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# Student Handbook

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Toward Providing  
Strength in Excellence

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University of Riverside  
2011-2012

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UNIVERSITY of RIVERSIDE  
*Strength in Excellence.*

University of Riverside  
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## **Mission and Goals of University of Riverside**

The University of Riverside is a private, international, and independent distance learning institution of higher education consisting of the Schools of Management, Education, Health and Human Services, and Extended Education. The University of Riverside provides undergraduate, graduate, and postgraduate education. The University of Riverside was established to fulfill the needs of its students so that they may promote civil society in the global village and raise the financial well-being of the communities in which they live.

The University of Riverside Goals/Objectives:

- To uphold strength in the excellence of every aspect of the academic experience.
- To present an educationally sound and up-to-date curricula by continuous updating of all programs and courses.
- To optimize interaction between the student and the University of Riverside by assigning a mentor to each student and through faithful and constant staff, faculty, and administrator availability.
- To provide student encouragement toward learning by frequent evaluation of student goals and learning outcomes.
- To ascertain student achievement and satisfaction by regular use of reliable assessment techniques.
- To uphold overall competency and proficiency by engaging only competent and qualified administrators, faculty members, and staff.
- To conform to the high admission and enrollment standards stipulated by the Standards of the Distance Education and Training Council.
- To be truthful in all aspects of its marketing by educating all personnel in every aspect of the University of Riverside mission, goals and objectives.
- To maintain the highest level of institutional financial stability while still supplying excellence in education.
- To deliver the fairest and most equitable student financial environment by providing the most financial aid available to each student.
- To provide plant, equipment, and record protection equal to or better than those in comparable DETC accredited institutions.
- To conduct continuous planning, evaluation, research, and self-improvement studies and appropriately applying their results to all aspects of the University of Riverside.

## **Contact Information**

Toll-free: 877-637-0108

Local: 951-637-0100

11840 Pierce Street, Suite 200

Riverside, CA, 92505

Our campus is located at Pierce and Riverwalk off the 91 Freeway in Riverside, California.

Email: [info@uofriverside.com](mailto:info@uofriverside.com)

## **Academic Calendar**

The Riverside office maintains office hours from 10:00 am – 4:00 pm, Monday through Friday with normal holidays. However, emails are checked and answered periodically during weekend hours. Needed classes begin the Tuesday of each month.

## **Program/Course Overview**

Programs have been developed with the objectives of leading to professions in the following:

- Business
- Business Administration
- Criminal Justice Administration
- Health Care Management
- Human Resource Management
- International Management
- Management
- Marketing
- Project Management
- Real Estate
- Education
- Adult Education
- Corporate Training and Development
- Higher Education Administration
- Instructional Design for Online Education
- Organizational Leadership

Courses are scheduled to be completed online as needed, and most are set up on a five or six-week timetable. Textbooks, study guides, and other materials are made available to students as required for each course. All quizzes, examinations, and papers are handled routinely as a normal part of each course.

# Program Objectives

## MISSION

The University of Riverside is a private, international, and independent distance learning institution of higher education consisting of the Schools of Business, Education, Health and Human Services, and Extended Education. The University of Riverside provides undergraduate, graduate, and postgraduate education. The University of Riverside was established to fulfill the needs of its students so that they may promote civil society in the global village and raise the financial well-being of the communities in which they live.

### School of Management

#### PROGRAM OBJECTIVES

Each student will seek a mastery of basic business tools and skills and an understanding of fundamental business procedures.

Each student will seek to understand the role and responsibilities of administrators in the business firm.

Each student will seek a level of educational achievement such that he/she can then positively impact a firm's profits through wise decision-making and implementation of appropriate managerial principles.

Each student will seek to understand the total functioning of a business organization as it pertains to making necessary changes for proper organizational development and expansion.

Each student, in his/her career at the University of Riverside, will commence a process of continual educational growth such that he/she can apply the most contemporary, and scientific, approaches towards the increased efficiency and overall betterment of his/her firm.

### School of Health and Human Services

#### PROGRAM OBJECTIVES

Each student will seek a mastery of basic tools and skills and an understanding of fundamental processes employed by Health and Human Services organizations.

