



Catalog 2023

Programs

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Period covered by this Catalog is January 1 to December 31, 2023

Renewal of the Academic Catalog

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

Welcome to the University of Mansford

Let me introduce myself — my name is Dr. Edward Kufuor and I'm the President of the University of Mansford.

My role as President is the culmination of my professional development from student to faculty member to educational division chairperson to Chief Academic Officer to President. My personal educational experience may be similar to yours — I strove to find educational opportunities that maximized my experience and opportunities at a reasonable cost and with flexible scheduling. For those reasons, I am proud to be part of your team.

The University of Mansford focuses on three student-oriented areas: **affordability, accessibility, and quality education**. These are important factors for you and the University's team of faculty, administrators, and staff. Your success is our goal/priority. As President, I am committed to lifelong learning, continuous professional development, and the importance of integrating real world experience in education.

On behalf of the University's team, Welcome!



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Authorization and Approvals

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

National Association of State Boards of Accountancy

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



Bureau of Private Postsecondary Education (BPPE)

This institution is a private institution. The school was granted institutional approval to operate by the Bureau of Private Postsecondary Education (BPPE) and the California Department of Consumer Affairs (DCA). The Bureau's approval means compliance with state standards set forth in CEC and 5, CCR. This approval does not mean that: (1) the institution or its educational programs are endorsed or recommended by the state or by the Bureau. Nor that (2) the approval to operate indicates that the institution exceeds minimum state standards as set forth in this chapter.



Program of Study

Diploma Program

- Advanced Diploma in Business Management

General Information

Mission Statement

The University of Mansford's mission is to provide affordable, accessible, and quality post-secondary online education which furthers personal and professional development for career-minded professionals.

Vision

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

Institutional Goals

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

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

Administrative Office Hours

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

Observed Holidays 2023

New Year's Day	January 2
Martin Luther King Jr. Day	January 16
President's Day	February 20
Cesar Chavez Day	March 31
Memorial Day	May 29
Juneteenth	June 19
Independence Day	July 4
Labor Day	September 5
Veterans Day	November 10
Thanksgiving Day	November 23
Christmas Day	December 25

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

Flexible Learning Format (FLF)

Students enroll in a course at any time at their own pace. This structure enhances learning, allows students to focus their attention and resources on the courses, and helps students balance ongoing professional and personal responsibilities.

- Work at your own pace and complete lessons, assignments, and tests on your own schedule.
- Maintain regular attendance in all courses (see Attendance Policy).
- Meet academic progress requirements in each course.
- Interact with instructors and other students independently.
- Zoom Sessions are provided to the students in a pre-set schedule.

Attendance Policy

Each course is 7.5 weeks in length. Participation in courses is paramount to student success. Each week is assigned a range of learning activities including, but not limited to, live/synchronous Zoom class, recorded video lectures, reading materials, PowerPoint presentations, discussion board activities, quizzes or exams, and written assignment. The completion of the learning activities and assignments are used to demonstrate attendance. Non-participation for three (3) weeks – consecutive or non-consecutive – will result in a failing grade.

Technology Requirements

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

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

The University's online educational offerings require students to have access to the internet, a computer, Microsoft Office applications, and a webcam and microphone. Students access all course materials, participate in discussions, submit assignments, and interact with faculty and students solely using technology. The University of Mansford does not utilize brick-and-mortar classrooms, laboratories, research centers, or other facilities.

Moodle Learning Platform

Student use Moodle, the online learning platform, for all classes. Instructors use Moodle throughout each course – talk with classmates, take tests, check grades, and more. Moodle access is user-friendly through a web browser or by downloading the app to your

phone.

Catalog Duration

The period covered by this Catalog is January 1, 2023, to December 31, 2023, with updates as appropriate.

Diploma Program

Advanced Diploma in Business Management

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

Program Outcomes

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

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

Total Clock Hours

This program is 432 clock hours.

Program Details

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

Course Descriptions

BA292 Legal Environment of Business

This course is an introduction to the American public law system and the user of law to achieve economic and social goals. It considers the elements of the legal system from the perspective of a business manager. The course review constitutional and structural underpinnings of the legal system and examines the nature of legal concepts.

ACC220 Principles of Accounting

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

MGT230 Principles of Management

This course provides a basic understanding of management functions, group and

individual dynamics within organizations, and the knowledge to apply such concepts to analyze and solve problems in business situations. Students will acquire knowledge and skills in leadership, teamwork, and organization control.

BA350 Business Communication

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

EC220 Essentials of Economics

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

MKT301 Principles of Marketing

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

FIN301 Principles of Finance

This course introduces students to the basic financial process involving various decision-making tools, including financial markets, interest rates, the time value of money, capital structure, and capital budgeting.

