REACH UNIVERSITY

Great teaching is at the heart of every school

Undergraduate Candidate Handbook 2024-2025

🍑 Contents

🍑 Candidate Handbook

Candidates are responsible for informing themselves of and satisfactorily meeting all requirements pertinent to their relationship and course of study with the University. Candidates and others who use this handbook should be aware that the information, rules, policies, and procedures change from time to time at the sole discretion of Reach University and that these changes may alter information contained in this publication. More current and complete information may be obtained in the University Catalog, appropriate department, school, or administrative offices, and students are responsible for consulting these sources. Some changes can also be found in the University Catalog, addendum, or Reach University's website at Reach.edu.

Reach University reserves the right, at any time and without notice, to make any changes to all rules, policies, procedures, and any other information that pertains to candidates or the institution. Nothing set forth in this Handbook, or University Catalog, or on its website constituting general descriptions of Reach University's services is intended or should be understood to be a specific promise by the University or to otherwise be a term or condition of contract, or create a contract between the candidates and Reach University.

Candidate Handbook Effective

Reach University's Candidate Handbooks are valid through the academic year Summer 2024, Fall 2024, and Spring 2025.

🍑 Location & Disclosures

1221 Preservation Park Way, Ste. 100

Oakland, CA 94612

Contact: https://www.reach.edu/contact

Website: www.reach.edu

In accordance with Section 600.9 of Title 34 of the Code of Federal Regulations,

An individual may contact the Bureau for Private Postsecondary Education for review of a complaint. The bureau may be contacted at Bureau for Private Postsecondary Education, P.O. Box 980818, West Sacramento, CA 95798-0818, https://connect.bppe.ca.gov/#/submitcomplaint, Phone: (916) 574-8900, Fax: (916) 263-1895.

🍑 Candidate Affairs & Success

Meet the Undergraduate Candidate Services Advising Team
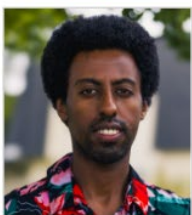
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Frequently Asked Questions:

- [Financial Aid & Billing FAQ](#)
- [Getting started](#)
- [How do I join my online classes (Canvas)?](#)
- [How do I check my schedule (Sonis)?](#)
- [How do I access my transcript (Sonis)?](#)
- [How do I download my 1098-T form for tax returns?](#)
- [What is my degree program?](#)
- [Where is the scope & sequence?](#)
- [When do I graduate?](#)

Contact us:

- Payment, Tuition, & Hold Questions: Bursar@Reach.edu

- Financial Aid Questions: FinAid@Reach.edu

- General Support: CandidateServices@Reach.edu

- Registrar's Office: Registrar@Reach.edu

Our Purpose and Our Mission

Reach meets the non-academic needs of our candidates by providing a range of services. Each candidate works with a dedicated advisor until their graduation. An advisor is assigned in the first semester of the program (and may be assigned during the orientation process.) It is the candidate's responsibility to maintain contact with their advisor and to direct any questions, concerns, or difficulties regarding their program to their advisor in a timely manner. Should a candidate have needs or concerns of a more personal nature (counseling, substance abuse, etc.), their advisor will refer candidates to appropriate external agencies.

Candidates may reach out to the Candidate Services team at CandidateServices@Reach.edu or directly to their dedicated advisor.

Mutual Care	We commit to fostering advising relationships with a caring, human-centered spirit. We see you, the candidate, as an individual who holds agency, talents, and a wealth of knowledge.
Mutual Respect	We have a responsibility to high-quality advising, coaching, and building of candidate capacity and agency. This does not mean the advisor comes in with "all the answers" but partners with you to co-construct solutions.
Mutual Accountability	We welcome accountability – e.g., being open to feedback and being responsive. We also commit to helping you hold yourself accountable for meeting your professional and academic goals.

Reach's Advising Standards

- [Distance Education Advising Commission Standards for Advising Distance Learners](#)
- [2023 CAS Academic Advising Standards.pdf](#)

  Citation: White, E. R. (2006). Using CAS Standards for Self-Assessment and Improvement. Retrieved from the NACADA Clearinghouse of Academic Advising Resources website:
  http://www.nacada.ksu.edu/Resources/Clearinghouse/View-Articles/Using-CAS-Standards-for-self-assessment.aspx

Candidate Support & Resources

- **When to see/ contact your advisor**
  - To discuss your academic progress
  - To add or drop courses
  - To troubleshoot
    (e.g., tech, time management, study skills, stress management, decision making around coursework in the event of a health or family emergency, etc.)
- **How to see your advisor**
  - Texts, emails, & calls are all ways to touch base with your advisor, Monday-Friday during normal business hours (10am - 6pm CST)
  - For longer chats (30 mins+), email your advisor to set up a time via Calendly
- **Some best practices**
  - Stay in touch with your advisor; send important updates. It's a two-way street!!
  - Come prepared with questions & a way to jot notes
  - Be open to having a conversation around goals, school/work balance, study habits, time management, academic progress, soft skills, and more
- **What advising is not**
  - Dumping the responsibility of communicating with professors on the advisor (happy to help you craft emails!)
  - Badmouthing candidates, faculty, and staff (venting is one thing & valid; gossiping is another)
  - Expecting advisors to be on call 24/7
- **Candidates are also able to request and access support in the following areas:**
  - Registrar - Course registration, transcripts, and Academic Plans
  - Bursar - Tuition and fees, candidate ledger, payments, receipts
  - Financial Aid - Award letters, FAFSA
  - Library - Additional materials and access to academic databases

Special Accommodations & Disability Services

Reach University will provide counseling and advising opportunities for candidates with disabilities or access needs, ensuring their full inclusion into the Reach community – as well as supporting their successful academic experience while at Reach.

