If the complaint involves an academically related matter, the Vice Chancellor, Academic Affairs/Chief Academic Officer will normally investigate the matter, and if required convene a meeting of the involved parties to seek a suitable resolution. Should the individual lodging the complaint not consider the issue satisfactorily resolved, he or she may refer the matter to the Executive Director for final arbitration.

If the complaint involves an administratively related matter, the Administrative Director will normally investigate the matter and if required, convene a meeting of the involved parties to seek a suitable resolution. Should the individual lodging the complaint not consider the issue satisfactorily resolved, he or she may refer the matter to Executive Director for final arbitration.

In the event neither the Vice Chancellor, Academic Affairs/Chief Academic Officer nor Administrative Director can impartially intervene, the matter may be brought directly to the attention of the Executive Director. Staff and faculty may choose, but are not required, to submit complaints directly to the Executive Director.

If at any time the policies or procedures regarding the lodging of formal complaints are changed, circulating a University memorandum at all levels in a timely fashion properly makes notification and explanation of the modifications.

SOUTHERN STATES UNIVERSITY

2. Academics

2.1 Academic Freedom

The University's educational programs are built upon the foundation of academic freedom. The 1940 Statement of Principles on Academic Freedom and Tenure (with 1970 Interpretative Comments) from the *American Association of University Professors* provides a nationally recognized definition of academic freedom, its protections and its responsibilities (numbers in brackets refer to Interpretive Comments that follow):

The 1940 Statement of Principles on Academic Freedom and Tenure

- a. Teachers are entitled to full freedom in research and in the publication of results, subject to the adequate performance of their other academic duties; but research for pecuniary return should be based upon an understanding with the authorities of the institution.
- b. Teachers are entitled to freedom in the classroom in discussing their subject, but they should be careful not to introduce into their teaching controversial subject matter which has no relation to their subject. [1] Limitations of academic freedom because of religious or other aims of the institution should be clearly stated in writing at the time of appointment. [2]
- c. College and university teachers are citizens, members of a learned profession, and officers of an educational institution. When they speak or write as citizens, they should be free from institutional censorship or discipline, but their special position in the community imposes special obligations. As scholars and educational officers, they should remember that the public may judge their profession and institution by their utterances. Hence, they should at all times be accurate, should exercise appropriate restraint, should show respect for the opinions of others, and should make every effort to indicate that they are not speaking for the institution. [3]

1970 Interpretive Comments

1. The intent of this statement is not to discourage what is "controversial." Controversy is at the heart of the free academic inquiry which the entire statement is designed to foster. The passage serves to underscore the need for teachers to avoid persistently intruding material which has no relation to their subject.
2. Most church-related institutions no longer need or desire the departure from the principle of academic freedom implied in the 1940 Statement, and we do not now endorse such a departure.
3. This paragraph is the subject of an interpretation adopted by the sponsors of the 1940 Statement immediately following its endorsement which reads as follows:

If the administration of a college or university feels that a teacher has not observed the admonitions of paragraph 3 of the section on Academic Freedom and believes that the extramural utterances of the teacher have been such as to raise grave doubts concerning the teacher's fitness for his or her position, it may proceed to file charges under paragraph 4 of the section on Academic Tenure. In pressing such charges, the administration should remember that teachers are citizens and should be accorded the freedom of citizens. In such cases the administration must assume full responsibility, and the American Association of University Professors and the Association of American Colleges are free to make an investigation.

Paragraph [c] of the section on Academic Freedom in the 1940 Statement should also be interpreted in keeping with the 1964 Committee A Statement on Extramural Utterances, which states *inter alia*: "The controlling principle is that a faculty member's expression of opinion as a citizen cannot constitute grounds for dismissal unless it clearly demonstrates the faculty member's unfitness for his or her position. Extramural utterances rarely bear upon the faculty member's fitness for the position. Moreover, a final decision should take into account the faculty member's entire record as a teacher and scholar."

SOUTHERN STATES UNIVERSITY

In accordance with these principles, the University respects the professional integrity of the faculty and staff and ensures that administrative decisions do not inhibit this freedom.

2.2 Business Administration Degree Programs

2.2.1 Bachelor of Business Administration (BBA): Southern States University's Bachelor of Business Administration is a four-year degree program structured to provide students with an academic foundation solidly built upon general education and specialized business courses. This approach recognizes that, in today's challenging business environment, success requires a combination of critical thinking and practical business skills. The lower division introductory general education courses are designed to promote critical thinking skills by providing students with a basic knowledge and understanding of the humanities, arts, and sciences, while the lower division introductory business courses are designed to provide students with a basic knowledge and understanding of business fundamentals and practices. The program is structured so that success in the lower division courses will improve the student's confidence and ability to succeed in the more challenging and focused upper division courses. The upper division courses in the BBA program build upon the fundamentals covered in both the general education and business introductory courses, providing a consistent, cohesive undergraduate general education that is also commensurate with the business needs of today and tomorrow. The in-depth general education and business principles and practices that students learn throughout SSU's Bachelor of Business Administration program provide them with the skill set required to succeed in today's competitive business environment. Successful completion of the program requires 180 Quarter Credits, or 1,800 clock hours.

BBA Core Objectives:

Upon completion of the program, BBA graduates will be able to:

- Apply critical thinking skills in evaluating information so as to make informed, ethical business decisions;
- Identify the various stakeholders, components and issues involved in ethical business practices;
- Understand how business practices shape and influence various stakeholder interests and relationships;
- Understand the practices in and resources available to management, marketing, finance, and accounting functions, and the role each function plays in a business enterprise so as to promote an understanding of the practical interactions among them in determining an enterprise's economic viability;
- Analyze various internal and external business components and relationships so as to ascertain a company's overall strengths and weaknesses and determine how business practices might be improved;
- Succeed in getting at least an entry level job in business within one year of graduation from the program.

2.2.2 Master of Business Administration (MBA): Southern States University's Master of Business Administration is a two-year program designed to help prepare students for dealing with a world of business and industry that is constantly changing and evolving. With its emphasis on providing a solid academic and theoretical business foundation combined with modern management skills, the program is structured to ensure its students acquire an in-depth understanding of the structure of the global economy, as well as the practical business decision-making skills required to cope with the ever-increasing complexity of business activities in this global economy. In addition to its educational focus on globalization and international business knowledge and skills, SSU is uniquely positioned to offer an MBA program that brings together aspirants from countries all around the world to study in a collaborative spirit. In consideration of students' tight schedules and responsibilities, SSU's MBA courses are offered on weekday evenings and Saturday mornings and afternoons.

SOUTHERN STATES UNIVERSITY

MBA Core Objectives:

Upon completion of the program, MBA Graduates will be able to:

- Apply critical thinking skills in evaluating information so as to make informed, ethical business decisions;
- Employ both quantitative and qualitative methodologies to examine the global business environment within which successful multinational firms operate;
- Explore relevant theories and practical solutions to different problems that continue to confront business managers in various settings;
- Develop a successful business model employing knowledge of the various business and management components and constructs, strategic initiatives, and leadership principles currently used in global business environments;
- Succeed in getting at least a mid-level job in business within one year of graduation from the program.

2.3 Academic Standards

This section sets forth the Academic Standards which University degree program students are expected to adhere to in their educational pursuits.

2.3.1 Attendance

Faculty dictate their class attendance policies; there are however, some University policies concerning student attendance, pertinent to class attendance policies, that are necessary for ensuring students are in compliance with University standards for academic progress. **For example, students who have more than four unexcused absences in a class will be withdrawn from the course with a failing grade (“F”).** Since satisfactory attendance is required in order for students to meet the terms of "Satisfactory Academic Progress", students with unsatisfactory attendance may be given a warning by Faculty, or placed on probation or dismissed by the University. Therefore, because it is helpful for the University to have records of attendance for the purposes of advising and/or monitoring the performance of students, especially those on academic probation, some procedural requirements for Faculty are set forth in relevant sections of the *Faculty Handbook*.

Attendance disputes must be addressed with the Registrar within 60 days following the final class session. All correspondence must be conducted in writing and must address any extenuating circumstances that the student has determined to be relevant. Disputes can take up to 10 days to be approved or denied by the University.

2.3.2 Credit Hours

Southern States University uses a quarter credit system, which means: one (1) quarter credit is granted for ten (10) contact hours of lecture or classroom instruction; twenty (20) contact hours for laboratory assignments; and thirty (30) contact hours for externships and practicum credits (or the equivalent in learning outcomes for on-line students). Students should expect 2 hours of homework per unit of instruction. For example, a student taking a 4-unit course could expect 8 hours of homework per week for that particular course.

2.3.3 Grading System

The University grades on an A through F basis, on a five-point scale. A minimum grade point average of 2.0 (“C”) is required to graduate from the BBA and Certificate programs; a minimum grade point average of 3.0 (“B”) is required to complete the MBA program.

