

Dale Kietzman University Student Handbook

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Welcome

This year of 2010 witnesses the beginning of a great step forward on our continent: We are welcoming you to Dale Kietzman University.

Our status as a Development University means we have a special mission to serve a diverse urban and rural population through economic development, social progress, and community outreach. Because of this special role, our students will have many opportunities to apply classroom learning to real life situations in the community. Our special mission depends upon you—our students—to bring it to life.

You are about to embark on a great adventure—an adventure that can and will change your life. You will not be alone on this journey.

Many people shared my journey, the journey that brought me to this point in my life. I grew up in Melong, Nkongsamba in Cameroon. I gave my life to Jesus Christ at 17 years of age, and became a pastor at 20. I have been a fulltime pastor for 28 years. During that time, I trained more than 500 ministers for the African Independent Churches (AIC). But several key leaders the Lord placed along my way challenged me to think big, and with their support and guidance, I went on to University. I was fortunate to meet Dr. Dale Kietzman there who continued to encourage my efforts, and so I became the president of Dale Kietzman University.

I couldn't have done all this without the support of my community – my facilitators, colleagues, friends and family. It took hard work, faith in Christ, and people who cared about me.

You'll have options. Take advantage of them! That's what an education is all about: developing yourself as a whole person. Understand your role in society. Meet challenges with an open mind, free of preconceived notions. Use what you learn to improve your campus, your community, and your world. That's what it means to be a part of something larger than you...a member of the Dale Kietzman University community.

Cordially yours, and with best wishes for you in your career,

Rev. Dr. Andre Talla
President

The Dale Kietzman University Student Handbook is offered to you to enhance your experience at DKU. It is important to read it thoroughly in order to understand both what is expected of you and the resources we provide. Please refer to the Dale Kietzman University catalog for official information on university programs and policies.

Like all schools, DKU reserves the right to make changes as circumstances demand with reference to admission, registration, tuition and fees, attendance, curriculum requirements, conduct, academic standing and degree candidacy. Any changes in campus policy will be publicized through various means including electronic mail, so it is important to read carefully any information that is sent from the university office. The most current information regarding academic policies is available through the DKU office. We are here to assist you in your education, so please let us know if there are any ways we can help make you transition smoothly into the DKU community and throughout your program all the way to graduation.

Benefits of a DKU Education

We are glad you have chosen to study at Dale Kietzman University and welcome you to our community. As a new DKU student, you will soon understand the value of your degree program. Dale Kietzman University specializes in an integrated approach to development issues. Created to serve voluntary organizations involved in holistic development, many of which are religious in nature, DKU emphasizes excellence in academic studies from a global perspective.

DKU employs both traditional and new educational methods, focusing on cutting-edge development strategies. Your DK academic degree program will be practical as well as academic and theoretical, permitting you to serve while learning. You will be able to apply your studies to today's changing world, becoming an agent of positive change. You will increase your self-reliance and flexibility by exploring new approaches to cross cultural service through innovative study programs.

Contrary to common understanding, the roots of human problems lie deep within cultural and social systems. DKU seeks to equip you to understand these systems, identify the roots of pervasive problems, and effectively address their causes. Only through such development practices can lasting change be achieved. You will study the historical, social, cultural, religious, educational, economic, technical, and political matrix in which change can occur.

As a student of DKU, you will discover and address the roots of human problems around the world as you complete your academic degree through independent study right where you are on the field in Africa. You will work with a facilitator throughout your curriculum as you develop a program of community development to be used within the context of your current work. For those of you just entering this field, you will be prepared to serve the field of community development with lasting positive impact.

Nondiscrimination

Within the context of its commitment to the values of the world of voluntary organizations involved in holistic development, many of which are religious in nature, DKU does not discriminate on the basis of race, color, national or ethnic origin, gender, marital status, or physical disability and students will not so discriminate against students.

Facilitators

You will be working with a facilitator who will act as a facilitator and assist you both in your academic progress and in developing your community development project. This facilitator will serve DKU as adjunct faculty.