The following steps must be completed to initiate special accommodations:

1. The candidate provides any supporting documents to kkim@reach.edu (e.g., copy of a high school IEP, physician's note on letterhead, etc.).
2. Next, the Inclusion Services Team prepares a Special Accommodations Letter (PDF).
3. This PDF form is sent to the candidate; the Inclusion Officer emails all professors the accommodation letter according to the candidate's course schedule.

Reasonable Accommodations

Reach University is committed to serving its candidates with disabilities and access needs and makes every effort to provide reasonable accommodations for candidates unless doing so would be an undue hardship or cause a fundamental alteration to a program.

Informal Grievance Procedure

A candidate who has problems arising from conflicts with faculty, evaluation results, advancement, degree/credential requirements, policies, probation conditions, or disqualification should discuss them first with either a Candidate Success Advisor or a faculty member. If a candidate wishes to review a problem or to appeal a decision, s/he should then consult with the Dean of Undergraduate Studies. Should questions arise beyond this point with respect to where or to whom a specific appeal should be directed, the Candidate Services lead may be consulted for advice. After all of the informal procedures for grievances and appeals have been exhausted, the formal grievance procedures may be initiated.

Formal Grievance Procedures

Upon request made in writing to the Dean of Undergraduate Studies, or should the program director deem it necessary, a disciplinary/grievance committee will be assembled. Prior to assembling the committee, the Dean of Undergraduate Studies will determine whether the informal grievance procedure has been exhausted and may require additional steps to be taken through the informal grievance process and a new written notice be given prior to convening a committee. Once it is determined that a disciplinary/grievance committee is appropriate, the committee will be assembled within 30 calendar days of receiving the written request, and members will include, but are not limited to, a member from the executive leadership at Reach and a Reach faculty member. Findings of the disciplinary committee may be appealed to the full Board of Directors as necessary. The decisions of the Board of Directors are final.

Code of Conduct for Reach Candidates

Reach University ("Reach") is committed to maintaining a safe learning environment for candidates, faculty, and staff. Each member of the Reach community is expected to demonstrate behaviors that are consistent with Reach policies and procedures. Candidate behavior that is inconsistent with the Code of Conduct is addressed through processes that are designed to promote safety and good citizenship and, when necessary, the University will administer appropriate consequences.

Candidates are expected to act with professionalism and high regard for ethical conduct in all matters. At times, conduct might fall outside of specific policy statements but may still be in violation of the Code of Conduct. This occurs when conduct is dishonest, unprofessional, or grossly disrespectful of the mission and values of Reach.

Examples of such misconduct include, but are not limited to:

- Plagiarism or other violations of the academic honesty and integrity policy (listed below);
- Conduct that threatens or endangers the health or safety of any person within or related to the Reach community, including verbal and physical abuse, threats, intimidation, harassment, or sexual misconduct;
- Disruptions in seminars and other learning settings which render the faculty member unable to teach, and/or candidates unable to learn, including the use of alcohol or other substances during class time;
- Forging signatures or otherwise unethically altering or manipulating any document for any reason;
- Inappropriate or otherwise disrespectful communication or behavior toward Reach faculty, staff, administration, or peers;
- Making false accusations against any other person, whether written, oral, or in electronic communication;
- Fraudulent use of checks, credit card, or bank account numbers, or other attempts to engage in illegal or deceptive financial transactions;
- Unauthorized recording, dissemination, or publication of academic presentations (including handwritten notes) for a commercial purpose;

By enrolling at Reach, the candidate inherently accepts the policies, best practices, and rules of the institution, as well as the guidance of the faculty and administrative staff. This includes abiding by Reach policies and procedures with regard to course schedules, registration, enrollment, following course sequences, prerequisites, and all related matters pertaining to being a candidate at Reach. The Director of Academic Operations, in conjunction with the Dean of each college, has broad final authority to resolve breach of conduct issues.

Academic Honesty and Integrity Policy

The principles of truth and integrity are recognized as fundamental to any community of teachers, administrators, and scholars. Reach expects that both faculty and candidates will honor these principles and in so doing will protect the integrity of all academic work and participating faculty. While collaboration, feedback, and learning from the work of others are essential to professional collegiality, Reach candidates are expected to complete assigned work using their original ideas and contributions, and without misrepresenting the degree to which they received or provided assistance. Similarly, faculty, coaches, and advisors have the responsibility of exercising care in the planning and supervision of required work so that expectations are clear and that honest effort will be encouraged and positively reinforced.

There are certain forms of conduct that violate Reach's policy of academic integrity. Academic dishonesty (cheating) is a broad category of actions that involve fraud and deception to improve an evaluation or obtain course credit. Academic dishonesty (cheating) is not limited to performance assessment situations alone, but arises whenever candidates attempt to gain an unearned advantage. Plagiarism is a specific form of academic dishonesty (cheating), which consists of the misuse of published or unpublished works of another by claiming them as one's own. Plagiarism may consist of handing in someone else's work as one's own, copying or purchasing a pre-written composition and claiming it as one's own, using paragraphs, sentences, phrases, words, or ideas written by another without giving appropriate citation, or using data and/or statistics compiled by another without giving appropriate citation. Candidates are prohibited from utilizing artificial intelligence (AI) in any manner that compromises academic integrity, undermines the ethical principles of learning, or infringes upon Reach policies. The responsible and ethical use of AI technology is a fundamental expectation, and any misuse may result in disciplinary actions in accordance with Reach's code of conduct.