SOUTHERN STATES UNIVERSITY

2.3.3.1 Undergraduate and Graduate Grading System

Grade	Definition	Grade Points
A	Excellent	4.0
B	Good	3.0
C	Satisfactory	2.0
D	Poor	1.0
F	Failing	0.0
P	Pass	N/A
NP	No Pass	N/A
I	Incomplete	N/A
W	Withdrawal	N/A
T	Transfer Credit	N/A
R	Repeated Course	N/A
AU	Audit	N/A

Note: In the MBA program, a D is a failing grade, which means the class must be re-taken; in the BBA program, a D is a passing grade, so the class does not need to be re-taken unless doing so is necessary to raise a student's overall GPA.

4. Grade Appeals Policy

The University recognizes Faculty's authority in establishing course requirements and standards of performance. Faculty are required to articulate and document their course requirements and standards of performance in their course syllabi. All grades submitted to the Registrar, reflecting these articulated course requirements and standards of performance, are assumed to be accurate and final. If a student has an issue about an assigned grade, the student should first consult with the Faculty. If, at the conclusion of any such consultation, the student does not believe the issue has been resolved and believes there is legitimate grounds for appealing the grade, the student may file a formal Grade Appeal.

A formal Grade Appeal can be filed when a student can document any of the following:

- An error in calculating the grade has occurred, including situations in which properly and timely submitted assignments have not been accounted for;
- There has been a failure of the Faculty to properly notify students of the course requirements and standards of performance;
- A student's grade is the result of any unlawful discrimination or sexual harassment as comports with the University's policies regarding discrimination.

To be considered, a student's Grade Appeal must be submitted within one academic quarter after the grade has been submitted, and must include any and all evidence and documentation that demonstrates the occurrence of one or more of the above-listed grounds for appeal.

Grade Appeals will be forwarded to Faculty for a response, and this response must be submitted to the Vice Chancellor, Academic Affairs/Chief Academic Officer within 10 days of receipt. A final decision by the Vice Chancellor, Academic Affairs/Chief Academic Officer will be rendered within 30 days of the receipt of the Faculty's response. The decision of the Vice Chancellor, Academic Affairs/Chief Academic Officer is final and cannot be appealed.

SOUTHERN STATES UNIVERSITY

5. Satisfactory Academic Progress (SAP)

In order to progress satisfactorily through an educational degree program, students must meet the following standards of Satisfactory Academic Progress (SAP) or they will be dismissed from the University. (SAP applies to all students enrolled in degree programs at Southern States University)

1. All students must complete their program within the Maximum Time Frame (MTF), which is 1.5 times the expected time for program completion.
2. Maximum credit hours reflect the maximum allowable quarterly credits before a student is required to graduate or is disqualified from a program.
3. All undergraduate students must maintain a minimum of a 2.0 cumulative GPA in order to meet graduation requirements. Graduate students must maintain a minimum GPA of 3.0 to meet graduation requirements.

Program	Credits Required for Graduation	Maximum Time Frame	Maximum Credit Hours
Bachelor's Degree	180	6 Years	270 Credit Hours
Master's Degree	65	3 Years	97 Credit Hours

Student evaluation is conducted quarterly to determine whether Satisfactory Academic Progress is being made. This is measured using:

1. A percentage of the Maximum Time Frame (MTF);
2. Minimum cumulative grade point average (GPA);
3. Improvement toward meeting minimum cumulative GPA, if on academic probation;
4. Percentage of courses successfully completed (of those attempted).

Undergraduate Programs

Total Required Credits Attempted	Percentage of Total Required Credits Attempted	Minimum Cumulative GPA	Percentage of Courses Successfully Completed (of those attempted)
45	25%	2.0	55%
90	50%	2.0	60%
180	100%	2.0	67%

Graduate Programs

Total Required Credits Attempted	Percentage of Total Required Credits Attempted	Minimum Cumulative GPA	Percentage of Courses Successfully Completed (of those attempted)
16	25%	3.0	55%
32	50%	3.0	60%
65	100%	3.0	67%

All students must have successfully completed 55% of their classes when 25% of the maximum credits for their program have been attempted, and they must possess a cumulative GPA of 2.0 for undergraduate classes attempted, and 3.0 for graduate classes attempted. Students must have successfully completed 60% of their classes when 50% of the maximum credits for their program have been attempted, and they must possess a cumulative GPA of 2.0 for undergraduate classes attempted, and 3.0 for graduate classes attempted. Students must have successfully completed 67% of their classes when 100% of the maximum credits for their program have been attempted, and they must

SOUTHERN STATES UNIVERSITY

possess a cumulative GPA of 2.0 or greater for undergraduate classes attempted, and 3.0 for graduate classes attempted. Students who have reached 100% of their MTF are ineligible for Academic Probation, and are subject to immediate dismissal from the University.

2.3.4 Policies on Satisfactory Academic Progress (SAP)

- Students are required to abide by attendance policies to achieve Satisfactory Academic Progress (SAP).
- The following grades will lower the percentage of courses successfully completed because of their inclusion in courses attempted:
 - F or Failing (D in MBA program)
 - U or Unsatisfactory
 - I or Incomplete
 - W or Withdrawal
- Course repetitions will be counted twice in the percentage of courses attempted, but will only be applied once toward the number of courses completed.
- Courses that have been audited or transferred from another institution do not impact SAP. Transfer credits and audited courses are not calculated into the GPA for purposes of SAP.

2.3.5 Academic Probation

Students who fail to abide by the terms of SAP will be placed on academic probation. A student in an undergraduate program must maintain an overall grade point average of 2.0 for all undergraduate work attempted. A grade point average of less than 2.0 will result in the student being placed on academic probation. Graduate program students must maintain an overall grade point average of 3.0 for all graduate work attempted. A grade-point average of less than 3.0 will result in the student being placed on academic probation.

A student is subject to academic probation if s/he has three or more 'Incompletes' at any time. An "Incomplete" for more than one quarter reverts to an "F" (failing) grade.

When a student is placed on probation because of a substandard grade-point average, the student is required to meet with an Academic Advisor. A timetable for improving the grade-point average to an acceptable level is structured (3.0 for graduate students, and 2.0 for undergraduate students). Both graduate and undergraduate students are allowed two quarters to correct their academic deficiencies (if they do not exceed the Maximum Time Frame). Undergraduate students are allowed six classes to correct their academic deficiencies (if they do not exceed the Maximum Time Frame).

While on Academic Probation a student will be required to provide verification of attendance in their courses. Students will receive Verification of Attendance forms from their Academic Advisor that they must present to Faculty in each of their classes to record their attendance. Verification forms must be presented at the beginning of class; they cannot be presented for signature if the student is late and cannot be presented by another student.

If a student corrects their deficiencies within two quarters, they will be removed from probationary status.

2.3.6 Dismissal

Students who are on Academic Probation can be dismissed from the University if they fail to abide by the terms of their Academic Probation, fail to make progress toward good status, and/or do not rectify their academic deficiencies in the time allotted.

SOUTHERN STATES UNIVERSITY

2.3.7 Satisfactory Academic Progress Dismissal Appeals Policy

The University recognizes Faculty's authority in establishing course requirements and standards of performance in determining students' grades in University courses. In addition to course requirements and standards, Satisfactory Academic Progress (SAP), articulated in this Manual as well as in the General Catalog, defines the standards that University students must meet to continue their studies; failure to meet these standards will result in dismissal from the University.

Prior to being dismissed from the University, when a determination has been made that a student is not meeting SAP, that student will be placed on academic probation, the terms of which are articulated in this catalog. If the student fails to meet the terms of their academic probation and correct their academic deficiencies, they will be summarily dismissed from the University (SAP Dismissal).

If a student has been dismissed due to not meeting the SAP standards, and wishes to appeal his/her dismissal, the student should first consult with his/her Academic Advisor. If, at the conclusion of any such consultation, the student does not believe there are legitimate grounds for their dismissal, they may file an SAP Dismissal Appeal.

An SAP Dismissal Appeal can be filed when a student can document they have met the terms of their academic probation and corrected their academic deficiencies or can document that legitimate mitigating circumstances (i.e., death in the family, sickness of the student, etc.) were present.

To be considered, a student's SAP Dismissal must be submitted within one academic quarter after they have been notified of their dismissal and must include any and all evidence and documentation that the student has met the terms of his/her academic probation and has corrected the academic deficiencies or qualifies for an appeal because of mitigating circumstances. If a student qualifies for an appeal based on mitigating circumstances, the student will be placed on a specified period of probation and will be considered making satisfactory academic progress during that period.

SAP Dismissal Appeals are to be submitted to the Vice Chancellor, Academic Affairs/Chief Academic Officer. A final decision by the Vice Chancellor, Academic Affairs/Chief Academic Officer will be rendered within 30 days. The decision of the Vice Chancellor, Academic Affairs/Chief Academic Officer is final and cannot be appealed.

2.3.8 Academic Misconduct

The University does not condone acts that transgress universally accepted standards of academic integrity, including instances of academic misconduct. Academic misconduct consists of acts of academic dishonesty and academic fraud as defined below. There is no reason or rationale for academic misconduct, nor will the University permit any student to benefit or gain any advantage from any such misconduct.