- You will be meeting regularly with your facilitator and possibly a cohort of students. We ask that you be respectful of your facilitator's time. If you have a scheduled meeting, be there on time. If you will be prevented from being there, call as soon as possible to make other arrangements. If two meetings are missed during a course without notification, you will be given a verbal warning by your facilitator who will notify the DKU office in writing of this warning. At this point it is important that you develop a workable plan with your facilitator. A third meeting missed without notification will result in being placed on probation.
- We also request that you treat your facilitator and other students with respect. A good working relationship of mutual respect will be crucial to a successful educational experience.
- If you have concerns about your relationship with your facilitator, talk these concerns over with him or her. If any issues continue, please refer to the grievance policy outlined in the university catalog.

Faculty

DKU faculty are experts in their fields both academically and professionally.

- Each DKU course will have a faculty member who will arrange the grading of papers and exams. If you have questions about your course during the semester that cannot be addressed adequately by your facilitator, you are encouraged to contact the faculty member by email. You may also wish to arrange a SKYPE call to speak directly with the faculty member if this service is available in your area.
- You should expect feedback and/or grades for assignments, research papers and exams approximately 2 weeks from the time the university receives the work. Please allow ample time for mail service for any work that cannot be submitted via email attachment. If there will be a delay for any reason, you will be notified promptly.

Technical Assistance

Dale Kietzman University courses are administered by independent study utilizing the internet, email and other related resources such as SKYPE and Questia, the on-line library. You will be required to demonstrate competency in internet use early in your program, but if at any time you need technical

assistance, you are encouraged to ask your facilitator. If the problem cannot be resolved, staff at DKU are ready to assist you.

Registering

Upon admission you will be sent a packet with your first enrollment agreement. Determine with your facilitator which course you will begin with and submit the completed enrollment agreement form to the Dale Kietzman University office, along with payment or a request for a payment plan. Arrangements will be made for you to acquire necessary course materials. Course guides will be sent in time for you to begin work by the next official start date.

Tuition Billing

You must submit payment or arrange a payment plan prior to being sent materials for the course. Arranged payment may be sent with the Enrollment Agreement or by separate post, but must be received prior to receiving course materials.

Withdrawing

If you must withdraw from a course or from the program, submit your request in writing. If you withdraw prior to the course start date, there will be no notation on your transcript and you will receive a full refund. If you withdraw after the start date and before 50% of the course has progressed, you will receive a grade of W (withdraw) on your transcript that provides academic history but does not figure into your grade point average. Failure to either complete course requirements or officially withdraw before 50% of the course has been completed will result in a grade of F or NC. The facilitator will make reasonable efforts to determine your course status, but it is ultimately your responsibility to communicate your status to the university.

Cancellation and Refund Policy

If for any reason an applicant is not accepted by Dale Kietzman University, the applicant is entitled to a refund of all monies paid.

Three-Day Cancellation: An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, Dale Kietzman University shall provide the 100% refund.

Other Cancellations: An applicant requesting cancellation more than three days after signing an enrollment agreement and making an initial payment, but prior to entering Dale Kietzman University, is entitled to a refund of all monies paid, *less the registration fee of \$100.*

Refund after the commencement of classes:

1. Procedure for withdrawal/withdrawal date:

- a) A student choosing to withdraw from Dale Kietzman University after the commencement of classes is to provide written notice to the university office with a copy to the facilitator. The notice is to indicate the expected last date of attendance and be signed and dated by the student.
- b) For a student who is on authorized Leave of Absence, the withdraw date is the date the student was scheduled to return from the Leave and failed to do so.
- c) A student will be determined to be withdrawn from the institution if the student has not attended any class for 30 consecutive class days.
- d) All refunds will be issued within 30 days of the determination of the withdrawal date.

2. Tuition charges/refunds:

- a) Before the beginning of classes, the student is entitled to a refund of 100% of the Course tuition.
- b) After the commencement of classes, the tuition refund amount shall be determined as follows:

% of the semester progressed:	Tuition refund amount:
10% or less	90%
More than 10% and less than or equal to 20%	80%
More than 20% and less than or equal to 30%	70%
More than 30% and less than or equal to 40%	60%
More than 40% and less than or equal to 50%	50%
More than 50%	No Refund is required

Refunds will be issued within 30 days of the date of student notification, or date of school determination (withdrawn due to absences), or in the case of a student not returning from an authorized Leave of Absence (LOA), within 30 days of the date the student was scheduled to return from the LOA and did not return.