When a staff member discovers a violation of Reach's policy of academic honesty and integrity, they are required to notify the Director of Academic Operations, the Dean of the college where the infraction took place, the candidate(s) involved, and the designated school site administrator/employer. A course evaluation of "Did Not Meet Expectations" or a grade of D or below may be assigned, or another penalty may be applied at the discretion of the Director of Academic Operations or the presiding Dean of the college. Additional sanctions may be determined by the Provost. Sanctions may include disciplinary probation, suspension, permanent expulsion from Reach, administrative hold on the release of records, a notation on the candidate's official transcript, withholding a degree or recommendation for a credential, and/or recommending the revocation of a credential. Any disciplinary action shall be noted on the candidate's formal academic record either permanently or for the duration of the probationary period. Disciplinary expulsion is a part of the candidate's permanent record.

The candidate may pursue a formal hearing or make a settlement agreement with the consent of the university deans and the Provost. The Provost or a designee will conduct an investigation, confer with the reporting party, faculty member, candidates, or any witnesses identified, and review all evidence. The candidate is entitled to a formal hearing, scheduled by the Provost/designee, in which the evidence of the alleged violation shall be presented before a committee consisting of university deans (The Committee of Deans), and the candidate shall be present to provide an explanation or defense. The Committee of Deans shall submit a written report to the Provost containing the findings,

conclusions, and recommendations. Alternatively, a settlement agreement may be made with the Provost. The settlement agreement will specify the disciplinary sanctions, the length and terms of disciplinary probation or suspension, and the conditions the candidate is expected to meet in order to remain in good standing. The candidate is expected to meet all recommendations in order to remain in good standing (e.g., training or regular meetings with the presiding Dean or other designated Reach personnel). All findings and associated sanctions are relayed to the candidate, the reporting party, and the candidate's site administrator/employer. Any repeated violation of academic honesty and integrity policy shall result in more serious sanctions including suspension or expulsion from Reach with a note on the candidate's permanent record.

Social Media Policy

Candidates are expected to adhere to respectful and nondiscriminatory language and conduct when engaging with the university's online platform, social media channels, and community. Some of the agreed upon norms of online behavior include:

- Respectful language and conduct at all times; no discriminatory language
- On-topic posts (avoid sales/promotions, political, conspiracy, religious posts, divisive topics, or spam, etc.)
- Encouragement and pushes – not shaming or belittling
- Clean language (no profanity, illegal, or obscene content)
- Do not block moderators of the social media page; keep the lines of communication open to discuss concerning posts with the moderator
- Candidates are not obligated to accept or respond to friend requests or private messages
- Conduct must conform to the guidelines on professionalism as outlined in the Reach University Handbook

Repeated nonadherence to these guidelines may result in disciplinary action, including but not limited to being restricted from all Reach social media channels.

Candidate Responsibilities & Understandings

Technology Requirements & Resources

Reach University is a job-embedded, distance-learning college that requires online coursework, online collaboration, and digital assignment requirements. Candidates are responsible for accessing sufficient technology to complete the requirements and school or home technology difficulties are not acceptable grounds for extensions (with the exception of extenuating circumstances, such as natural disasters impacting connectivity). In order to participate, candidates must:

- Maintain working access to a laptop or desktop computer with system requirements that provide access to the learning platform, Canvas. The computer must be sufficient to complete required assignments, online collaborations, email inquiries, and digital assignment items.
- High-speed internet access
- Reliable email access
- Access to Google Suites, Adobe Acrobat and Zoom
- Maintain and submit digital evidence of seminar/practicum work in the method/format prescribed.

Candidate Understandings

Syllabi: All candidates are required to read the syllabus of the currently enrolled courses within two weeks of commencement of the program.

- If needed, candidates must get clarification from their faculty member within the first two weeks of the semester.

- Candidates are responsible for completing all coursework required by the faculty member, as listed in the syllabus, unless otherwise arranged by the faculty member. Please check deadlines and key dates listed on the syllabi with your professors as well.

Policies & Handbook: Candidates are responsible for reading and understanding the Reach University Academic Catalog, Reach Candidate Handbooks for Graduate & Undergraduate programs respectively, and the Undergraduate Candidate Services Welcome Packet as applicable to their program.

Newsletter: Candidates are expected to read the college newsletter to stay informed with announcements and updates.

Academic Calendar: Candidates are expected to become familiar with the academic calendar for their individual program, including all course start and end dates, holidays, or semester breaks.

Candidate Resources

Due to the small and personalized nature of Reach programs, Reach does not have a range of student affairs offices that handle a variety of candidates' needs as a traditional university might. Instead, we meet the academic needs of our candidates primarily through Reach Candidate Affairs, Advisors, and Faculty who will offer academic support through each program's structured coaching/field supervision components. Additionally, Reach faculty have the flexibility to provide recommendations to existing educational and community resources and supports on an as-needed basis.

Disclosures

The Graduate Institute at Reach University does not have any pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, or has not had a petition in bankruptcy filed against it within the preceding five years that has resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

International Candidates

The Graduate Institute will admit candidates from other countries if they meet all of the required admissions requirements as outlined by each program. Visa services are not provided by the Graduate Institute. Additionally, the Graduate Institute will provide verification of enrollment for any candidates regardless of country of origin. There are no additional fees associated with the admissions of candidates from countries outside of the United States.

Housing

Reach does not offer housing or dormitory facilities. Reach has no responsibility to find or assist a candidate in finding housing.

Name and Likeness

Reach University periodically uses electronic and traditional media (e.g., photographs, video, audio, testimonials) for publicity, educational, or advertising purposes. Candidates will have the option to opt out of the electronic and traditional media and name and likeness use. A Media Release Statement is provided to all candidates in the enrollment packet.