Academic misconduct includes:

- representing another author's ideas, writings or works as one's own or using another's ideas, writings or works without acknowledgment e.g., "cutting and pasting"; Plagiarism -
- submitted for one class and is used for another; Work that is
- fabrication; Data
- allowing work to be copied from (this includes examinations, and all written work); Copying or

SOUTHERN STATES UNIVERSITY

- Unauthorized
- d access to examination questions; Modification
- of examination results; Using
- unauthorized notes or communication devices that provide examination information; Individual
- misrepresentation (i.e. allowing someone else to take one's exam, or taking someone else's exam).

If a student (or all students within a group e.g., a team working on a group project), has been found to commit academic misconduct, s/he will be subject to the following consequences:

- At a minimum, the student will receive a 0 on that particular work; it ***cannot be resubmitted or retaken***.
- If the misconduct will affect the student's grade in the course, Faculty are required to report the incident to the Vice Chancellor, Academic Affairs/Chief Academic Officer by filing an Academic Misconduct Warning.
- A copy of the Academic Misconduct Warning will be placed in the student's academic file.
- If another incidence of academic misconduct occurs during the student's course of study, ***s/he will be expelled from the program***.

2.3.8.1 Academic Misconduct Appeals Policy

A student may appeal an Academic Misconduct Warning by requesting a *Determination of Academic Misconduct* from the Vice Chancellor, Academic Affairs/Chief Academic Officer within 10 days of their notification of an Academic Misconduct Written Warning. This request must be in writing and must include an explanation of the conduct upon which the allegation is based and why this conduct is *not* academic misconduct. An explanation of *why* the misconduct occurred does not constitute sufficient grounds for the removal of an Academic Misconduct Warning from the student's academic file.

A ruling on the appeal will be issued within 30 days following receipt of a Determination of Academic Dishonesty. If this is a second incident of Academic Misconduct, the student will be notified of their expulsion. An appeal for a second incident of academic misconduct may be filed in accordance with this Academic Misconduct Appeals Policy.

2.4 Graduation Requirements

To become a candidate for graduation, each undergraduate student must achieve a cumulative GPA of at least 2.0 in all work attempted at Southern States University, and have successfully completed all classes required in the program. Graduate students must achieve a cumulative GPA of at least 3.0 on all work attempted at Southern States University, and have successfully completed all classes required in the program. Students also must have cleared all financial obligations with the University.

2.5 Academic Calendar

SSU has five quarters per year; each quarter is nine weeks long. Three breaks between quarters are one week long, and two breaks between quarters are two weeks long. As such, five quarters are exactly 52 weeks long, and by starting a quarter on the first week of each year, the fifth quarter ends two weeks before the end of the year, giving students one of their two week breaks during the winter holiday season. When class periods occur on holidays for which SSU is closed, the Faculty is required to reschedule that class. The following holidays are to be rescheduled online or in class:

- Eve New Years

SOUTHERN STATES UNIVERSITY

- Day New Years
- Day Presidents'
- Day Memorial
- e Day Independenc
- Labor Day
- Thanksgiving Thanksgivin
- Thanksgiving Day after
- Eve Christmas
- Day Christmas

3. Admissions, Registration and Records

3.1 Recordkeeping - Security And Confidentiality

Members of the administrative staff including the Vice Chancellor for Academic Affairs/Chief Academic Officer, Admissions Director/DSO, Registrar, Bursar and IT Manager, under the supervision of the Administrative Director, have day-to-day responsibility for all financial, student, personnel, governmental and contractual records being securely maintained and kept current, accessible, complete and accurate. Faculty may also have access only to academic information in a student's file (including comments of other instructors), with such access regulated and/or monitored at the discretion of the Vice Chancellor, Academic Affairs/Chief Academic Officer.

The Administrative Director is responsible for the secure storage and retrieval of all records maintained by the University. Appropriate, lockable receptacles such as vertical file cabinets, desks or other office furnishings are to be used for non-archived student, personnel, financial, contractual and/or governmental files. Other secure containers and/or storage methods as appropriate are to be used for long-term storage, preferably off-site.

3.1.1 Student Rights and Privacy

Each SSU student may request access to, or release of, his or her academic records as maintained by the University. Such requests, when made in person must be made during regular office hours, and in writing on forms provided by the University. If requesting records by mail, the request should be directed to the Registrar. Requests must be in writing, and must specify the purpose of the request, the records to which the student desires access, or to be released, and to whom they should be released. The University will reply to such requests within 10 business days from the date the request is received.

Each student may request changes to his or her records. If a material error in the record is established, or an update is warranted, a change or correction will be made.

Each student may request a hearing regarding changes to his or her records. Such requests must be in writing, addressed to the SSU Registrar, and must include the reasons for requesting such a hearing. Upon receipt of the request, a date and time for such hearing will be arranged.

SOUTHERN STATES UNIVERSITY

3.1.2 Rights of Access to Records by Others

The right of access to student records is available to authorized officials of State or Federal agencies, if and when such access is necessary for audit or evaluation of educational programs supported by such agencies.

Under the *Family Education Rights & Privacy Act of 1974 (FERPA)*, Universities may not release information about any student without that student's prior consent. However, FERPA does permit institutions to disclose, without consent, "directory" information such as:

- Full name
- Telephone (if *not* unlisted)
- Place of birth
- Start/end dates
- Any certificates awarded

Regarding employees, it is the University's policy not to release any information other than an employee's name, title of position and employment start/end dates.

3.1.3 Directory Information

Southern States University considers the following information to be "Directory Information" within the provisions of Public Law 93-380 and the applicable regulations. This student information may be issued to potential or actual employers, governmental agencies, or other educational institutions by the University at their written request, unless and until a written objection to the release of such information is received from the student.

- Name of student;
- Birthplace and birth date of student (for positive identification);
- Student's address and phone number;
- Dates of student's attendance at Southern States University;
- Certificates, degrees or other awards received by the student;
- Most recent previous educational agency/institution attended by student.

3.2 Student Recruitment

3.2.1 Ethical Standards

It is the express policy of SSU to follow established ethical standards as found in SSU's Code of Ethics when recruiting students and promoting its programs. Adherence to these standards requires full disclosure of accurate and complete information regarding the University's program and services including tuition and fees as well as admission, enrollment, placement, assessment and completion as described in SSU's Prospective Student Guide, in print and online. All policies and procedures are made clear to prospective students whether by direct communication (phone, mail, fax, e-mail, *etc.*), through authorized agents or in-person. In any recruitment transaction, the students' interests and well-being are held paramount.

3.2.2 Use of Authorized Agents

SSU maintains at all times complete information on any agent who by agreement with the University is authorized to represent SSU in recruiting prospective students from abroad. SSU also assumes responsibility for monitoring any

SOUTHERN STATES UNIVERSITY

agent's full compliance with all terms of the agreement, including adherence to established ethical standards, and for terminating the agreement if necessary.

In considering new recruiting partnerships, SSU authorizes only agents who demonstrate sufficient knowledge and experience in public relations, particularly in representing international educators. SSU will only authorize agents who commit to abiding by SSU's Code of Ethics. The selection process requires verification of two or more professional references provided by the potential agent as well as any additional supporting documentation (*e.g.* business permit or certificate, association memberships) deemed necessary by the Executive Director, with whom final approval of any recruiting partnerships rests.

Authorization of any recruiting agent must be renewed on an annual basis at which time the Administrative Director reviews the agent's performance *per* the conditions of SSU's agent agreement taking into consideration feedback from students who have enrolled through the agent, any complaints involving the agent, and the agent's record of compliance with the University's Code of Ethics.

SSU learning, suspecting or discovering at any time and by any means that an agent may be in violation of any University policy governing the agent's role requires the prompt intervention of the Administrative Director and/or Executive Director/owner and may at their discretion result in immediate revocation of the agent's 'authorized' status.

3.3 Admissions Requirements

3.3.1 Bachelor of Business Administration Program

Students applying for admission to the undergraduate BBA program are required to satisfy the following admission requirements:

- Complete and submit an Application for Admission
- Submit the non-refundable application fee of \$100
- Provide verification of completion of a high school diploma, GED, Certificate of Equivalency/Proficiency (to be copied), or a signed statement by the student confirming graduation
- Submit official transcripts from other universities or institutions that he/she may have attended (if attempting to transfer credit ONLY)
- Submit a written essay detailing educational and work history, goals as they relate to education and work history, and the relationship between these goals and the SSU
- Proof of insurance

International Undergraduate Students

In addition to the above items, international students applying for undergraduate programs at SSU must submit the following:

- Financial Documentation confirming that the student can support him/herself during his/her stay in the U.S.A. This includes a statement of financial verification (*i.e.* bank statement) showing at least a \$3,500 balance; this balance should either be in the applicant's personal account, or in the account of the financial sponsor of the student (the student will then also have to submit an *Affidavit of Financial Support*.)
- Copy of passport information page, including the Visa I-94 validity page;

SOUTHERN STATES UNIVERSITY

- Official transcripts (to be copied) from other universities or institutions that the student has attended; these transcripts must be evaluated by an NACES approved organization: <http://www.naces.org/members.htm>
- TOEFL (Test of English as a Foreign Language) result of 61 or above on the iBT (Internet Based Test), or 500 or above on the PBT (Paper Based Test), **OR** an IELTS (International English Language Testing System) result of 5.0 or above.