Each student will seek to understand the role and responsibilities of administrators in Health and Human Services organizations.

Each student will seek a level of educational achievement such that he/she can then make a positive impact in society.

Each student will seek to understand the total functioning of an organization as it pertains to making necessary changes for proper organizational development and expansion.

Each student, in his/her career at the University of Riverside, will commence a process of continual educational growth such that he/she can apply the most contemporary, and scientific, approaches towards the increased efficiency and overall betterment of his/her organization.

### School of Education

#### PROGRAM OBJECTIVES

Each student will seek a mastery of basic education tools and skills and an understanding of fundamental educational processes.

Each student will seek to understand the role and responsibilities of administrators in the educational environment.

Each student will seek a level of educational achievement such that he/she can make a positive impact in education.

Each student will seek to understand the total functioning of an educational organization as it pertains to making necessary changes for proper organizational development and expansion.

Each student, in his/her career at the University of Riverside, will commence a process of continual educational growth such that he/she can apply the most contemporary, and scientific, approaches towards the increased efficiency and overall betterment of his/her organization.

### School of Extended Education

#### PROGRAM BENEFITS

Customized training designed to meet the educational needs of the business

Qualified instructors who have extensive experience in the workplace and expertise in their respective fields.

Ability to deliver the same educational knowledge to all at the same time

Offering an opportunity for employees to work as a team to develop workplace skills and learning, and to apply those skills together.

Present flexible and convenient scheduling that can be tailored in a variety of ways: workshops, ongoing training sessions, online courses, classes during days or evenings, and on weekends.

Reduced employee travel and time.

Lower training costs by obtaining group rates.

# **Admissions**

## ***Admission Requirements***

A High School diploma or GED is required for the Associate or Bachelor degree programs.

For the Masters degrees, all applicants are required to have a bachelor's level degree from an approved college or university with at least a 3.0 G.P.A. for full acceptance into the programs. The Director of Admissions may grant probationary acceptance if other factors give evidence of the applicant's ability to successfully complete a program. The probationary status will be removed when the student has successfully completed nine semester units with a 3.0 G.P.A. or better.

Applicants seeking entry into the Doctoral programs must have Masters degree in the appropriate discipline. At the present time we are accepting a limited number of doctoral students and applicants are accepted on an individual basis.

## ***Bachelor's Admission Requirements***

The university offers a bachelor's completion degree (the last 2 years of a B.S. degree). Bachelor's program staff members work with students to help them complete the general education requirements associated with the first 2 years of a B.S. degree; however, the university offers only the upper-division courses.

Admissions requirements for Bachelor's Degree programs

1. An associate's degree or at least one full year of college credit (30 semester credits or 45 quarter credits) from a United States school accredited by a regional, professional/specialized, or national accrediting organization recognized by the Council for Higher Education Accreditation (CHEA), or from a non-U.S. institution, in a discipline or field related to the program/specialization for which application is made. Educational Credential Evaluators, Inc. (ECE) must evaluate a degree or coursework awarded from a non-U.S. institution as equivalent to an associate's degree or college coursework awarded by a U.S. institution. Note: College credits must be earned at the lower-division undergraduate level and fulfill University's general education requirements.
2. A minimum grade point average (GPA) of 2.0 on a 4.0 scale in college coursework.
3. Completed application form.
4. Application fee.
5. Purpose statement.
6. Official transcript(s) of college coursework completed to date.
7. Access to a computer and the Internet.

## Master's Admission Requirements

1. A bachelor's degree from a U.S. school accredited by a regional, professional/specialized, or national accrediting organization recognized by the Council on Higher Education Accreditation (CHEA), or from a non-U.S. institution, in a discipline or field related to the program/specialization for which application is made.
2. A minimum grade point average (GPA) of 3.0 on a 4.0 scale in bachelor's degree coursework.
3. Completed application form.
4. Application fee.
5. Names of and contact information for two persons qualified to comment knowledgeably on the applicant's skills and professional and/or academic qualifications for study in the intended field.
6. Goal statement.
7. Official transcript(s) of confirmed bachelor's degree, as well as any additional completed coursework to be considered for transfer of credit.
8. Access to a computer and the Internet.