MGT330 Entrepreneurship*

This course explores the key theoretical and empirical perspectives of entrepreneurship

relevant to current marketplace. Students have the opportunity to apply frameworks, strategies, business models, and funding methods to formulation of a business plan.

*This course involves practical application of knowledge and skills acquiring during the Advanced Diploma in Business program. Students are required to construct a comprehensive business plan. This course is to be taken in the final module of study.

Graduation Requirements

To complete this program the student must:

- Successfully completed 24-semester credit hours.
- Successfully maintained a minimum cumulative 2.0 GPA.
- Settled all financial obligations.

Application Process

Advanced Diploma Admissions Requirements

- Complete online [application form](#).
- Provide government-issued photo identification.
- Be at least 21 years' old.
- Submit completed and signed enrollment agreement/Student Performance Fact Sheet.
- A current résumé reflecting two (2) years' occupational experience.
- Non-Native English Speakers – Applicant must meet **one** of the following requirements:
 - A minimum score of 500 on the paper-based Test of English as a Foreign Language (TOEFL PBT) OR or 61 on the Internet Based Test (iBT) OR a 6.0 on the International English Language Test (IELTS) OR 44 on the Pearson Test of English Academic Score Report OR 50 on the Duolingo English Proficiency Test.
 - A transcript from an appropriately accredited* institution, where the language of instruction is in English, indicating completion of at least 30 semester hours of credit with an average grade of "C" or higher.

*The institution must be accredited by an agency recognized by the United States Secretary of Education and/or the Council for Higher Education (CHEA), or an accepted foreign equivalent that is listed in the International Handbook of Universities. where the medium of instruction is English.

- Transcripts not in English must be translated into English and evaluated by a third-party evaluation service** to show what type of program the student has and the grade equivalence

(GPA) in the U.S. format. The document-by-document credential must be sent directly to the University by the evaluating party. In addition to the evaluation report, a copy of original transcripts must be submitted to the University.

**Refer to <http://naces.org> to select an evaluation service. The approved evaluation services listed at <http://naces.org> are not related to the University of Mansford. Evaluation service fees are the responsibility of the student.

Official Acceptance

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

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

Notice Concerning Transferability of Credits and Credentials Earned at Our Institution

The transferability of credits you earn at the University of Mansford is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the degree or diploma you earn in the programs is also at the complete discretion of the institution to which you may seek to transfer. If the degree or diploma that you earn at this institution are not acceptable at the institution to which you seek to transfer, you may be required to repeat some or all your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending the University of Mansford to determine if your degree or diploma will transfer.

Tuition & Fees (all stated costs are in U.S. dollars)

All fees are subject to change without notice.

Program Name	Tuition	STRF (non-refundable)	Books & Materials	Total Program Charges
Advanced Diploma in Business Management	\$1,600	\$7.50 [^]	\$800*	\$2,407.50

[^]STRF (non-refundable) – see page 17.

*Students are responsible for costs associated with purchasing textbooks. The cost of textbooks is approximately \$100 per course.

Advanced Diploma in Business Management	
<u>TOTAL CHARGES FOR CURRENT PERIOD OF ATTENDANCE</u>	\$1,007.50
<u>ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM</u>	\$2,407.50

Incidental Fees

International Courier fee	\$100
Replacement Diploma fee	\$100
Replacement Transcript fee	\$100

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

Payment Method

The tuition is paid for on a course-by-course basis. Students may voluntarily make full payment at time of enrollment.

Student's Right to Cancel

Students have the right to cancel and obtain a refund of monies paid through the first week of instruction or seven (7) calendar days after enrollment, whichever is later. Students have the right to a full refund if the student cancels this agreement by submitting written notice via email to contact@umansford.org or postal mail sent to the University of Mansford, Attention: Admissions Office, 12440 Firestone Blvd., Ste. 210, Norwalk, CA 90650, prior to close of business on Monday of the second week of the session. The written notice should clearly state the student's name, student ID, and reason for the cancellation. Once the refund has been approved, a refund check will be mailed to the student's address on record. Students will receive the refund within 45 days of cancellation. A notice of withdrawal shall be in writing, and a withdrawal may be effectuated by the student's written notice via email to contact@umansford.org or postal mail sent to the University of Mansford, Attention: Admissions Office, 12440 Firestone Blvd., Ste. 210, Norwalk, CA 90650. The written notice should clearly state the student's name, student ID, and reason for the withdrawal. The institution shall issue a refund for unearned institutional charges if the student withdraws during a period of attendance in accordance Refund Policy. Once the refund has been approved, a refund check will be mailed to the student's address on record. Students will receive the refund within 45 days of cancellation.