TOEFL/IELTS Exam Exceptions will be granted to students who:

- come from a country that uses English as the primary language in its education system;
- have previously studied in a USDE-recognized accredited college level program, which was taught in English, and for at least one quarter/semester maintained a cumulative B (3.0) or higher GPA;
- achieve a score of at least 80% on SSU's English Placement Test (EPT). This test consists of listening, multiple-choice, writing and oral sections. Students achieving a score of 80% or greater may be *provisionally admitted* to SSU.
- successfully complete level 7, 8, or AESD in the SSU Intensive English Program, with positive SSU teacher recommendation(s). These students may be *provisionally admitted* to SSU.

NOTES:

1. A student who is *provisionally admitted* is subject to a two quarter "provisional period". During these two quarters, the student is required to maintain an average GPA of 2.0. If the student's GPA falls below 3.0, s/he will be put on academic probation. If the student's GPA falls below a 1.5, the student will be required to modify his/her study plan and take Intensive English classes exclusively, until the student is able to take the TOEFL iBT test and achieve a score of at least 65.
2. SSU **does not accept TOEIC results** as a means of proving a student's English proficiency.

3.3.2 Master of Business Administration Program

Students applying for admission to the graduate MBA program are required to satisfy the following admission requirements:

- Complete and submit an Application for Admission
- Submit the non-refundable application fee of \$100
- Provide verification of completion of a Bachelor's Degree, in the form of an official transcript (to be copied) of record from a USDE-recognized accredited institution
- Submit a 2-page written essay of the educational and work history, goals in relation to that education and work history, and the relationship of these goals to future career aspirations
- Submit 2 Letters of Recommendation (from managers or colleagues at work, or from past or present professors or academic advisors)
- Provide a current resume or CV
- Proof of insurance

International Graduate Students

In addition to the above items, international students applying for admission to the MBA program must submit the following:

- Financial Documentation confirming that the student can support him/herself during his/her stay in the U.S.A. This includes a statement of financial verification (i.e. bank statement) showing at least a \$3,500 balance; this

SOUTHERN STATES UNIVERSITY

balance should either be in the applicant's personal account, or in the account of the financial sponsor of the student (the student will then also have to submit an *Affidavit of Financial Support*.)

- Copy of passport information page including the Visa I-94 validity page;
- Official transcripts (to be copied) from other universities or institutions that the student has attended; these transcripts must be evaluated by an NACES approved organization: <http://www.naces.org/members.htm>
- TOEFL (Test of English as a Foreign Language) result of 61 or above on the iBT (Internet Based Test), or 500 or above on the PBT (Paper Based Test), **OR** an IELTS (International English Language Testing System) result of 5 or above.

TOEFL/IELTS Exam Exceptions will be granted to students who:

- come from a country that uses English as the primary language in its education system;
- have previously studied in a USDE-recognized accredited college level program, which was taught in English for at least one quarter/semester, and maintained a cumulative B (3.0) or higher GPA during the time attended;
- achieve a score of at least 80% on SSU's English Placement Test (EPT). This test consists of listening, multiple-choice, writing and oral sections. Students achieving a score of 80% or greater are provisionally admitted to SSU; so long as they maintain a GPA of 3.0 or greater during their first two quarters, they will be exempted from taking the TOEFL exam.
- successfully complete level 7, 8, or AESD in the SSU Intensive English Program, with positive SSU teacher recommendation(s). These students are provisionally admitted to SSU; so long as they maintain a GPA of 3.0 or greater during their first two quarters, they will be exempted from taking the TOEFL exam.

NOTES:

1. A student who is *provisionally admitted* is subject to a two quarter "provisional period". During these two quarters, the student is required to maintain an average GPA of 3.0. If the student's GPA falls below a 3.0, s/he will be put on academic probation. If the student's GPA falls below a 2.0, the student will be required to modify his/her study plan and take Intensive English classes exclusively, until the student is able to take the TOEFL iBT test and achieve a score of at least 65.
2. SSU does not accept TOEIC results as a means of proving a student's English proficiency.

3.3.3 Exceptions to Admissions Requirements

Students who do not satisfy stated admission requirements may petition and submit documentation detailing their special circumstances to the Admissions Committee.

3.3.4 Online Distance Learning

Up to 50% of SSU's degree program classes can be taken via online distance learning modality. Students who wish to enroll in courses offered via the online distance learning modality are also required to:

- submit an *Application for Admission* to the University;
- satisfy requirements for the program of study (undergraduate or graduate), as stated above;
- provide a statement confirming that they are computer literate and have access to a computer with the required configuration.

3.3.5 Open University

Open University allows the community, faculty, students, and staff to take courses at Southern States University without being accepted into the University or enrolled as active students. Persons wishing to study under Open University status must meet the appropriate admission requirements for the certificate,

SOUTHERN STATES UNIVERSITY

undergraduate or graduate program which they wish to attend. Students may apply up to 22.5 credits attained while studying under Open University status toward an undergraduate degree and 8 credits toward a graduate degree program (prior to full-acceptance).

3.3.6 International Students

For purposes of admission, an international student is defined as “a student who is, or will be, in the United States on a nonimmigrant student visa.” This specifically refers to the Student (F) and Exchange Visitor (J) Visas. International student admission requirements apply to international students on F or J visas.

Foreign born students who are naturalized U.S. citizens or who have immigrant status in the United States should consider the following:

1. It will take several weeks for receipt, verification and evaluation of any foreign credentials. Regulations for foreign credentials are the same as listed under international student requirements.
2. TOEFL scores or other evidence of communication skills sufficient for classroom work will be requested if the student’s first language is not English, and if academic preparation was not in English. Applicants whose native language is not English must meet the English proficiency requirements listed in the **Admissions Rules and Requirements** section of this manual (Section 3.2).
3. Financial arrangements required of international students do not apply to legal U.S. residents or naturalized U.S. citizens.

Applicants should apply for admission at least six months prior to their anticipated start date, and should arrange to have test scores and academic records in the Admissions Office no later than 60 days prior to their start date. Verification of credentials may also be required.

In addition to the general admission requirements listed in Section 3.2 **Admissions Requirements** in this manual, the following regulations apply to all international students:

1. Certified transcripts of the student’s academic records (mark sheets) from universities previously attended in his/her home country must be submitted to SSU. Both a copy of the official foreign academic record and an official English translation must be included. The student must submit the syllabi, catalogs and/or similar documentation which describe the course(s) in sufficient detail so that transfer course credit(s) may be awarded, if applicable, as a result of the evaluation.
2. Applicants with international credentials wishing to qualify for admission, or for transfer credit, must establish equivalency with respect to graduation, award of degrees, and for academic credit by submitting transcripts for review and certification to a National Association of Credential Evaluation Services (www.naces.org) member organization. A listing of appropriate services is available through the American Association of Collegiate Registrars and Admissions Officers website (www.aacrao.org).
3. Signed statements guaranteeing the student’s ability to pay expenses while at the University must be accompanied by documentation supporting the statement, in the form of a current letter from a bank or other reliable institution, or from the sponsor’s employer.
4. The University currently offers monthly tuition payment plan options for the BBA and MBA programs, starting at \$350 per month. No other financial aid is available to international or local students.
5. Students in the U.S. on F-1 Visas do not typically have employment privileges. U.S. Government regulations require international students to certify that they have sufficient finances to pursue their studies *without the*

SOUTHERN STATES UNIVERSITY

need for employment. Thus, international students should not expect to support themselves through employment while attending the University. That being said, after completing at least one academic year in the U.S., International students qualify to work (via Curricular Practical Training, or CPT) in jobs related to their field of study, throughout the term of study (so long as they can find and maintain a job during this time). Once F-1 Visa students complete their degree program studies, they qualify to apply for a one-year Optional Practical Training (OPT) program. In this program, students are required to find a job related to their field of study, and can work full-time for up to one year. A Student Advisor is always available to assist students when they need advice.

6. Holders of F-1 student visas and J-1 temporary employment visas must enroll for a full-time load of study, which is defined as follows:
 - a. Undergraduate students: 2 classes, or 9 Credits per quarter (a 9 consecutive week period) is the minimum load.
 - i. While 2 classes is the required minimum load that complies with F-1 visa requirements, BBA students must enroll in an average of 2.5 classes per quarter (or 5 classes every two quarters) in order to ensure graduation within the maximum time frame permitted.
 - b. Graduate students: 2 classes, or 8 Credits each quarter (a 9 consecutive week period) is the minimum load.

SOUTHERN STATES UNIVERSITY

3.3.6.1 Document Requirements

All documents, including letters, bank statements, and the visa application must be in English. Account balances on all bank statements provided must show balances in U.S. Dollars. If any document submitted is not in English, a certified and signed translation must be attached to it.