## Doctoral Admission Requirements

1. A master's degree from a U.S. school accredited by a regional, professional/specialized, or national accrediting organization recognized by the Council on Higher Education Accreditation (CHEA), or from a non-U.S. institution, in a discipline or field related to the program for which application is made.
2. A minimum grade point average (GPA) of 3.0 on a 4.0 scale in master's degree coursework.
3. Three years of professional experience related to the program for which application is made.
4. Completed application form.
5. Application fee.
6. Names of and contact information for two persons qualified to comment knowledgeably on the applicant's skills and professional and/or academic qualifications for study in the intended field.
7. Goal statement.
8. Official transcript(s) of highest degree or coursework completed to date.
9. Access to a computer and the Internet.

## Financial Obligations

Students at the institution are asked to pay for educational services in advance. Students may choose to pay for the entire program or may pay for courses at the time of each registration.

All charges for fees and tuition are due and payable upon registration.

A student's account must be kept current for the student to continue in a program. Personal checks are accepted subject to final payment. If a student's check is returned unpaid by the bank, the student will be assessed a penalty of \$20.00. Any student who has an outstanding returned item cannot take final exams, receive grades, enroll for further studies, or receive a diploma. The

business office will not accept checks from a student who has had checks returned by the bank in the past. The student must pay by cash, money order, cashier's check, wire transfer, credit card (if accepted by the institution) or certified check.

**NO REFUND WILL BE ISSUED UNLESS THE STUDENT ACCOUNT HAS A CREDIT BALANCE.** Refunds will be processed within ten (10) working days from receipt of the student's request to the Finance Office.

## **Academic Progress**

### ***Academic Advising***

Each entering student's transcripts will be evaluated. An assessment is provided, during the student's first session of enrollment, of which courses are acceptable for transfer credit to this institution. A written statement will be created and delivered to each student which will specify which courses will be needed to complete requirements for a degree or for entrance into a degree or certificate program.

### ***Registration***

You may register at any time prior to 3 working days before the first scheduled day of class. Students in indirect instruction programs in the State of California may, however, request that all course materials be delivered at the time of full payment for a program. However, instructors are assigned per the institution's schedule, thus enabling a student to take full time course of study, but no more.

### ***Attendance***

Students are required to maintain at least a minimum 85% attendance rate.

### ***Incomplete Grades***

The catalog addresses the grading policy at this institution. Incomplete grades may be issued at the instructor's discretion. Please review the catalog for additional information.

### ***Dropping a Course***

If you wish to drop a course you may do so at any time. You may be due a refund. If so, it will be issued to you within thirty days from the date of your withdrawal. Courses dropped prior to the mid-point of the course will not show as "W"s or withdrawn on your permanent transcript. Courses dropped after the clock hour mid-point will show as a "W" on your transcript but will not affect your grade point average.

### ***Reporting of Grades***

Instructors normally submit grades within 7 to 10 days of the end of each session or scheduled completion date, as applicable. Grades are entered into the institution's records and then delivered to students by mail or by e-mail as has been agreed to, in advance, with your instructor. Please do not call to obtain information regarding a grade. The information will not be given over the phone. For reasons involving the privacy of student records, no grades will be released over the phone.

### ***Grade Point Averages***

Grade point averages (GPAs) are calculated by dividing the total number of quality points earned in a semester by the total number of hours attempted for that semester. Cumulative grade point averages (CGPAs) are calculated by dividing the total number of quality points earned for all undergraduate or graduate work taken by the total number of undergraduate or graduate hours attempted.

### ***Return of Papers and Projects***

Papers and projects submitted to faculty members for evaluation will normally be returned directly to the student by the instructors themselves. Indirect instruction students must enclose a self-addressed and stamped envelope or package container with the material submitted so that it can be returned by the instructor.

### ***Unsatisfactory Progress Categories***

#### **Academic Warning**

Students who fail to maintain the cumulative GPA that is required for the degree that they are seeking will be notified that they are placed on academic warning status. Students may take new courses or repeat those in which they received a grade of "D+" or lower to improve their Cumulative Grade Point Average (CGPA). Students must enter into a written remedial agreement with this institution.