Student's Right to Withdraw

A notice of withdrawal shall be in writing, and a withdrawal may be effectuated by the student's written notice via email to contact@umansford.org or postal mail sent to the University of Mansford, Attention: Admissions Office, 12440 Firestone Blvd., Ste. 210, Norwalk, CA 90650. The written notice should clearly state the student's name, student ID, and reason for the withdrawal. The institution shall issue a refund for unearned institutional charges if the student withdraws during a period of attendance in accordance Refund Policy. Once the refund has been approved, a refund check will be mailed to the student's address on record. Students will receive the refund within 45 days of cancellation.

Refund Policy

One-Time Payment Refund Schedule

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

Diploma Program Sample Refund Calculation

Example: A student withdraws from the Advanced Diploma in Business Management program during week 3 of the 7.5-week module. The refund would be \$180 based on the pro-rated formula.

Course tuition paid \$300

Weeks attended 3 weeks

Tuition refund schedule		
\$300 per course	Percentage Refund	Refund Amount
Week 1	100%	\$300
Week 2	73%	\$220
Week 3	60%	\$180
Week 4	47%	\$140
Week 5 or later	0	0

Student Tuition Recovery Fund (STRF)

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an

educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition. You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

“The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.”

(b) In addition to the statement required under subdivision (a) of this section, a qualifying institution shall include the following statement in its school catalog:

“It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in

- an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
 4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
 5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
 6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
 7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

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

Student Services

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

NOTE: The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in making informed decisions, understanding their rights, and navigating available services and relief options. The office may be reached by calling **(888) 370-7589, option #5** or by visiting (<https://osar.bppe.ca.gov>).

Student Code of Conduct

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

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

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

Student Orientation

The Student LMS Handbook provides instruction on navigating the online learning platform. Handbook topics include logging in, navigating Moodle, accessing lessons, working through lessons, viewing class materials, taking examinations, and submitting

assignments.

Student Housing

This institution has no responsibility to find or assist a student in funding housing. The institution has administrative offices in Norwalk, California, where the average rent ranges from \$1,200 to \$2,000 per month, but students are not required nor expected to live near this area. This institution does not operate dormitories or other housing facilities. This institution does not provide assistance, nor does it have any responsibility to assist students in finding housing as our programs are only offered online.

Students with Disabilities

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

Student Grievance Policy – Student Rights

University of Mansford strives to provide a fair and reasonable University governing system and is committed to ensuring all University stakeholders have access to information needed concerning University policies and procedures. Contact the Chief Student Service Officer if you require additional information.

NOTE: The Student Grievance Policy does not apply to grades; see the Grade Appeals section in the University's Academic Catalog.

The University adheres to the following Student Grievance Policy:

If a student has a grievance regarding staff, faculty, services, or academic policy procedures, the student must first take responsibility to resolve the grievance by

communicating with the party with whom they have a grievance. If the matter is resolved at this level (level 1), the matter is considered an informal grievance and the University will not keep a record of the matter.

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

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

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

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

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

A student or any member of the public may file a complaint with the Bureau for Private Postsecondary Education (BPPE) by calling (888) 370-7589 or (916) 431-6959 or by completing a complaint form available on the Bureau's web site, www.bppe.ca.gov.

Leave of Absence

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

Student General Inquiry

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

Academic Advising

Through electronic correspondence, telephone, and/or individual appointments, the Chief Student Services Officer is available provide students with academic advisement. To assure this timely communication, your instructor will respond to each of your assignment submissions or exam submissions within 10 days.

IT Support

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

Library

The University library services seek to provide information resources that support the learning and academic goals of the University's academic programs.

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

Student Records and Transcripts

Student records are permanently maintained. Students may inspect and review their educational records. To review records, students submit a written request identifying the specific information to the Chief Academic Officer. Should a student find a discrepancy in the permanent record, the student may request that errors be corrected. In the event that a difference of opinion exists regarding the existence of an error, students may request a meeting with the Chief Academic Officer to discuss and resolve the matter.

Student files contain student records including (but not limited to) a copy of the signed enrollment agreement, School Performance Fact Sheet, correspondence between the University and the student, diploma granted, transcript of grades earned, copies of all documents signed by the student including contract, instrument of indebtedness and documents related to financial aid, leave of absence, financial ledger, refund information (as applicable), grievances/complaints received from the student or student advisors related to academic progress. Academic related documents are maintained in a file separate from student financial documents.