3.3.6.2 Form I-20: The Certificate of Eligibility for Nonimmigrant (M-1/F-1) Student Status

Form I-20 (Certificate of Eligibility for Nonimmigrant (M-1/F-1) Student Status) is issued by US institutions to students needing an M-1 or F-1 visa to come to study in the US. Students in this situation must receive a Form I-20 from SSU. To receive a Form I-20, the student must complete the SSU application form and be accepted. International students who are in the US with a visa are required to certify that they have sufficient funds to cover their cost of living while studying at the University. This includes verification of financial support (a letter from the student's bank or student's sponsor's bank, and a signed affidavit) along with the application form. Southern States University will then verify all documentation sent by the student.

3.3.6.3 Health Insurance

Health Insurance is mandatory for all M-1/F-1 Students. Medical care in the United States can be quite expensive. As a full time student, the student is required to show proof that s/he has medical insurance when s/he arrives.

3.3.6.4 Maintaining Legal Status

It is very important that M-1/F-1 students maintain legal status while studying at SSU. In order to maintain legal status, the student must:

- have a valid passport;
- be enrolled and attend the school that issued the Form I-20 as a “full-time” student;
- report address changes immediately;
- maintain “good standing” with the University academically;
- Students who are not making Satisfactory Academic Progress may be placed on academic probation for a maximum of two quarters.
- If a student is dismissed from the University, SSU must report International Student dismissals to the Department of Homeland Security.
- notify Designated School Official (DSO) prior to traveling outside the USA;
- notify DSO upon Applying for Change of nonimmigrant status;
- notify DSO upon approval of an adjustment of status to an immigrant;
- consult with DSO to extend program (if needed).

3.4 Transfer Credits

Southern States University provides the following opportunities for students to transfer credit to its Degree Programs:

3.4.1 Undergraduate Program Transfer Credit

Credits earned for comparable course work in a Degree Program can be transferred into the applicable Southern States University educational program, if the following conditions are met:

SOUTHERN STATES UNIVERSITY

- Course descriptions, as detailed in the catalog or syllabi of the originating institution, are comparable to SSU courses;
- Courses must be completed with a minimum GPA of 2.0;
- Originating school must operate with approval of the regulatory agency of the state in which it is located, and have accreditation recognized by the USDE (or equivalent);
- Coursework must have been completed within seven years of making application to Southern States University;
- Credit value of completed coursework (or clock hours) cannot be less than that required by Southern States University (semester credits are converted to quarter credits by multiplying by 1.5, i.e., 3 semester credits multiplied by 1.5 equates to 4.5 quarter credits).

Students may transfer no more than 135 quarter credits to the undergraduate program. Note that no more than seventy-five (75) percent of SSU's undergraduate degree program can be completed through a combination of (a) transfer and (b) any other award of credit. No more than 50% of SSU's undergraduate degree program can be completed via the online modality. A minimum of twenty-five (25) percent (45 credits) of the program must be completed at Southern States University via the on-campus residential education modality.

Non-Traditional Collegiate Education Transfer Credit

SSU accepts non-traditional collegiate education in the form of transferable credits that can be applied towards the Bachelor's Degree. A student may transfer a maximum of 72 credits from a non-traditional setting using the following options:

- A maximum of 72 credits may be earned through the College Level Examination (CLEP)
- A maximum of 27 credits may be transferred from the following programs:
 - Defense Activity for Non-Traditional Education Support (DANTES) independent study/credit by examination courses
 - Excelsior College Examinations
 - Credit that has been recommended by the American Council on Education. This is listed in the National Guide to Credit Recommendations for Non-Collegiate Courses
- A maximum of 45 credits may be transferred from prior military coursework or experience. Coursework or experience must be evaluated by the American Council on Education.

The University does not grant credit for work experience gained outside of the military.

The University does not guarantee transfer of credits.

3.4.2 Graduate Program Transfer Credit

Graduate credits earned for comparable course work can be transferred into the applicable Southern States University Degree Program, if the following conditions are met:

- Course descriptions, as detailed in the catalog or syllabi of the originating institution, are comparable to SSU courses;
- Courses must be completed with a minimum GPA of 3.0;
- Originating school must operate with approval of the regulatory agency of the state or country in which it is located, and have accreditation recognized by the USDE (or equivalent);
- Coursework must have been completed within seven years of making application to Southern States University;

SOUTHERN STATES UNIVERSITY

- Credit value of completed coursework (or clock hours) cannot be less than that required by Southern States University (semester credits are converted to quarter credits by multiplying by 4/3, i.e., 3 semester credits multiplied by 4/3 equates to 4 quarter credits).

Students may transfer no more than 32.5 quarter credits into the graduate program.

No more than 50 percent (32.5 credits) of SSU's graduate degree program may be completed via the online modality.

A minimum of 50 percent (32.5 credits) of the program must be completed at Southern States University via the on-campus residential education modality.

A student seeking transfer credit must request an official transcript be sent to Southern States University by the college or university awarding credit. In addition, students must submit a completed Transfer Credit Request form to the University Registrar. Consideration will be given to Transfer Credit Requests based on the aforementioned conditions.

The University does not grant credit for work experience gained outside of the military.

The University does not guarantee transfer of credits.

The 150 Hour TESOL Professional Certificate is not a for-credit program and does not accept the transfer of credit.

3.4.3 Intensive English Program Transfer Credit

The Intensive English Program is not a for-credit program and does not accept transfer of credit.

3.4.4 Notice Concerning Transferability of Credits and Degrees Earned at SSU

In most cases, credits that a student earns in SSU programs will not be transferable to any other college or university. For example, if a student entered SSU as a freshman, s/he will still be a freshman if entering another college or university at some time in the future, even though s/he earned credits at SSU. In addition, if the student earns a degree, diploma or certificate in an SSU program, this may not serve as the basis for obtaining a higher level degree at another college or university.

3.5 Tuition, Fees, Incidental Program Costs and Refund Policies

Tuition, fees and incidental program costs are included in the Catalog Supplement, and the Catalog Supplement is updated quarterly.

3.5.1 Student Refund Policy

Students who withdraw before 60% of a quarter is completed are eligible to receive a partial refund of tuition and fees paid. Students have a right to cancel their enrollment agreement and obtain a refund by submitting a *Notice of Cancellation Form* to the Registrar's Office. If already enrolled in classes, students must also obtain a *Withdrawal Form*, secure the signatures specified on the form, and submit both documents to the Registrar's Office. Only when the completed *Withdrawal Form* has been submitted to the Registrar's Office does the withdrawal become official. The effective date used to determine a refund of fees will be based and computed from the last possible date of class attendance (regardless whether the student attended).

Refunds will be made within 30 days of official withdrawal, or within 30 days of the date of the last possible day of the student's attendance. The refund distribution will be handled as prescribed by federal and state law, as well as according to accrediting body regulations. The refund procedure is uniformly applied to all students, regardless of the

SOUTHERN STATES UNIVERSITY

form of their tuition payment. In case of conflicting laws and/or regulations, Federal and/or State regulations will take precedence in that order. A student may receive a refund check only when the refund amount exceeds the balance that he/she owes to the University. The basis for refunds is as follows:

Students who cancel their registration and withdraw from the University on or before the first day of a term are eligible for a full refund of all fees paid for that term (and any future terms that have been prepaid) less the nonrefundable fees. For an example please see below:

$$\text{Refund Amount} = \text{All prepaid amounts} - (\text{non-refundable fees})$$

Students who withdraw from the University after the first day of the term, but prior to completion of greater than 60% of the quarter, are entitled to a refund on a prorated basis, less the non-refundable fees. Please see the example below:

$$\text{Refund Amount} = [(\text{all prepaid tuition for the courses being withdrawn from}) \times (\text{hours left to be completed} / \text{total quarter hours})] - (\text{non-refundable fees})$$

If the (hours left to be completed / total quarter hours) is less than 40%, then no refund is due to the student.

If the University cancels or discontinues a course, students will receive a full refund of all tuition and applicable fees for that course, or a credit of the same amount to be applied to an equivalent SSU course. If the University cancels or discontinues a program, students will receive a full refund of all tuition and fees (refundable and non-refundable) already paid by them toward that program, or a credit of the same amount to be applied to a different SSU program. Refunds will be made within 30 days of the last official day of class or of the program.

3.5.2 Buyer's Right to Cancel

The student has the right to cancel the Enrollment Agreement for any course of instruction until midnight of the first day before the first class the student is scheduled to attend.

Cancellation shall occur when written notice of cancellation from the student is received by the University. The student can give notice of cancellation by mail, email, hand delivery or telegram; however, cancellation only becomes effective when this written notice is received.

The written notice of cancellation need not take any particular form and, however expressed, is effective if it shows that the student no longer wishes to be bound by the Enrollment Agreement. The student can use any written notice that s/he wishes.

If the student cancels the Agreement, the University will refund any money that s/he has paid, less any deduction for non-refundable fees, and for any equipment not returned in good condition, within thirty days after his/her Notice of Cancellation is received.