#### **Academic Probation**

A student who has received an academic warning and fails to satisfy requirements for removal of the warning will be placed on academic probation. As stated above students must enter into a written remedial agreement with this institution.

#### **Academic Suspension**

Students who have been placed on academic probation and fail to satisfy requirements for removal of the probation will be suspended and will not be allowed to enroll for classes for one session. After non-enrollment for a session, students must submit an updated application in order to continue.

### ***Withdrawing From a Program***

Any student who wishes to withdraw from the University or from a course may do so at any time. Refunds to students are calculated according to the refund policy applicable to the program in which the student has enrolled. The State of California has established guidelines for the calculation of refunds, and refunds at this institution are made according to state law. Please read the enrollment agreement for details regarding cancellations and refunds.

### ***Graduation Requirements***

A student seeking a degree at this institution may graduate when all degree requirements (as specified in the catalog current at the time of initial enrollment) have been completed.

Students may graduate under the requirements of the catalog in effect at the time of initial enrollment, provided they remain continuously enrolled.



Students who do not enroll for two or more consecutive sessions must reapply for admission and will be subject to requirements of the catalog in effect at the time of re-enrollment. A student who remains continuously enrolled may elect to graduate under the terms of the catalog in effect at the time of enrollment, or any newer catalog published before graduating.

## **International Language Requirement**

Applicants where English is not the native language are required to demonstrate English language proficiency. This is done by submitting a minimum score of 450 on the Test of English as a Foreign Language (TOEFL) exam. The institution will accept an official TOEFL score or, at the discretion of the school, accept a score of a TOEFL type test administered by this institution. This requirement does not apply to students who have completed at least two years of college level work in which instruction was provided in the English language.

## **Student Privacy Policies (FERPA)**

Under the provisions of the federal law known as the Family Education Rights and Privacy Act of 1974 (FERPA), eligible students, or where applicable, the parents of the students, are afforded certain rights pertaining to University records and personally identifiable information on file with the institution. An eligible student is defined as any person who is currently enrolled or has been enrolled in the institution's programs. It is the policy of the institution to treat all student information, both personal and academic, as strictly confidential. Student information will only be released after appropriate written permission has been obtained.

## **Equal Opportunity Statement**

The University does not discriminate in admission, employment, or administration of its programs on the basis of race, color, national origin, sex, or handicap in violation of Title VI of the Civil Rights Act of 1964, Title IX of the Educational Amendments of 1972 and Section 504 of the Rehabilitation Act of 1973 or other federal, state or local laws, or executive orders.

In addition, this institution does not discriminate in admission, employment, or administration of its programs on the basis of religion, creed, ancestry, belief, age, veteran status, sexual orientation, or in violation of federal, state or local laws, or executive orders.

The institution's complies with the Americans with Disabilities Act (ADA) of 1990, as amended, and Section 504 of the Rehabilitation Act of 1973, as amended.

## **Academic Conduct**

The University of Riverside calls for highest standards of personal and scholarly conduct. Students found guilty of academic dishonesty—cheating or plagiarism shall be subject to disciplinary action. Academic dishonesty includes, but is not limited to the following:

- Cheating-- deceit of any kind on examinations and quizzes or written assignments; illegal possession of examinations; the use of unauthorized notes during an examination; obtaining information during an examination from another

person; assisting others to cheat; alteration of grade records; and illegal entry or unauthorized presence in an office or online Web site are all instances of cheating.

- Plagiarism—Plagiarism is the offering of another's work, without proper acknowledgment, as one's own. Any student who fails to give credit for quotations or essentially identical expression of material taken from books, periodicals, journals, encyclopedias, magazines, and other reference works or from theses, reports, or other writings of another individual is guilty of plagiarism. This obligation applies to quizzes, examinations, daily reports, projects, papers, theses, and dissertations.
- The instructor is responsible for initiating action in each case of dishonesty that occurs in the classroom. In cases of convincing evidence or admitted academic dishonesty or plagiarism, an instructor shall take appropriate action by referring the case to the Academic Dean. The student has the right to a hearing before the Administrative Council before being dismissed from the institution. Such infractions will be placed on the student's transcript.