🍑 Statement of Equal Opportunity and Non-Discrimination

It is the policy of Reach University and its Board of Directors to maintain an organizational working and learning environment free of all forms of unlawful discrimination and all forms of harassment, exploitation, or intimidation, including sexual harassment.

Equal Opportunity

Reach University affords equal opportunity to all employees and prospective employees, volunteers, candidates, and other participants without regard to race, color, religion, citizenship, political activity or affiliation, marital status, age, national origin, ancestry, physical or mental disability, medical condition (as defined under California law), veteran status, family care status, sexual orientation, sex (which includes gender and gender identity, pregnancy, childbirth, or related medical conditions), taking or requesting statutorily protected leave, or any other basis protected by law.

Complaint Procedures

Any candidate who believes that they have been discriminated against, should bring their concerns to the attention of appropriate Reach personnel consistent with the grievance procedures outlined in these policies.

Consequences

Reach University will not tolerate any form of discrimination and will take appropriate disciplinary action, including possible termination, of any person determined to have engaged in unlawful conduct under this policy.

No Retaliation

Retaliation (including intimidation, threats, coercion or discrimination) against an individual for raising an allegation of sexual harassment or discrimination is prohibited.

Equal Opportunity and Non-Discrimination

It is the policy of Reach University and its Board of Directors to maintain an organizational working and learning environment free of all forms of unlawful discrimination and all forms of harassment, exploitation, or intimidation, including sexual harassment.

🍑 Family Education Rights and Privacy Act (FERPA)

The Family Education Rights and Privacy Act (FERPA) is a Federal law that applies to educational agencies and institutions that receive funding under a program administered by the U. S. Department of Education. The statute is found at 20 U.S.C. § 1232g and the Department's regulations are found at 34 CFR Part 99.

Under FERPA, schools must generally afford students who are 18 years or over, or attending a post-secondary institution:

• access to their education records
• an opportunity to seek to have the records amended
• some control over the disclosure of information from the records

For more information on how you and your records are protected by FERPA, visit the U.S. Department of Education website.

The federal Family Educational Rights and Privacy Act (FERPA) of 1974 affords students certain rights with respect to their education records.

These rights are:

The right to inspect and review the student's education records within 45 days of the day the University receives a request for access. Students should submit to the Registrar, written requests that identify the specific record(s) they wish to inspect. The Registrar will make arrangements for access and notify the student of the time and place where the

records may be inspected.

The right to request the amendment of the student's education records that the student believes are inaccurate or misleading. Students may ask the University to amend a record that they believe is inaccurate or misleading. They should write to the Registrar, clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading. If the University decides not to amend the record as requested by the student, the University will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. **NOTE:** The right to challenge grades does not apply under the act unless the grade assigned was inaccurately recorded.

The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that the law authorizes disclosure without consent. One exception that permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is defined as a person employed by the University in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the University has contracted as its agent to provide a service instead of using University employees or officials (such as an attorney, auditor, or collection agent); a person serving on the Board of Trustees; or a student serving on an official committee; such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an educational record in order to fulfill his or her professional responsibilities for the University.

Another exception is the release of "directory information," which may be released without a student's consent unless specifically prohibited by the student. The following is considered directory information:

The Family Educational Rights and Privacy Act (FERPA) designates certain information related to students as "Directory Information". This gives the University the right to disclose such information to anyone inquiring without having to ask students for permission, unless the students specifically request in writing that all such information not be made public without their written consent. The categories of "Directory Information" at Reach University are as follows:

- Student's legal name
- Mailing Address
- Major field of study
- Dates of attendance and Enrollment status for a particular semester (FT, HT, LT)
- Class standing (if an Undergraduate – Foundation Year, Intermediate, etc.)
- Expected date of graduation
- Degrees and awards received including Dean's/President's lists and graduation honors
- Most recent previous educational institution attended by the student

To facilitate participation in our programs, certain Education Records and Personally Identifiable Information (as defined in FERPA) may be disclosed to a candidate's employer school partner as well as the relevant local or state workforce agencies ("Workforce Agencies") as required for oversight of apprenticeship programs such as the one in which the candidate is participating. Further, such information may be re-disclosed by a candidate's employer school partner to Workforce Agencies.

The right to file a complaint with the U.S. Department of Education concerning alleged failures by the University to comply with the requirements of federal law as they pertain to access and disclosure of student's education records. The name and address of the office that administers this law is:

> **Family Policy Compliance Office**
> U.S. Department of Education
> 400 Maryland Avenue, S.W.
> Washington, DC 20202-4605

Except as outlined above, Reach University requires written consent from candidates before releasing any personally identifiable information from their education records. Such written consent for release must specify what information/record is to be released, state the purpose for release, identify the party to whom the information/record will be released to, and be signed and dated by the candidate. Please use the FERPA Release of Information Authorization Form (linked here).

Requests will be maintained as part of the student record. Authorization may be revoked by the candidate at any time by submitting a written request to the Registrar's Office at Registrar@reach.edu. Questions or concerns about the privacy of the candidate's education records or these procedures may be brought to the attention of the Registrar's Office at Registrar@reach.edu.

Office of Financial Aid

Department Information

- Reach University Office of Financial Aid
- finaid@Reach.edu
- Federal School Code: 042637

Financial Aid Process

Step 1: Apply for Aid through FAFSA
- Complete a FAFSA at www.fafsa.gov. Make sure to include Reach on your application by entering our school code (042637). Otherwise, we will not have access to your FAFSA!
- Use the IRS Data Retrieval Tool to import tax data into your application as it simplifies the aid application process, improves accuracy of the application and can reduce the likelihood that the FAFSA will be selected for the verification process.
- Once you have applied for aid, Reach will review your application and determine what documents are needed to verify eligibility for all awards. More about verification on the following pages.