Library Resources

The University has an extensive collection of e-books available for student use. It also requires that all students subscribe annually to Questia, the on-line library.

Career Advancement

The Dale Kietzman University program is one with career advancement built in. Throughout your DKU studies you will be building a community development

program that you will be able to implement within the context of the work you are already doing. As you progress through the program you will be developing important contacts within the field of community development to expand your ability to serve the international community as you graduate.

Transferring

Students planning to continue their education with another school either before or after earning a degree from Dale Kietzman University should check with that school regarding credit transfer policies. Credits and degrees earned at Dale Kietzman University may transfer to some, but not all, learning institutions.

Transcripts, Student Records and Rights to Privacy

Dale Kietzman University maintains an official copy of your DKU academic record for a minimum of 50 years. You may request in writing an unofficial copy of your transcript twice a year without charge. Be sure to specify that it is to be an unofficial copy. Additional copies will be charged a fee of \$3.00 each. Official copies of transcripts may be requested in writing for a fee of \$5.00 each. In either case your request must include your name, DKU ID#, the ending date of your most recent DKU coursework and your signature. If you are requesting an official copy to be sent other than to yourself, be sure to include the exact address, including the name of the school or organization, the department it needs to go to and, if possible, the name of the person to receive it. If the official transcript is to be sent directly to you so that you can hand carry it to another school or organization requesting an “official” copy, note that for it to remain official, you must request that it be sealed officially and then you must not open it before submitting it to the other entity.

Right to Inspect Records and Disclosure of Educational Records

DKU adheres to the requirements of Section 438 of the General Education Act. Students have the right to inspect their educational records. Further, students must give permission in writing before their records may be released to others, except for directory information and disclosure to DKU faculty and staff with a legitimate educational interest.

Students have the right to challenge inaccurate or misleading material in their records and the opportunity for a hearing before a neutral committee. If this committee decides that the challenged information is not inaccurate, misleading, or in violation of the student’s right of privacy, the student has the right to have placed in the record a statement commenting on the challenged information and/or a statement setting forth reasons for disagreeing with the committee’s decision. If the University discloses the contested portion of the record, it must also disclose the student’s statement. If the University decides that the information is inaccurate, misleading, or in violation of the student’s right of privacy, it will amend the record and notify the student in writing that the record has been amended.

Family Educational Rights and Privacy Act

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. Student in this document is defined as one who has at one time been admitted to Dale Kietzman University for a course or program of study.

These rights are:

(1) The right to inspect and review the student's education records within 45 days of the day Dale Kietzman University receives a request for access. Students must submit to the DKU Office of Admissions and Records written requests that identify the record(s) they wish to inspect. The Director of Admissions and Records will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the Office of Admissions and Records, the student shall be advised of the correct official to whom the request should be addressed.

(2) The right to request the amendment of the student's education records that the student believes are inaccurate. Students may ask Dale Kietzman University to amend records that they believe are inaccurate. They should write to the Registrar, clearly identify the part of the record they want changed, and specify why it is inaccurate. If Dale Kietzman University decides not to amend the record as requested by the student, the student shall be notified of the decision and advised as to his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

3) The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception which permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is a person employed by Dale Kietzman University in an administrative, supervisory, academic or research, or support staff position (including law enforcement personnel and health staff); a person or company with whom Dale Kietzman University has contracted (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 education record in order to fulfill his or her professional responsibility.

(4) The right to file a complaint with the U.S. Department of Education concerning alleged failures by Dale Kietzman University to comply with the requirements of FERPA. The name and address of the Office that administers

FERPA is: Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, SW., Washington, DC, 20202- 4605.

Students may release information in educational records by making the request in writing to the Director of Admissions and Records. Please designate the specific categories of information that may be released, the specific individuals to whom it may be released, and the end date for the agreement.

DKU reserves the right to refuse student inspection of the following records:

1. The financial statement of the student's parents.
2. Statements of recommendation for which the student has waived right of access.
3. Records that are excluded from the FERPA definition of education records.
4. In addition, WCIU reserves the right to deny transcripts or copies of records not required to be made available by FERPA in the following situations:
 - The student has an unpaid financial obligation to WCIU.
 - There is an unresolved disciplinary action against the student.