## **Grievance Procedure**

The current catalog presents the procedure to be followed in the event that a student encounters a problem and wishes to submit a grievance. Please refer to the most current catalog for additional information.

## **Student Conduct**

Misconduct for which students or organizations are subject to disciplinary action falls into the following categories:

Acts of dishonesty, including but not limited to the following:

1. Any act of academic dishonesty (see Academic Conduct Policy).
2. Stealing, destroying, defacing, damaging or misusing college property or property belonging to another. Knowingly in possession of stolen property constitutes being an accessory to theft and is, therefore, a violation of this provision.
3. Misuse or abuse of computer equipment, programs, or data.
  - a. Unauthorized use of computing resources or use of computing resources for unauthorized purposes.
  - b. Accessing or copying programs, records, or data belonging to the school or another user without permission.
  - d. Transporting copies of school programs, records, or data to another person or computer site without written authorization.
  - e. Attempting to destroy or modify programs, records, or data belonging to the school or another user.
4. Forgery, unauthorized alteration, or misuse of any school document, form, record, or instrument of identification.

5. Withholding material information from the university or misrepresenting the truth before a hearing of the University and making false statements to any University official. The submission of false information at the time of admission or readmission is grounds for rejection of the application, withdrawal of any offer of acceptance, cancellation of enrollment, dismissal, or other appropriate disciplinary action.

Conduct which adversely affects the University's community, including, but not limited to the following:

1. Failure to comply with a directive of a University employee who is acting within the realm of his/her authority.
2. Failure to heed an official summons to the office of an administrative officer within the designated time.
3. Failure to meet financial obligations to the school, or writing checks on accounts with insufficient funds.
4. Unauthorized entry into or unauthorized use of the University's classroom space, office space, facilities, equipment or resources.
5. Engaging in conduct that interferes with or disrupts any teaching, research, administrative, disciplinary, public service, or other authorized activity or the peace and welfare of any person.
6. Obstructing or restraining the passage of any person at an exit or entrance to the institution's campus or property, or preventing or attempting to prevent by force or violence or by threats, the entrance or exit of any person to or from said property or campus.
7. Any act potentially injurious to one's self or another person.
8. Refusal to immediately leave an administrative or faculty office when instructed to do so.
9. Verbal or physical harassment of any student or employee, including threatening e-mail or other correspondence.
10. Any act of sexual harassment. Sexual harassment is a request or demand of a sexual nature of explicit or implicit expectation, or where verbal or physical conduct of a sexual nature has the effect of creating an intimidating, offensive, or hostile environment.
11. Failure to maintain a current local mailing address in the office of the Registrar or giving a false or fictitious address to that office.
12. Failure to present student identification on request to any member of the school faculty, staff, administration, or police on request when acting in the performance of his/her duty.
13. Attempting, aiding, abetting, conspiring, hiring, or being an accessory to any act prohibited by this code shall be considered a violation of the code.

## **Library Resources**

Except for a small library of business books and periodicals, no physical library is maintained by this institution. However, a comprehensive list of online research sources are available which covers virtually all of the research a student needs for all courses.

## Faculty Contacts

Students may contact any member of the faculty by addressing an email to the individual faculty member and sending it to [facultyinquiry@uofriverside.com](mailto:facultyinquiry@uofriverside.com). A full list of University faculty members along with degrees and alma matters is printed in the UOR Catalog.

## Frequently Asked Questions

### ***Why Should I Attend This College?***

1. The University of Riverside is
  - a. a state licensed privately operated institution,
  - b. a bona-fide institution of higher learning, and
  - c. all programs have been approved by the State of California.
2. Students can take all courses by distance learning.
3. Faculty and administrators are openly available for advising and counseling.
4. Classes are small supporting almost constant interaction with instructors.
5. The university has retained highly qualified and richly experienced faculty with expertise in their field.
6. Virtually all professors have a doctoral degree from major institutions.

### ***How do I know the program is of high quality?***

1. This University has obtained approval from the Bureau for Private Postsecondary and Vocational Education of the State of California. California leads the nation in the establishment of strict standards each private college or university must meet prior to licensure or the issuance of program approvals.
2. Only the most effective and compelling teaching methods are used by highly motivated instructors.