Step 2: Submit Required Items to the Office of Financial Aid
- Submit all requested documentation as soon as possible.
- Required tax documents may include:
- 1040 or 1040X tax returns
- Verification of citizenship
- Default Clearance Letter or documentation of default loan payment plan
- Statement of Educational Purpose
- Photo ID
- Once all required items have been received by the Office of Financial Aid, your documents will be reviewed. At the end of this process, you will receive your financial aid package.

Step 3: Review your Financial Aid Notification
- The Office of Financial Aid will send you an official Financial Aid Notification (FAN) via the email we have on file for you, detailing your complete financial aid eligibility for the academic year, which may include federal grants and university grants.

- Your FAN is your official notification of the financial aid funding you will receive as determined by the Office of Financial Aid upon review of your FAFSA.
- Reviewing your FAN is extremely important. The next section provides information about how to appeal your financial aid eligibility due to extenuating circumstances.

Accessing Your Candidate Account

Your SonisWeb account will show you any direct charges (tuition and fees). Financial aid will be credited to your SonisWeb candidate account to determine the final amount you will be responsible to pay. If you complete the financial aid application process (submit the FAFSA and any required verification documents), you will pay no more than $900 per year. If you do not submit the FAFSA or required documentation, you will have to pay the full semester tuition before enrolling in classes.

The difference between your direct charges and your financial aid credits (grants, scholarships) is the amount you will owe Reach University. This is called your "Net Tuition".

Office of Financial Aid Code of Conduct

In August 2008, Congress enacted and the President signed into law the Higher Education Opportunity Act (HEOA), reauthorizing the Higher Education Act of 1965, as amended. Among its many provisions, the HEOA requires every institution participating in federal financial aid programs to adopt a code of conduct for student loans and display it prominently on its website. Our code can be found on the Reach University website https://www.reach.edu/financial-aid.

Reach University prohibits conflicts of interest with the responsibilities of officers, employees, or agents of the university with respect to education loans for students. The university shall comply with, administer, enforce, prominently publish on its website(s), and annually inform officers, employees and agents of the university with responsibilities with respect to education loans of the Financial Aid Code of Conduct.

- Ban on Revenue-Sharing Arrangements: Reach University shall not enter into any revenue-sharing arrangement with any lender or other vendor working with any of its offices that are responsible for carrying out financial aid functions. Reach University shall not accept any fee or other material benefit in exchange for recommending a lender to its students
- Gift Ban: No university officer or employee with financial aid responsibilities shall solicit or accept a gift having a monetary value of more than a de minimum amount from a lender, guarantor, or servicer of education loans.
- Contracting Arrangements Prohibited: No university officer or employee with financial aid responsibilities shall accept from any lender or lender affiliate payment or other financial benefit as compensation for any type of consulting arrangement or other contract to provide services to a lender.
- Interaction with Borrowers: The university shall not automatically assign a particular lender to any borrower, unless required to do so by law, and shall not refuse to certify or delay certification of any loan based on the lender or guarantee agency selected by the borrower.
- Prohibition on Offers of Funds for Private Loans: The university shall not request or accept from a lender an offer of funds to be used for private education loans in exchange for the university providing the lender with a specified number or volume of federal loans or in exchange for placement on a preferred lender list.
- Ban on Staffing Assistance: The university shall not request or accept from any lender assistance with call center staffing or Financial Aid Office staffing unless any such assistance has been legislatively defined as acceptable. Lenders, for example, may provide professional development training to financial aid administrators, educational advising materials to borrowers, or assistance in state or federally-declared natural disasters.

- Advisory Board Assistance: All employees with financial aid responsibilities shall be prohibited from receiving anything of value from a lender or guarantor in return for service on its advisory board. Reimbursement for or payment of reasonable expenses incurred in connection with such service, however, is permitted.

Return to Title IV (R2T4) Funds & Repayment Calculations

See University Catalog.

Drug and Alcohol Policy

See our drug and alcohol policy here: Drug and Alcohol Prevention

General College Information

Reach University admits candidates of any race, color, national and ethnic origin, sex, and age to all the rights, privileges, programs, and activities generally accorded or made available to candidates at the university. It does not discriminate against any person on the basis of race, color, national and ethnic origin, sex, or age in the administration of its educational policies, admissions policies, scholarships and loan programs, or other programs administered by the university.

Required Federal Consumer Disclosures

College Information as reported to the U.S. Department of Education may be accessed at the College Navigator site. The site has a large amount of statistical information about expenses, financial aid, enrollment, admissions, retention rates and much more. The site allows consumers to compare information from different colleges.
- Learn more about federal compliance & candidate consumer information. Completion Rates
- Completion rates are reported by July 1st of each year pursuant to the candidate Right-to-Know Act. This information is available at the Registrar's Office.

Campus Security Information

Institutions are required to collect campus security data. The Security Report is made available annually every October 1st.

Candidate Records Disclosure Information

Rights and Responsibilities in Accepting Financial Aid
By accepting your financial aid disbursements, you have indicated that you have read, understood and will comply with all of the rights and responsibilities contained therein. These include:
Your Responsibilities
- Read all information associated with your financial aid award letter, including the handbook.
- You must comply with all federal requirements of the 1983 Amendments to the Military Selective Service Act.
- If you owe money from a prior over-award of federal funds at any institution, you need to make arrangements for repayment of the over-award. You are not eligible for financial aid if you owe a refund on federal funds.
- You must be in good standing and be making satisfactory progress as outlined in this handbook.
- You must report any additional financial aid (scholarships, grants or loans) you receive that is not listed on your current award letter from Reach University.
- You must meet all other conditions contained elsewhere in this handbook.