3.5.3 Student Tuition Recovery Fund

The Student Tuition Recovery Fund (STRF) was established by the California Legislature to protect any California resident who attends a private postsecondary institution from losing money if the student had pre-paid tuition and suffered a financial loss as a result of the school closing, failing to live up to its enrollment agreement, or refusing to pay a court judgment.

To be eligible for STRF, the student must be a "California resident" and reside in California at the time the enrollment agreement is signed, or when the student receives lessons at a California mailing address from an approved institution

SOUTHERN STATES UNIVERSITY

offering distance education instruction. Students who are temporarily residing in California for the sole purpose of pursuing an education, specifically those who hold student visas, are not considered to be “California residents.”

To qualify for an STRF reimbursement, the student must file an STRF application within one year of receiving notice from the Bureau that the school has closed. If the student does not receive notice from the Bureau, the student has 4 years from the date of closure to file an STRF application. If a judgment is obtained, the student must file an STRF application within two years of the final judgment.

It is important for the student to keep copies of the enrollment agreement, financial aid papers, receipts, or any other information that documents the monies paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, P.O. Box 980818, West Sacramento, CA 95798-0818

3.5.4 Financial Obligations

Students who have financial obligations incurred at the University and who fail to satisfactorily meet these obligations will be dropped from the program and considered "Withdrawn; Not in Good Standing." Re-admission to the University will not be considered until these outstanding obligations are met.

3.5.5 Federal and State Financial Aid Programs

Southern States University does not participate in any federal or state financial aid programs. Students are expected to make arrangements to pay for their own tuition and incidental fees.

3.5.6 Scholarships

Southern States University does not offer scholarships for any of its programs at this time. If and when scholarships are made available, complete rules, regulations, terms and conditions will be clearly published on the SSU website and in all relevant literature.

3.5.7 Work-Study

Southern States University occasionally offers work-study programs to students enrolled in its BBA and MBA programs. When such programs are offered, SSU pays a portion or all of a student's monthly tuition payment as part of his/her compensation. Written employment contracts with each work-study student define the terms and conditions of his/her work-study agreement.

3.5.8 Cancellations and Refunds

A student is eligible for a full refund of any pre-paid tuition under three circumstances: 1) SSU has reason to refuse the student's application (*e.g.* insufficient space in the class/school); 2) the student's visa is denied; or 3) the student cancels his/her enrollment *prior* to either taking the placement test or attending the first scheduled day of classes.

A student is eligible for a pro-rated refund of pre-paid tuition beyond the first month if s/he withdraws from the program after either taking the placement test or attending the first scheduled day of classes. Under this circumstance, no refund is given for the first month, but if the student has been at the University for more than one month, refund of any additional prepaid tuition is calculated on a prorated basis. Regardless of the reason for withdrawal, the application fee, courier fee and/or accommodation booking fee are *not* refundable.

Promotional pricing is not considered in calculating refunds. Prorated refunds are calculated using the standard list pricing for the monthly tuition rate.

SOUTHERN STATES UNIVERSITY

4. Student Affairs and Services

4.1 Student Code of Conduct

Students enrolled at Southern States University assume the obligation to conduct themselves in a manner compatible with the University's function as an educational institution, suitable to a member of an academic community. The University, therefore, expects its students to conduct themselves as responsible individuals, considerate and respectful of the rights and interest of others.

The University wants to provide the best possible learning opportunities for all students. Cooperation and respect among students, Faculty and administrative staff builds a positive learning environment. To encourage and maintain this environment, the University will take action against any disruptive behavior that occurs in class or anywhere on the school grounds.

“Disruptive behavior” means conduct which prevents other students from learning or from doing the required schoolwork. Words or actions that prevent Faculty from meeting the needs and goals of the class are also disruptive. Any action or word intended to hurt a teacher, another student, or school property is disruptive behavior.

The following is a list of some behaviors that are disruptive and therefore *unacceptable*:

1. Showing disrespect or lack of courtesy towards Faculty, staff, or other students. Some examples of such behavior are:
 - Refusing to complete assignments
 - Refusing to cooperate with Faculty or other students in class work or outside assignments
 - Refusing to bring the required textbook and materials to class
 - Sleeping in class
 - Denying other students an equal opportunity to participate in class
2. Arriving late to class repeatedly. This includes returning to class late after a break.
3. Repeatedly speaking one's native language during class.
4. Arriving at school under the influence of alcohol or drugs; using or distributing alcohol or drugs at school. No alcohol or drugs are allowed in University classrooms or on the school grounds.
5. Being violent. Any kind of physical violence or harassment will result in immediate expulsion from the program.

The actions and behaviors described above are unacceptable. A student who displays disruptive or unacceptable behavior, whether in his/her scheduled classes, on the school grounds, or any school-sponsored event, may be expelled from the University.

4.2 Advising Services

The University provides academic advising for students. Some of the items students typically need assistance with include:

- Course and program selection
- Career and education planning
- Academic deficiencies (tutoring and future coursework)
- Counseling while on Academic Probation

SOUTHERN STATES UNIVERSITY

4.3 Withdrawal / Leave of Absence

4.3.1 Withdrawal from a Course

In order to withdraw from a course the students must obtain a *Withdrawal Form*, secure the signatures specified on the form, and submit it to the Registrar's Office. Only when the completed *Withdrawal Form* has been submitted to the Registrar's Office does the withdrawal become official.

4.3.2 Transfer to another Institution

Transfer requests are formalized with a *Withdrawal Form*. This form should be completed before the first day of the academic quarter, and the student must consult with the Designated School Official (DSO) prior to withdrawing from any courses. International Students on F-1 visas must maintain immigration status by attending classes at SSU until the transfer release date.

An F-1 student cannot decide to transfer in the middle of a term and immediately stop attending classes at SSU. Such an action would be a violation of the student's immigration status, and SSU would be required to terminate the student's SEVIS record. Once this occurs, the International student would need to apply for re-instatement of his/her I-20 with the institution he/she wishes to transfer to.

4.3.3 Leave Of Absence or Withdrawal from the University

A student who has the need to interrupt his/her program at Southern States University for a period of time may apply to the Office of the Registrar by completing a *Request for Leave of Absence Form*.

If, during the course of an academic quarter, the student has the need to withdraw before the quarter ends, he/she must also complete a *Withdrawal Form* to withdraw from classes in progress. See Section 3.5 of this manual to determine if a refund applies.

4.3.4 Administrative Withdrawal or Dismissal

A student may be administratively withdrawn from a program or a class because of excessive class absence, disruptive behavior, inappropriate professional or ethical conduct, unfulfilled academic requirements, or non-payment of tuition or fees.

The University will dismiss a student who does not complete a Degree or Certificate program within the parameters of the policy on Satisfactory Academic Progress (SAP). To resume study, the student must re-apply to, and be re-admitted to the University.

Students have the right to appeal disciplinary actions taken by University administration. Regulations governing original hearings and appeal rights and procedures are documented in this *Policies and Procedures Manual*, and are designed to give maximum protection to both the individual and the University. See Section 2.3 on Academic Standards for information regarding Satisfactory Academic Progress and the University's appeals process for an SAP or disciplinary dismissal.

4.4 Career Services

The University offers an array of assistance to current students and alumni. Staff members are available to assist students and prior graduates with:

SOUTHERN STATES UNIVERSITY

- Resumes and cover letters
- Interview preparation
- Career assessment and research
- Job placement – including career fairs, on/off campus employment, and job boards

The University also holds regular workshops that provide further information for career exploration and development. The University does not guarantee employment or income expectations for current students or alumni.

4.5 Alumni Association

Every SSU graduate automatically becomes a lifetime member of the Southern States University Alumni Association at no cost. All members in good standing are entitled to a full range of benefits and we actively encourage all our graduates' involvement after graduation. The primary purpose of the Association is to establish a network of SSU alumni around the world. As of February 2010, the SSU Alumni Association had over 100 MBA Program graduates from 14 different countries. The SSU Alumni Relations Office is managed by Marcelo Difini, who serves as the Alumni Affairs Coordinator and is himself an SSU alum having graduated in 2009 and hails from Brazil. The Alumni Affairs Office connects fellow alumni through a range of publications, events, and job announcements, and has incorporated social networking as the primary means to facilitate communication among SSU graduates. Becoming and remaining active in the SSU Alumni Association helps our graduates make the most of their SSU education.

4.6 Student Grievance Policies and Procedures

The University continually strives to provide a fair and reasonable University governing system and is committed to ensuring that all University parties have access to the information they need regarding the University's policies and procedures, detailing these in this Policy and Procedures Manual, the Faculty Handbook and the General Catalog.