Updating Student Records

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

Ordering Diploma and Transcripts

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

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

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

Academic Policies

Academic Freedom

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

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

Academic Integrity

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

Grading Policies

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

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

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

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

The Incomplete is not used in calculating a grade point average and no credits are considered earned until a final grade is entered. A course with a grade of “I” must be completed within six (6) months or the “I” will be changed to “F.” A student may not re-enroll in the course until the incomplete grade is resolved.

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

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

Grade Appeal

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

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

Satisfactory Academic Progress (SAP)

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

Qualitative Requirements

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

- Diploma students — Attain a cumulative GPA at least 1.5 in the first module and maintain at least a 2.0 cumulative grade point average for all subsequent modules.

Quantitative Requirements

Students must maintain a pace of progression of at least the following at the end of each module.

- Diploma students — Must complete at least 20% of the program per year starting from the first module. The entire program must be completed within 54 months.

A course will be considered complete if the student receives a letter grade of 'C' or better

for graduate students and 'D' or better for Diploma students. A course will be considered as not completed, if the student receives a grade of 'W' (Withdrawal), 'I' (Incomplete), or a letter grade below the stated minimum.

Academic Warning

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

Academic Dismissal

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

Satisfactory Academic Progress (SAP) Dismissal Appeal

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

Academic Probation

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

Proctored Examination

University of Mansford requires the completion of one final comprehensive proctored examination in the final module of a program. The University utilizes an MLS proctored

examination which captures the student's face via webcam to verify the person taking the exam is the student. To ensure photo accuracy, students are required to allow camera permission.

Graduation Requirements

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

Students applying for graduation from the Diploma program must have:

- Successfully completed 24-semester credit hours.
- Successfully maintained a minimum cumulative 2.0 GPA.
- Settled all financial obligations.

Administration Policies

Confidentiality and Privacy

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

Non-Discrimination

The University of Mansford is committed to providing equal opportunities to all applicants. No discrimination shall occur in any University program or activity, including but not limited to activities related to the solicitation of students or employees on the basis of race, color, religion, religious beliefs, national origin, sex, sexual orientation, marital status,

pregnancy, age, disability, veteran's status, or any other classification that precludes a person from consideration as an individual. In any case where a student makes the University aware of a disability, an individual academic plan can be developed to assist the student with mitigating any difficulties they may have with the learning environment based on their disability.

Sexual Harassment

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

Student Records and Transcripts

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

Student Identity Verification

The University of Mansford ensures that the student who registers in a distance education

program is the same student who completes the coursework and receives credit, detailed as below:

- The University of Mansford ensures that the student who registers for the University's program is the same student who completes the coursework and received credit via the submission of a government-issued photo identity document.
- At the time of successful registration, the University of Mansford sends the student one email containing the student's login name and temporary passcode for Moodle Learning System (MLS).

State Agency

If a formal process resolution between the parties does not result in a satisfactory resolution, a student, or any member of the public, may file a complaint about this institution with the Bureau for Private Postsecondary Education (BPPE), Box 980818, Sacramento, CA 95798-0818, or online at <https://www.bppe.ca.gov/>, or (888) 370-7589 or (916) 431-6959, or by fax (916) 263-1897.

Distribution of the Academic Catalog

The University makes its current Academic Catalog available to the public at no charge. Individuals who wish to obtain a copy from University's website.

Renewal of the Academic Catalog

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

English as a Second Language (ESL) Instruction

The University of Mansford does not provide ESL instruction.

Financial Assistance

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

Financial Stability – Bankruptcy History

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

Loan Repayment

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

Professions Requirements for Eligibility for Licensure

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

Faculty

Dr. Edward Kufuor – Doctor of Business Administration, Argosy University

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

San Lo – BS in Pure Mathematics, Finance and Accounting, University of Michigan

Laura Onufrock – MBA e-Business, University of Phoenix

Appendix I Enrollment Agreements





ADVANCED DIPLOMA IN BUSINESS MANAGEMENT ENROLLMENT AGREEMENT

I am hereby enrolling in the following online academic program at the University of Mansford, headquartered at 12440 Firestone Blvd., Ste 210, Norwalk, CA 90650. I understand my enrollment is subject to the terms and conditions stated in this Enrollment Agreement.

Method of Instruction

Instruction is provided online via UM's Moodle Learning System.

Program Scheduled Completion Date

Program start date _____

Scheduled completion date _____

Period Covered by the Enrollment Agreement

Program start date _____

Scheduled completion date _____

If a student doesn't complete the program by the scheduled completion date or if a student selects a later program start date, the student is required to restart the application process and is subject to the policies, procedures, and tuition fees in effect at that time.