- You will need to submit information requested by financial aid processors, Reach University or any other institution or program to which you are applying for aid to clarify your eligibility for financial aid.
- If you are selected for verification or financial aid review, you and your parent(s) may be required to submit additional documents. These may include tax transcripts, W-2 forms and financial aid verification worksheets. Failure to submit the requested information within 30 days prior to the end of your award period will result in the deactivation of your file and could result in the loss of available funds.
- You must repay all loans according to your established repayment schedule. You are not eligible for financial aid if you are in default on a Federal Perkins Loan, Federal Direct/FFEL Stafford Loan or Federal Direct/FFEL PLUS received at any institution.
- If requested by the college, you must participate in loan entrance counseling.
- Participate in loan exit counseling if you received a federal, state, or Institutional loan while you attended Reach University.
- Notify the Registrar Office of a change in your name or address.
- You must notify the Registrar Office AND the Office of Financial Aid of a change in your enrollment (i.e. full-time to part-time attendance).
- Understand the Reach University withdrawal process and the refund policy.
- Monitor and retrieve email and electronic postings issued by the Office of Financial Aid. As a prospective candidate, you will receive electronic messages and official notifications related to your financial aid if you reported a valid email address on your FAFSA. As an enrolled candidate, you will receive all official notifications related to your financial aid electronically via your Reach email account and/or the email account listed on the FAFSA. In addition, some information may be posted directly to your candidate account. Candidates who do not want to receive their financial aid information electronically must inform the Office of Financial Aid that they wish their information to be distributed in paper format.

Your Rights

- You may appeal Reach University's offer of financial assistance if you feel that it is unfair or unreasonable. Appeals should be directed to the Office of Financial Aid.
- Information given to Reach University's Office of Financial Aid is treated confidentially. Personal information you and your family share with the Office of Financial Aid as a prospective candidate is treated confidentially by the staff members of the financial aid and admissions offices; staff members follow prescribed data security policies to ensure the security and confidentiality of your information. Rules regarding the disclosure of personal information once you are enrolled at the college are dictated by the Family Educational Rights and Privacy Act (FERPA) of 1987.
- FERPA affords you certain rights with respect to your educational records. The primary intent of the law is to provide you access to your educational record and to limit disclosure of such records without your written consent. Reach University has posted a detailed outline of its FERPA policies.
- You may have your financial need reviewed if your circumstances change during the academic year. Contact the Office of Financial Aid if you feel that your calculated financial need should be reviewed.
- You have the right to contact the Federal candidate Loan Ombudsman if the Office of Financial Aid did not address and/or resolve any dispute you brought forth in regard to the terms of your federal candidate loans (Stafford loan, Federal Direct Loan, Perkins loan, Parent PLUS loan). You can contact the Ombudsman toll free at: 1.877.557.2575.

You have the right to ask Reach University the following questions

- The names of the accrediting and licensing organizations.
- About its programs and faculty.
- What the cost of attendance is, including tuition, room and board, books and supplies, and other miscellaneous expenses.

- How aid recipients are selected and how a candidate's need is determined.
- How much of a candidate's financial need, as determined by the college, is being met.
- To explain each type of assistance in the candidate's financial aid award.
- What the interest rate is on any candidate loan the candidate has, the total amount the candidate must repay, when repayment starts, and what cancellation and deferment provisions apply.
- The average indebtedness of a candidate who graduates from the university and the percentage of candidates who default on their federal candidate loans.
- How the college determines when a candidate is not making satisfactory academic progress and its implications.
- What special facilities and services are ADA compliant.
- Completion/graduation and job placement rates and how they are calculated.

Accessibility Resources and Services

Reach University is committed to providing and improving accessibility for all members of our community, this includes people with specific needs or disabilities. Reach University is committed to the fair and equitable treatment of all members of the university community. Accommodation services are provided for candidates, and employees. Candidate Services at Reach University fosters the holistic development of candidates. We are committed to nurturing an engaged, thriving, safe and healthy community that is responsive to candidate needs.

For employees and applicants, Reach University follows all federal and state laws for allowing equal opportunity despite disability. The Human Resources Department will coordinate efforts to meet this obligation. Reach University actively supports the rights of disabled individuals throughout the College community.

The Reach University website is designed to be accessible to visitors with disabilities and to comply with federal guidelines concerning accessibility. If you have suggestions on how to make the site more accessible, please report a digital accessibility issue.

Consumer Information for the Candidate

Reach University is required by the federal government, through the Higher Education Act of 1965, as amended, to provide all candidates with specified consumer information. This includes, but is not limited to all information that is related to financial aid including costs of attendance, awarding policies, the availability of need and non-need-based aid programs, application and renewal of financial aid, loan availability, terms and interest rates. Satisfactory progress standards are available in this Financial Aid Handbook.

Read the complete guide to Reach University Consumer Information on our financial aid website.

Financial Aid Privacy Policy

The Office of Financial Aid requires sensitive information be provided to our office. Information that is provided to the Office of Financial Aid through the FAFSA or other means are safeguarded and used solely for the purpose of administering our financial aid program. Written consent from the candidate is required for release of records to outside parties, except for those agencies authorized by law. The data provided to the college is protected under the Higher Education Act (as amended), the Family Educational Rights and Privacy Act (FERPA) and the Privacy Act. Under this Act, candidates may:

- Review their own educational record
- Challenge information (not including grades) they believe to be inaccurate, misleading or not in accord with their right to privacy
- Contact the U.S. Department of Education if they feel that the FERPA policy is not being administered correctly

🍑 University Bursar

Department Information

- Reach University Bursar
- bursar@reach.edu

Our Purpose and Basic Policies

Reach University is dedicated to providing educational opportunities through affordability and accessibility. We work with our candidates to facilitate these opportunities through affordable tuition, payment options such as payment plans, and financial aid.