For students the University adheres to the following Student Grievance Procedure:

1. If a student has a complaint regarding services or academic procedures, the student must first take responsibility for resolving the complaint by talking with the person with whom they have a complaint.
2. If the matter is resolved at this level (***level one***), it is considered an informal complaint and the University does not keep a record of the matter. If the matter is not resolved at level one, the student may file a Formal Complaint at ***level two***. A complaint at this level is investigated employing a fact gathering procedure in which both parties, and any third parties involved, are asked to review the facts of the matter. To file a Formal Complaint the student obtains (from the University Registrar) a Student Complaint Form, completes it, and takes it to the Administrative Director to discuss his/her concerns. In this discussion the student should provide all of the facts and names of those who may be aware of the problem. A suggested resolution is then made and presented to both parties independently. If the complaint is resolved, the resolution and the original complaint are filed and the matter is closed. The institution shall, within 10 days of receiving the complaint, provide the student with a written response, including a summary of the investigation and disposition of the complaint. If the complaint remains unresolved, the matter proceeds to ***level three***. The University also reserves the right to reject a complaint if it is determined to be unfounded. If the complaint is unfounded, the complainant shall be informed in a timely manner.
3. At ***level three***, a conference is set up with both parties, plus the Administrative Director and/or the Vice Chancellor, Academic Affairs/Chief Academic Officer. The first attempt in this conference is to review the facts, review previous attempts at resolution, and attempt a new and successful resolution to which all parties can agree. If there is no agreement at this time, the Administrative Director and/or the Vice Chancellor, Academic Affairs/Chief Academic Officer will make a decision on behalf of the University, and will inform the parties in writing of the final resolution.

SOUTHERN STATES UNIVERSITY

of the complaint. The Vice Chancellor, Academic Affairs/Chief Academic Officer has overall responsibility to ensure that student complaints are resolved in a timely manner, and s/he is always available by appointment.

4. The University will maintain a summary of each complaint and its disposition, including reasons for the disposition and any related documents, in the student's file. If the student is dissatisfied with the final resolution as determined by the Vice Chancellor, Academic Affairs/Chief Academic Officer, s/he has the right to file a formal complaint with the California Bureau for Private Postsecondary and Vocational Education, at the address below:

THE CALIFORNIA BUREAU FOR PRIVATE POSTSECONDARY EDUCATION

*P.O. Box 980818
West Sacramento, CA 95798-0818
Phone (916) 574-7720 (800) 1-888-370-7589
Fax (916) 574-8646*

Upon accreditation of SSU, students may also file a formal complaint with the Accrediting Council for Independent Colleges and Schools:

ACCREDITING COUNCIL FOR INDEPENDENT COLLEGES AND SCHOOLS

*Physical Address:
750 First Street, NE - Suite 980
Washington, DC 20002-4241*

5. Academic and Administrative Personnel

5.1 Faculty

SSU employs both Core and Adjunct Faculty. All Faculty hires are made to ensure sound direction and continuity of development for SSU's educational programs. While all Faculty are expected to contribute to SSU's educational programming, Core Faculty at SSU have a heightened responsibility to ensure that SSU meets its stated mission and objectives. That is, while Core Faculty's responsibilities encompass all of the responsibilities associated with teaching at SSU (as defined below), their responsibilities specifically include: systematically evaluating and revising the curriculum and academic content of all degree program courses; selecting course materials; assessing student learning outcomes; advising administration concerning the current state, and recommended acquisition, of instructional equipment and other educational resources; and planning for institutional effectiveness. Thus, Core Faculty constitute the primary faculty body engaged in faculty governance, ensuring shared governance in University academic matters. Core Faculty also constitute the primary body through which faculty governance and academic freedom is respected and ensured at SSU. Core Faculty also have a heightened responsibility to ensure that they remain current in their disciplinary fields and engage in professional development including, for graduate faculty, pursuing research.

5.1.1 Policies and Procedures for the Appointment of Faculty

5.1.1.1 Required Qualifications

Southern States University requires the following minimum qualifications of all Faculty:

1. English Proficiency
 - i) BBA or MBA: Fluent and understandable in front of most international students.
2. University Degree from an accredited post-secondary educational institution as follows:
 - ii) BBA classes: Bachelors Degree subject to (3) below; Faculty with an earned doctorate or other recognized terminal degrees are highly desired and given preference
 - iii) MBA classes: Masters Degree subject to (3) below; Faculty with an earned doctorate or other recognized terminal degrees are highly desired and given preference.
3. Specialization
 - iv) BBA or MBA: To teach a general education or a focused business class, Faculty must have completed a minimum of 15 units of coursework in related subject matter, or have proof of equivalent industry experience.
4. Teaching Experience
 - v) BBA or MBA: no teaching experience required if relevant industry experience and meets other qualification; however, teaching experience and positive student references are highly desired.

Faculty's course assignments shall adhere to the above requirements, in accordance with their area of academic preparation and related experience.

SOUTHERN STATES UNIVERSITY

5.1.1.2 Employment Interviews

The Vice Chancellor, Academic Affairs/Chief Academic Officer and/or others with the proper background including, the Assistant Vice Chancellor, Academic Affairs and/or the Administrative Director interview candidates for faculty positions. A potential candidate may be requested to teach part of a lesson as part of their interview. Selection of the preferred candidate and the decision to extend an offer of employment is by consensus of the Vice Chancellor, Academic Affairs/Chief Academic Officer and the Chancellor of the University. Candidates interested in Administrative positions interview with the Chancellor, the Administrative Director and/or the Vice Chancellor, Academic Affairs/Chief Academic Officer. The Executive Director must approve all new additions to Faculty and Administration.

5.1.2 Employment Offers

Any offer of employment to Faculty is contingent upon verification of references and credentials. The Vice Chancellor, Academic Affairs/Chief Academic Officer in conjunction with the Chancellor drafts a Faculty Employment Agreement and submits it for review and approval of the Executive Director. Faculty Employment Agreements may be either an Adjunct Faculty Employment Agreement or a Core Faculty Employment Agreement. While all Faculty are encouraged to participate in University support and engage in professional development activities, Core Faculty Employment Agreements detail University support and professional development activities commensurate with an appointment as Core Faculty. The Administrative Director meets with all new Faculty to review and complete all required forms and authorizations related to compensation, tax withholdings, benefits, etc.

5.1.3 Faculty Orientation

The Administrative Director and Assistant Vice Chancellor, Academic Affairs meet with new Faculty to explain and clarify all duties and responsibilities associated with the position. All Faculty receive a copy of this *Policies and Procedures Manual* (PPM) and the *Faculty Handbook* and are advised on all pertinent information related to their position.

A Faculty's orientation will generally include the following information:

- Job description
- Course description(s)
- Syllabus review
- Books & supplementary resources
- Taking attendance
- Assessment procedures
- Classroom assignments
- Schedules
- Recording grades and attendance

and other matters that come up during the training.

5.2 Faculty Personnel Files

5.2.1 Academic Personnel Files

SOUTHERN STATES UNIVERSITY

The University maintains an Academic Personnel File (APF) file for employment information that may be relevant to personnel recommendations or actions regarding a faculty member. The Vice Chancellor, Academic Affairs/Chief Academic Officer is the custodian of APFs and is responsible for the security of all such files and their contents.

It is the University's policy to maintain accurate and relevant APFs. All APFs are held in confidence, accessible only to the affected faculty member and persons authorized in the conduct of official University business.

APFs contain professionally relevant documents including e.g., current vitae, ACICS Data Sheets, and material created for the periodic evaluation reviews e.g., student reviews and summaries, peer classroom observations, faculty professional development plans. Documentation of a confidential nature e.g., communications from students or informal complaints may also be placed in APFs subject to the provision that any such communications may not be considered to constitute part of an APF when such file is to be made accessible for faculty review.

A faculty member may request a review of materials in her/his own APF by contacting the Vice Chancellor, Academic Affairs/Chief Academic Officer subject to the exclusion of documentation of a confidential nature as described above. Following a faculty member's request, the Vice Chancellor, Academic Affairs/Chief Academic Officer shall, within fourteen (14) days, provide access to requested materials.

If, after examination of the APF a faculty member believes that any portion of her/his own file is inaccurate or irrelevant, s/he may submit a written request that the material be corrected or deleted from the file. Such requests should be directed to the Vice Chancellor, Academic Affairs/Chief Academic Officer. The request should describe corrections and/or deletions that should be made, and the facts and reasons supporting such a request. In the event the request is denied, the request shall be attached to the disputed material and the faculty member has the right to submit a request to the Chancellor no later than seven (7) days after the date of such a denial. Within twenty-one (21) days of receipt of such request, the Chancellor shall provide a written response to the faculty member. If the Chancellor grants the request, the record shall be corrected or deleted and the faculty member shall be sent a written notice to that effect. If the Chancellor denies the request, the response shall include reason(s) for the denial.

The APF is maintained for each faculty member during the entire period of employment. Files for individuals who have been separated from university employment are maintained for two (2) years.

5.2.2 Academic Personnel Payroll Files

The Payroll Office maintains Academic Personnel Payroll Files which include general payroll information, employee verification documentation, and records such as tabulation of sick leave, vacation, leaves of absences, changes of personnel/pay status and similar items.