Students enrolled in the program must complete the entire program (24 credit hours) within 54 months.

Transferability of Credits and Credentials Earned at Our Institution

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

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

Student Complaint Policy

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

The University adheres to the following Student Complaint Policy:

If a student has a complaint regarding staff, faculty, services, or academic policy procedures, the student must first take responsibility to resolve the complaint by communicating with the party with whom they have a complaint. If the matter is resolved at this level (level 1), the matter is considered an informal complaint and the University will not keep a record of the matter. If the matter is not resolved at level 1, the student may bring the matter to the attention of the Chief Student Services Officer (CSSO) via email. The CSSO will engage in a fact gathering procedure with both parties, review the matter, and act as a mediator between the parties involved (level 2). The CSSO reserves the right to involve the Chief Academic Officer and/or the Chief Operating Officer, as deemed appropriate. For academic matters, the Chief Academic Officer may suggest the resolution. If this action resolves the complaint, the resolution and the original complaint are filed and the matter is closed. For administrative matters, the Chief Operating Officer may suggest a resolution. If this action resolves the complaint, the resolution and the original complaint are filed and the matter is closed. If the matter is not resolved at level 2, a conference will be set up between the parties involved and the Steering Council. The Steering Council will attempt to find a solution acceptable to all parties. Should a resolution still not be achieved, the Steering Council will make the final decision on behalf of University of Mansford and will inform all parties.

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

Course Catalog and School Performance Fact Sheets

Prior to signing this Enrollment Agreement, you must be given a Catalog and School Performance Fact Sheet, which you are encouraged to review prior to signing this agreement. These documents contain important policies and performance data for University. The University is required to have you sign and date the information included in the School Performance Fact Sheet relating to completion rates, placement rates, license examination passage rates, salaries or wages, and the most recent three-year cohort default rate, if applicable, prior to signing this agreement.

"I certify that I have received the catalog, School Performance Fact Sheet, and information regarding completion rates, placement rates, license exam pass rates, salary or wage information, and the most recent three-year cohort default rate, if applicable, included in the School Performance Fact sheet, and have signed, initialed, and dated the information provided in the School Performance Fact Sheet."

Student Initials: _____ Date: _____

Tuition

Advanced Diploma in Business Management

US \$2,400 all-inclusive tuition*

*Students are responsible for costs associated with purchasing textbooks. The cost of textbooks is approximately \$100 per course.

Incidental Fees**

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

**Fees are not subject to refund after the five (5) calendar day student-right-to-cancel period. All fees are subject to change from time-to-time, without notice.

Cancellation / Withdrawal Policy

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

Refund Schedule

One-Time Payment Refund Schedule

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

Sample One-Time Payment Refund Calculation

Example: A student withdraws from the Advanced Diploma in Business Management program after completing 25% of the program. The refund would be \$1,800 based on the pro-rated formula:

Program tuition paid	\$2,400
Program completed	25%
Tuition refund due student	\$1,440

Per Course Payment Refund Schedule

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

Sample Per Course Refund Calculation — Diploma Program

Example: A student withdraws from the Advanced Diploma in Business Management program during week 3 of the 7.5-week module. The refund would be \$180 based on the pro-rated formula:

Course tuition paid	\$300
Weeks attended	3 weeks
Tuition refund due student	\$180

Student Tuition Recovery Fund

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

I understand that my failure to comply with all University policies, including attendance, academic, and financial requirements will result in termination of my enrollment AND dismissal from the University.

Student Initials _____

I understand that I will receive official transcripts and/or a degree only when I meet all of the required academic standards and requirements and have settled in full my financial obligations to the University.

Student Initials _____

I understand that a degree or diploma cannot be conferred until all academic obligations have been completed or otherwise cleared with the Registrar and all financial obligations have been completed or otherwise cleared with the Chief Operating Officer.

Student Initials _____

I have read and understand this agreement and the refund policy in the Enrollment Agreement of the University.

Student Initials _____

I understand that my tuition does not include textbooks and materials.

Student Initials _____

I understand that the University of Mansford does not guarantee employment of any kind once my degree or certificate has been conferred.

Student Initials _____

I understand that the University of Mansford does not participate in state or federal assistance programs.

Student Initials _____

This document contains a statement of the University's cancellation and refund policy and how it applies. I acknowledge that this is not a public school.

Student Initials _____

I understand that this is a legally binding contract. My signature certifies that I have read, understood, and agreed to my rights and responsibilities, and that the University's cancellation and refund policies have been clearly explained to me.

Student Signature _____ Date _____

Student Name (print) _____