The Bursar Office mission is to provide accurate billing, prompt processing of payments, and exemplary customer service. This office is responsible for posting tuition charges, billing, candidate payments, and third party payments as received. These processes contribute to the success of the candidate while maintaining the integrity of the University.

Payments & Ledger

Reach University requires all candidates to maintain timely payments for their semester tuition. All candidates are required to have an active monthly payment subscription unless the candidate is paying tuition in full or if the tuition is being paid in full by an employer. Any declined or return transaction may result in cancellation of the payment subscription.

The monthly payments are due in the middle of the month for graduate candidates and on the last business day of each month for undergraduate candidates. It takes 5-7 business days for bank or credit companies to process payments and additional 3-5 business days for the payments to post on SonisWeb. If you have a question about your payment or SonisWeb ledger, contact bursar@reach.edu.

Delinquent Accounts

Reach University reserves the right to suspend participation and disqualify any candidate when they are over 90 days in arrears. Candidates with a past due account balance may be prohibited from registering for classes.

Refund Policy

Please scroll to the financial aid section if you are inquiring about federal financial aid refunds.

🍑 Undergraduate Academic Standards & Policies

Note that the policies mentioned in the Candidate Handbook are supplementary to the Reach University policies stated and published in the University Catalog. The official policies are retained by the University Catalog. Please refer to the catalog for more information or policies that are not listed in the handbook.

Academic Levels

Each semester candidates are classified based on the following:

Foundational   Considered freshman level, no transfer credits applied. Not applicable to BA-LS 2-year program

Intermediate   Considered sophomore level

Advanced   Considered junior and senior levels based on program

Clinical   Only applicable for BAGE & BA-LS 4-year programs

Graduate   A candidate in a post-baccalaureate credential or certificate program, and/or in a master's program

Semester Credit Limit Policy

To ensure a quality learning experience for candidates, a maximum of 21 credits may be taken per semester. To exceed 18 credits, candidates must apply to the Academic Team. Applications will be reviewed on a case-by-case basis.

Attendance Policy

Reach University requires instructors to report attendance based on positive academic engagement during the first and second meeting periods of class, within the census dates set by the institution each semester. Reach candidates are required to post positive academic engagement during the first and second meeting periods of class, within the census dates set by the institution each semester. This includes the opportunity to post positive attendance asynchronously as defined as academic engagement by the Department of Education. Candidates who fail to be academically engaged by the end of the census period may have their financial aid adjusted/revoked and may be subject to being dropped from the course(s) due to non-attendance.

Academic Engagement

Academic engagement is active participation in an instructional activity related to a candidate's course of study, which can include interacting with an instructor about academic matters, submitting an academic assignment, taking an exam, participating in an interactive tutorial, webinar, or interactive computer-assisted instruction, participating in a study group, online discussion or group project assigned by the University, attending and participating with the course instructor and candidates in a class, recitation, field activity, on-the-job applied practica, lecture, or laboratory activity either physically or online. Academic engagement does not include participating in academic advising or counseling or logging into an online class without active participation.

- Asynchronous academic engagement includes any of the categories described in this policy; due to the asynchronous nature of some courses, these activities may take place online, within a certain timeframe, and at the discretion of the candidate.
- Synchronous academic engagement describes a particular type of learning activity that is performed in real-time with an instructor including online meetings, seminars, synchronous lectures, recitation, or field or laboratory activity.
- Placement and clinicals are considered academic engagement that includes both synchronous supervised field experience/practicum/apprenticeship/residency hours where time spent includes observation hours, participation in coaching, feedback from the mentor teacher and/or site supervisor, and asynchronously applied assignments.
- Applied practica (job-embedded learning) assignments are course activities that are embedded in the candidate's actual work responsibilities. Practica are designed to integrate with the candidate's regular teaching, leadership or other "on-the-job" related tasks and assignments. Residency hours, applied assignments, participation in coaching and formative assessment, peer collaboration, observation of work practices, and performance assessments are examples of job-embedded course activities.

Class Participation

Regular class participation is expected of all candidates of the University. The authority to excuse missing participation is at the discretion of the instructor; illness, injury, hospitalization, or military orders are excusable. Instructors are not expected to accommodate a candidate who has missed many critical components of a course, even for legitimate reasons, if arrangements for makeup work would not be reasonable. Candidates are responsible for all the material/content covered in the course(s). Reasonable accommodation is determined by the course instructor, and separate accommodations can be registered with Candidate Services.

Dropping a Course

A drop shall be defined as the disenrollment from one or more classes that does not result in complete removal from all courses. Ceasing to attend a course does not constitute an official dropping of a course or a cancellation of enrollment from the University. Dropping or failing a course(s) may affect course bundles which may require corequisites to be retaken and/or may require auditing courses within a bundle to retake previously dropped course(s). Due to sequential scheduling, Reach does not guarantee a course dropped or failed will be available the next consecutive semester or year. Candidates must process the drop or cancellation by reaching out to their candidate success advisor ("Advisor") or the Registrar – they will send an official drop or cancellation form via DocuSign. The drop or cancellation will become official and tuition will be assessed based on the date of the transaction via DocuSign, or the date the form is processed. Candidates who drop a course successfully during the withdrawal period will be assessed a 'W' grade, an attempted non punitive grade. Those candidates dropping a course after the withdrawal period will be assessed a grade based on the grade scale and academic calendar.