5.3 Faculty Responsibilities

To ensure a clear understanding of Faculty performance duties, responsibilities, and standards by which work will be measured, the University provides Faculty with the following:

1. a job description to review and accept
2. an Orientation Program
3. the University's Policies and Procedures Manual (PPM)
4. the SSU Faculty Handbook
5. periodic evaluations
6. ready access to the Assistant Vice Chancellor, Academic Affairs, the Vice Chancellor, Academic Affairs/Chief Academic Officer, and the Chancellor.

SOUTHERN STATES UNIVERSITY

In determining a Faculty's teaching loads the following factors will be considered: number of different preparations; the type and method of instruction e.g., residential or online courses; the expected number of students that will be enrolled in each class; whether the course is an undergraduate or graduate where the above qualifications are the sole determinant of assignment to a class; University committee, academic advising, or other University or student service responsibilities and/or activities; and other administrative, research, publication, and/or community relations responsibilities and/or activities.

5.3.1 Teaching

Teaching is defined as Faculty's pedagogical procedures and activities undertaken with the intended result of aiding students in their efforts to acquire intellectual skills and extend their knowledge and understanding of the course material. Pedagogical activities directed toward the systematic development of knowledge or skills that extend beyond the classroom, such as field work supervision and training, work on individual student or class projects, supervision of student research, laboratory instruction, and/or individual tutoring are also considered teaching.

5.3.2 Instructional Time Requirements

5.3.2.1 MBA Courses

Faculty shall devote whatever time, energy, and skill is necessary to perform the duties of their employment. Classroom time shall consist of nine (9) classes, or 36 hours, during which time Faculty will be expected to arrive on time and teach the students for four (4) hours. In addition, four (4) hours of online instruction must be administered during the course of the quarter. (For an explanation of how the University's online course management system can be used to meet the online instruction requirement see the Faculty Handbook.)

5.3.2.2 BBA Courses

Faculty shall devote whatever time, energy, and skill is necessary to perform the duties of his employment. Classroom time shall consist of nine (9) classes, or 36 hours, during which time Faculty will be expected to arrive on time and teach the students for four (4) hours. In addition, nine (9) hours of online instruction must be administered during the course of the quarter. (For an explanation of how the University's online course management system can be used to meet the online instruction requirement see the Faculty Handbook.)

All classes are required to be held as scheduled. It is up to Faculty to ensure that courses begin on time and continue for the full period as published. An average of 10 minutes of break time per hour of class time may be administered at the discretion of Faculty. It is expected that breaks will be scheduled during the class session e.g., a 40-minute break may not be administered for the final 40 minutes of scheduled class time. During breaks, Faculty may tend to other classroom or University-related business however, they are encouraged to speak with students one-on-one or otherwise be available to their students for the *entire* class period.

5.3.2.3 University Support

All Faculty are entitled to full participation in the University's shared governance structure and activities and thus, all Faculty are encouraged to participate in the continuing monitoring and development of the University's educational programs. (See Section 1.6, University Governance, in this Manual for an description of the University's governance structure and especially Section 1.6.B.1, The Role of Faculty in Governance, on the significance of faculty in shared governance and its importance in administering and implementing academic policies and procedures.) While all Faculty are encouraged to play a part in the University's program development and systematic curriculum oversight and review activities, Graduate faculty have a more pronounced responsibility to play a part and become involved in the development and modification of program policies, procedures and curriculum for the MBA program.

SOUTHERN STATES UNIVERSITY

University Support is defined as activities related to the efficient administration of the University and the welfare and education of the students. Therefore, work on University governance/institutional and disciplinary grouping committees, development, placement, and supervision of internships, and student advising are considered University support for the purposes of evaluating Faculty performance.

5.3.2.4 Professional Development

Professional development is defined as faculty members' continuing involvement in activities designed to maintain currency in their profession or discipline (content knowledge enhancement) and activities which enhance teaching, keeping it current and vital. Activities such as presentation, performance, or written expression of the ideas, creative work or intellectual activities of the faculty member are also considered professional development.

The University takes responsibility for providing continuous opportunities for Faculty for professional development, training, support and growth. Some of the ways the University accomplishes this include:

- Offering faculty development in-service training at least twice per year
- Encouraging Faculty to attend at least two professional development activities per year
- Providing adequate training and support upon hire and on an ongoing basis
- Assuring academic freedom

ACICS provides the following as examples of professional growth:

- Membership and participation in educational associations, professional organizations
- Continuance of education
- Concurrent related business experience
- Educational research and awareness of current practices and standards
- Attendance at seminars, conventions, field visits, vendor shows, equipment exhibits
- Professional writing

See <http://www.acics.org/publications/criteria.aspx#Glossary> for additional information.

Additionally, the University encourages graduate faculty members to engage in scholarly research and to publish in professional journals, adjusting teaching loads and allocating financial support in appropriate circumstances.

5.3.3 Faculty Performance Evaluation

The purpose of Faculty Evaluations shall be to encourage the improvement of individual professional performance and to provide a basis for decisions on reappointment and salary increases. The performance evaluation system shall adhere to the teacher-scholar model, which relates scholarship to instructional improvement and peer respect and with which Faculty are evaluated on all aspects of teaching, University support, and professional development. In evaluating Faculty's performance there are certain key requirements that must be addressed, and there must be a clear link between the crucial elements, which have been defined to be characteristic of a meritorious performance, in teaching, university support, and professional development, and the documentation selected for evaluation.

Upon completion of one quarter of instruction in either the undergraduate or graduate program, Faculty begin the cycle of Performance Evaluation by the administration, in order to ensure continued monitoring for quality, as well as to ensure that SSU is providing adequate teaching support. It is the University's policy to provide performance evaluations for degree program Faculty on a yearly basis. The University's *Faculty Handbook* details the policies and procedures by which Faculty are evaluated.

SOUTHERN STATES UNIVERSITY

5.4 Administrative Staff

5.4.1 Hiring Procedures

5.4.1.1 Administrative Staff

Southern States University requires the following minimum qualifications of all full time administrative staff:

- Fluency in English
- Bachelor's degree (completed or in process) from an accredited institution
- Professionalism and confidentiality
- Professional experience in an administrative position
- Strong computer and organizational skills

5.4.1.2 Clerical/Administrative Support

Southern States University requires the following minimum qualifications of all full time clerical:

- Fluency in English
- A minimum high school diploma or equivalent
- Minimum of 2 years Secretarial or Administrative Support experience
- Proficiency with computer software such as word processing, spreadsheets, etc.

5.4.2 Employment Offers

For new administrative hires, the Administrative Director (in conjunction with the Chancellor) drafts the employment contract and submits it for approval to the Executive Director. The initial contract is a 90-day probationary contract.

The Administrative Director meets with all new staff members to review and complete all required forms and authorizations related to compensation, tax withholdings, benefits, etc.

5.4.3 Administrative Employee Orientation

Orientation for new administrative employees includes the following as a minimum:

- Job description
- Explanation of duties and responsibilities
- Policies and procedures related to carrying out his/her duties
- Expectations and evaluation

5.4.4 Administrative Employee Status

The first ninety (90) calendar days of employment with the University are considered the "probationary period". The University reserves the right to extend this period whenever it deems such an extension appropriate. At the end of this period, if the employee's work performance is satisfactory, his/her status will be changed to that of a regular employee. Completion of the probationary period is required for participation in University benefits.

SOUTHERN STATES UNIVERSITY

An employee who works in a managerial, administrative, or other non-teaching position is considered a salaried exempt employee if receiving a salary, regardless of hours worked (except during approved leaves of absence); and salaried non-exempt if receiving an hourly wage.

The exact length of term need not be specified prior to employment for those working on a limited term basis. These employees may have an undefined schedule of work hours, workdays and workweek and are paid strictly on an hourly basis. No benefits coverage is offered to temporary employees.

5.4.5 Administrative Staff Expectations

Employees are expected to conduct themselves in a professional manner at all times. Behavior deemed to be detrimental to the students, the University, or other teachers and/or staff members will not be tolerated. Employees must also exhibit the cultural awareness of an international environment. Due respect and courtesy to students of all backgrounds and nationalities is expected at all times — inside and outside of the classroom. Additionally, matters pertaining to University policy, visa status, etc., are to be referred to the appropriate member(s) of the administration, for example only a Designated School Official (DSO) may advise a student on immigration-related concerns.

5.4.6 Administrative Staff Performance Evaluations

An individual performance evaluation review and conference will initially take place at the conclusion of a new employee's ninety-day probationary period and at least annually thereafter with all other employees. The performance evaluation will be based on the administrative staff Evaluation Form(s), adherence to the employee's specific administrative responsibilities & duties, and the results of program surveys. With the approval and supervision of the Chancellor, an employee's immediate supervisor will conduct and oversee the evaluation. Feedback comes from the employee's supervisor in conjunction with the Chancellor.

SOUTHERN STATES UNIVERSITY

***Receipt of
Policies and Procedures Manual***

I have received, read, and understood the Southern States University *Policies and Procedures Manual*. By signing below I am acknowledging my acceptance of the terms, conditions, expectations, and policies of my employment at the University.

Faculty/Employee Signature

Manager Signature

Date