### ***I have credit from other institutions. Can it be transferred to this institution?***

Usually the answer is yes. If you are enrolled in a Bachelor program, up to 75% of the units required can be transferred from other institutions. This institution's policy is in accord with state guidelines. To receive credit for your prior academic work, please have transcripts sent to this institution. If the transcripts are from overseas, you may be required to pay for translation services or transcript evaluation services or both.

### ***I have credit from a school not regionally accredited. Can it be accepted?***

In many cases the answer is yes. There are certain guidelines we must follow. Your transcripts will be carefully considered to determine how much credit, if any, can be applied towards your degree.

***I have an unofficial, student copy of my academic transcript. Can it be accepted?***

An unofficial copy can be used to do an initial evaluation of your academic records. If you do decide to enroll, official copies of all transcripts must be on file. If you would like your unofficial copy to be evaluated, simply fax or mail it to this institution. The document must be in English. We will make arrangements to have non-English documents translated. A fee will be charged for this service.

***May I enroll in the graduate school without an undergraduate degree?***

Yes. This University's program is designed to incorporate students from a variety of educational backgrounds. Courses are designed to provide subject matter background to those without a bachelor's degree in a directly related field of study.

***If I want to apply to graduate school, how many units must I have completed to be admitted?***

To begin study you do not need to have completed all undergraduate units. However, you must enroll in undergraduate level courses as you proceed with your graduate studies. You will not be officially recognized as a graduate level student until you have acquired and properly documented the completion of 120 semester units (180 quarter units) of undergraduate work.

***How do I apply?***

1. Complete an [Application for Admission](#) form available from the Admission's Office.
2. Request official transcripts of previously earned academic credit to be sent directly to the admissions office. The Transcript Request Forms are a part of the Admission packet.
3. An official transcript documenting your prior college work is required. A transcript is not official unless it is sent from the institution you previously attended directly to this institution. It must bear the official seal of the institution where the work was completed. A student may not submit personal copies of academic records as an official transcript. If the applicant has not completed the last courses for which he/she is registered at the time of filing an application with this institution, a partial transcript should be sent for evaluation. The final transcript showing courses completed and the degree earned, if any, is required and should be provided to this institution within 10 or 12 weeks from the time you enroll and start your program of study.

***How will I know when I have been accepted?***

You may register for classes after you have completed the application and enrollment agreement and paid the required fees. However, you will not be officially admitted to a program until the above items are received and processed. Should additional undergraduate work be required prior to admission to graduate school, you will be notified by mail or e-mail. You will be asked to sign an agreement specifying the requirements to be met prior to your formal admission the graduate school.

***Since I have not been in college for some time, should I expect to have difficulty returning to school?***

This institution's programs have been created for the adult learner. Most entering students are

individuals who have completed some college level studies in past years and are now returning to earn a degree. Few should have any trouble making the transition back to student life. Our faculty members are available to assist students who need advice on study skills, time management, or other topics.

***How will I know which courses to take?***

The catalog contains single page summaries that tell you precisely which courses are required for each of our degree programs. Most students use the single page presentation in the catalog as a checklist as they proceed with their study.

***Can I get college credit for my past work experience?***

This institution may or may not currently grant credit for past work experience. Check with the Chief Academic Officer who is the authority on this subject.

***Once enrolled, how is my status categorized?***

**Good Standing**

A student is deemed to be admitted in good standing when he or she has met all of the prerequisites for admission.

**Conditional Standing**

Students who are deficient in some of the undergraduate prerequisites may be admitted conditionally. Similarly, students who are deficient in some of the lower division general education courses may be admitted conditionally. However, such deficiencies must be made up by enrolling in level appropriate and discipline appropriate courses. Students who are admitted conditionally must remove the deficiencies during their first year of attendance.

**Special Student Status**

A Special (non-degree) Student is a student who is not initially admitted into a degree-granting program. Special Students pursue a program of independent study pursuant to their needs and goals and may enroll in most of the courses offered by the department. However, a student admitted as a Special Student may subsequently request to use credits earned as a Special Student as requirements toward a degree program. Students admitted in this status must meet the normal admissions requirements for the degree program.