Grade Reports & Unofficial Transcripts

Grade reports and unofficial transcripts are available to candidates through SonisWeb. The University does not release any grade information to any person other than the requesting candidate without the written permission of the candidate.

Requesting an Official Transcript

Access Transcript Request Directly from Clearinghouse https://tsorder.studentclearinghouse.org/

Informal Grievance Procedure

A candidate who has problems arising from conflicts with faculty, evaluation results, advancement, degree/credential requirements, policies, probation conditions, or disqualification should discuss them first with either a Candidate Success Advisor or a faculty member. If a candidate wishes to review a problem or to appeal a decision, the candidate will consult with the Dean of their program of study. Should questions arise beyond this point with respect to where or to whom a specific appeal should be directed, the Candidate Services Director may be consulted for advice. After all of the informal procedures for grievances and appeals have been exhausted, the formal grievance procedures may be initiated.

Formal Grievance Procedures

Upon request made in writing to the Dean of the program of study, or should the program director deem it necessary, a disciplinary/grievance committee will be assembled. Prior to assembling the committee, the Dean will determine whether the informal grievance procedure has been exhausted and may require additional steps be taken through the informal grievance process, and a new written notice be given, prior to convening a committee. Once it is determined that a disciplinary/grievance committee is appropriate, the committee will be assembled within 30 calendar days of receiving the written request, and members will include, but are not limited to, a member from the executive leadership at Reach and a Reach faculty member. Findings of the disciplinary committee may be appealed to the full Board of Directors as necessary. The decisions of the Board of Directors are final.

Right to Cancel

Entering candidates who have not yet started any classes have a right to cancel, without any penalty or obligations, prior to or on the first day of classes. Cancellation may occur when the candidate provides a written notice or Notice of Cancellation Form to their advisor via email or mail. Mail is effective from the postmark date, and email is effective on the date when the email was sent.

Official Withdrawal from the University

Candidates have the right to withdraw from all courses and from Reach University on or after the first day of classes and after posting positive academic engagement. When a candidate initiates a withdrawal, this withdrawal is considered official. If a candidate requests to withdraw in writing, then the request is supported by the Withdrawal Form. The Department of Education considers the date the candidate begins the official withdrawal process as the *Date of Initiation* and the official date of withdrawal, the *Date of Determination,* is the date on which the school was made aware as the signature date on the Withdrawal Form. Based on the *Date of Initiation*, candidates will be assessed a grade based on the University's withdrawal grade scales and academic calendar.

Reach University Course Catalog

Reach University maintains a University Course Catalog. This catalog includes the current course listings and descriptions for undergraduate and graduate programs. 2024-25 University Course Catalog can be referenced here https://tinyurl.com/ReachCourseCatalog24-25

🍑 University Support Services, Learning Facilities, & Resources

Additional Services & Departments

Candidates Access to Support:

- Registrar - Course Registration, Transcripts, and Academic Record
    registrar@reach.edu - Registrar's Office Address: PO BOX 6439, Anaheim, CA 92816
- Bursar - Tuition, Payments, Payment Plans
    bursar@reach.edu
- Financial Aid – FASFA, Pell Grant & Scholarships
    financialaid@reach.edu
- Graduate Candidate Career Services – Graduate Candidate Credential Analysis Services
    grad@reach.edu
- Technology Support – Canvas Support (online learning management system) and SonisWeb Support (online Student Information System), Torsh Talent (online video recording and editing tool)
    support@reach.edu
- Library Services - Access to library and learning resources
    library@reach.edu

Learning Facilities & Resources

By design, most Reach programs and learning opportunities take place on site at partner schools. The majority of seminars, field coaching, and practicum projects occur at candidates' schools or in neighborhood schools. Reach

maintains Memoranda of Understanding (MOU) with each of its partner schools, in which partner schools commit to providing Reach candidates with computer access, wireless Internet access and group workspaces.

Reach University also maintains an office in Oakland, California's historic Preservation Park. The office includes a small physical library and workspace. The Reach office allows candidates local to the Oakland, CA area to access a printer, scanner, and copier.

Reach uses multiple platforms to facilitate different types of engagement including an online research library, e-readers, and a learning management system for course content and participation.

Library Resources

Informational and learning resources available to candidates include Study.net and EBSCO. Study.net is an online electronic delivery system of academic content, and is accessed through Canvas, the Learning Management System, utilized by all Reach academic programs. EBSCO is a research database system which facilitates candidates' ability to conduct research in their respective areas of development and interest.

The Reach University Library – Physical & Digital Resources

The physical Reach University Library found at the Preservation Parkway location contains a variety of books and instructional materials aimed at supporting teachers, coaches and administrators. Reach staff, participants and Alumni can use this resource to search for and reserve books that are housed in the Reach Library.

Technology

Reach programs typically include online coursework, online collaboration, and digital assignment requirements. Candidates are responsible for accessing sufficient technology to complete the requirements and school or home technology difficulties are not acceptable grounds for extensions. In order to participate in the Reach program, candidates must:

- Maintain working access to a computer, sufficient to complete required assignments, online collaborations, email inquiries, and digital assignment items, at their own expense (or by arrangement with their employer), including: high-speed internet access, reliable email access, and software applications including MS Word, MS PowerPoint, MS Excel, and Adobe Acrobat.
- Utilize their Reach email address to access coursework, communicate with staff, and log into technology platforms that are used in the program.
- Maintain and submit digital evidence of seminar/practicum work in the method/format prescribed.
- Bring a laptop to seminars and one-on-one meetings.
- Back up all Reach-related files.