Student Code of Conduct

The value of your degree is based not only on the integrity of the program, coursework and faculty, but on the integrity of the students of Dale Kietzman University. Therefore, DKU has adopted a Student Code of Conduct to protect the rights and responsibilities of students, facilitators, faculty and staff, the reputation Dale Kietzman University and the value of your degree. This code ensures that student and faculty/staff interactions are characterized by mutual respect and civility.

The university setting is one in which students are encouraged to explore and enter into the vast world of knowledge and thought. And it is a setting in which students are learning from experts in the field, those who have gone before them in the learning process. Begin within the framework of learning from your facilitator, your instructors, other students in your cohort and from the course content even while you question and form your own opinions in respectful ways.

All Dale Kietzman University students are required to abide by all standards and policies established by the school in their academic work and their personal conduct. If any student is concerned about observed or experienced violations of the student conduct code, the student may contact his/her facilitator or the Program Director.

Students shall:

1. Treat fellow students, faculty and staff with courtesy, respect, and dignity and behave in a manner that reflects the integrity of the school.

2. Comply with directions of Dale Kietzman University officials acting in the performance of their duties.
3. Accept responsibility for the consequences of their actions.
4. Abide by all published policies, including but not limited to, those that appear in Dale Kietzman University catalogs, student handbooks, study materials, and enrollment agreements.
5. Never misrepresent the school or its staff in any online social communities.
6. Observe all rules on submitting work and taking examinations and never turn in work that is not their own or present another person's ideas as their own.
7. Never ask for, receive, or give unauthorized help on graded assignments, quizzes, or examinations.

The preceding guidelines apply to all students. An official of Dale Kietzman University may, at his/her discretion, take disciplinary action up to and including dismissal from the school for failure to comply with any aspect of the Student Code of Conduct.

Cheating

Cheating can be defined as any collaborative work submitted to the school that does not represent solely the work of the enrolled student. This would include submission of someone else's work, submission of answers obtained in unauthorized ways, or providing answers to another student.

If cheating is suspected, the student will be notified and required to respond in writing to the charges made. The response will go to the Program Administrator for a decision on the student's enrollment. Disciplinary action can be applied up to and including termination of the student's enrollment.

Any inappropriate behavior on the part of a student in the final exam will result in a failed exam, which must be repeated as a make-up test.

Plagiarism

Plagiarism is dishonestly using another person's ideas or finished work as your own without giving credit for the source. It includes copying or paraphrasing something and using it as if you had done the work yourself. DKU maintains zero tolerance for acts of plagiarism. Possible discipline for students who submit plagiarized work may include failure on the paper or exam, failure in the course or expulsion. If you have questions about plagiarism or about specific instances in papers you are working on, please consult with your facilitator.

Use of the Worldwide Web

Dale Kietzman University expects students to use good judgment when communicating online with the school. Illegal or improper use of the Web for

any work submitted to the university or that represents the university in any way will not be permitted and may result in disciplinary action.

Grievance Policy

Your rights, as well as your responsibilities, are important to us at Dale Kietzman University. Many student complaints may be handled by communicating verbally with the instructor or administrator. If that is not possible or does not bring satisfaction, students who have a complaint should make it in writing to their Facilitator or instructor. The instructor or Facilitator will provide a verbal or written response, depending on the student's preferred choice of communication, within 2 weeks of receipt of the complaint. If the student believes that the complaint has not been properly handled at that point, the student should use the following procedure to register a grievance.

Steps in Grievance Procedure:

- The student should contact the Program Coordinator either by phone or in writing expressing his or her concern within 30 days of receiving a response to the original complaint.
- The Program Coordinator will respond either by phone or in writing within two weeks of receiving the complaint.
- If the student feels that the issue is still unresolved, he or she has 30 days to express continued concerns in writing to the Vice President for Academic Affairs. A response will be sent to the student within two weeks.
- If the student still believes the grievance is unresolved, he or she may request in writing a review by the university president within 30 days from receiving the response from the Vice President for Academic Affairs.
- The decision of the president will be final.
- All grievance forms and final decision notifications will be filed in the student's academic file.
- If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details. The State Board address is 1400 W. Washington Street, Room 260, Phoenix, AZ 85007; phone #: 602-542-5709; website address: <http://azppse.state.az.us>