



Palo Alto University

Psychology | Counseling

2021-2022
Student Handbook

Disclosure Statement

This Handbook and its contents are subject to change without notice as the University deems necessary and appropriate. Any updates will be noted here and updated in the appropriate portion of the handbook. We will also notify the PAU community by email of any updates.

All disputes regarding university compliance with the contents are subject to exclusive resolution under the Institutional Grievance Procedure. Students are provided a copy of this document at the time of enrollment. This document is maintained on the PAU website at <http://www.paloaltou.edu>, as well as [MyPAU Portal](#).

PAU Mission

Through education, research, and training in psychology and counseling, PAU prepares its students to address pressing and emerging issues that equitably meet the needs of our ever-changing human condition.

Welcome Message from Dean of Students

Dear PAU Students:

Welcome to the 2021-2022 academic year at PAU! Whether you are new to Palo Alto University, a returning student, a student working on their dissertation, or a student on internship or practicum, we are grateful that you are part of the PAU community. The PAU community includes approximately 1,100 active students, faculty, staff, the Board of Trustees, and over 3,000 alumni. As our mission statement reflects, we are committed to providing the best academic, clinical training, and research opportunities possible to prepare our students for pressing and emerging issues that equitably meet the needs of our ever-changing human condition.

Both inside and outside of the classroom, you will be challenged to learn and grow, expand your critical thinking skills, enhance your practical clinical skills, and create knowledge through research.

This handbook, as well as the Palo Alto University Catalog, should serve to guide you and make clear the academic and behavioral expectations for students at PAU. Please be sure to review both and keep both documents for future reference: all students are responsible for the information contained in this handbook and the university catalog.

Finally, while at PAU, you will have the opportunity to get involved in our community beyond just your academic commitments. We strongly encourage you to explore, find your niche, and connect with others at PAU, whether that is with your academic cohorts, participation in student government, student organizations, or the many student employment opportunities at PAU. The more connected you are to the institution, the more likely you are to be successful and complete your academic goals in a timely manner.

If you have any questions about anything in this handbook and/or the university catalog, you can reach out to the Dean of Students Office at studentaffairs@paloaltou.edu. You can also reach out to me directly at tshepard@paloaltou.edu.

Good luck with this academic year!

Sincerely,

Thom Shepard

Thom Shepard, M.Ed.
Dean of Students



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Section 1: Student Life

1.1 Dean of Students Office

The Dean of Students Office supports students on their journey outside of the classroom at PAU. Student Affairs is made up of the Dean of Students, the Office of Accessible Education, Military and Veteran Student Services, International Student Services, Student Activities, and the Office of Financial Aid.

Students who are experiencing adjustment issues, in need of additional academic support, or mental health support can reach out to Student Affairs at studentaffairs@palloatou.edu. Additionally, students who want to get involved in student leadership opportunities at the university should reach out as well.

1.2 Office of Accessible Education

The Office of Accessible Education (OAE) offers several services. Primarily, OAE offers academic and personal support for PAU students. Additionally, OAE works with students with disabilities to secure them reasonable accommodation in accordance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA)

1.2.1 Services for Students with Disabilities

Palo Alto University (PAU) complies with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act. Accordingly, no otherwise qualified disabled student shall, solely by reason of their disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in any academic, research, counseling, financial aid, or other postsecondary education program or activity which PAU provides for all students. PAU's students with disabilities meet the requirements and levels of competency required of all students in the program.

For purposes of this policy, a student or applicant with a disability is a person who: has a physical or mental impairment which limits one or more major life activities (such as walking, seeing, speaking, learning, or working); has a record with the school of such impairment, or is regarded by the school as having such an impairment, or who is otherwise defined by law as a qualified disabled student or applicant.

1.2.2 Requesting Reasonable Accommodations

Students with qualified disabilities can request reasonable accommodations through the Office of Accessible Education (OAE). The Office of Accessible Education is located on the Calvin Campus, Building 3, Room 351. The phone number is 650-433-3836. The Office of Accessible Education can meet students at all PAU locations or via Zoom.

Students can request accommodations by going to the MyPAU Portal. Click on the 'Student' tab. Requests for accommodations must include current documentation of any disability and any other relevant information. Once a request is received by the

Office of Accessible Education, the director and the student will meet to discuss and determine what reasonable accommodations will be provided. Students must submit the request for accommodations forms no later than seven days after the start of the academic quarter.

Notification of Reasonable Accommodations

The Office of Accessible Education will notify all students in writing whether their request has been approved. If a request is approved, the student will be provided reasonable accommodations in writing as well. The faculty for the classes for which the student is registered will also be informed of the accommodations, however the reason for the accommodations is not disclosed. The student may decide to self-disclose if they see fit.

Students with disabilities must meet the qualifications and requirements expected of PAU students, and must be able to perform the essential requirements of the curriculum, either with or without reasonable accommodations.

Right To Appeal

If a student's request for reasonable accommodations is denied by the Office of Accessible Education, they may appeal the decision to the IGAC.

1.2.3 Use Of Service Animals

Service animals assisting individuals with disabilities are permitted on campus. To utilize a service animal for ongoing accommodation, students must follow the above procedures and register with the Office of Accessible Education. "Service animal" is defined by the Americans with Disabilities Act (ADA) as any guide dog, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

A service animal may be asked to leave PAU facilities or programs if the animal's behavior or presence poses a direct threat to the health or safety of others. For example, a service animal that displays vicious behavior towards people may be excluded. Service animals may also be excluded in areas where the presence of a service animal fundamentally alters the nature of a program or activity. Questions related to the use of service animals on campus should be directed to the Office of Accessible Education at (650) 433-3836.

Only animals approved as service animals through the Office of Accessible Education are permitted on campus. Additionally, emotional support animals may be permitted for student employees if approved by Human Resources. Otherwise, animals are not permitted on campus.

The person whom a service animal assists is referred to as a “partner.” The service animal’s partner is at all times solely responsible for the cost of care, arrangements, and for the well-being of the service animal, as well as any property or other damage caused by the service animal.

Service animals on campus must:

- Meet all requirements for the presence of animals in public places (vaccinations, licensure, ID tags, etc.) mandated by state or local ordinance;
- Be healthy: the animal must be in good health;
- Be under control of their partner: the person with a disability must be in full control of the animal at all times. Reasonable behavior is required from service animals while on campus.

The partner is required to clean up the waste of their service animals. Partners who are not physically able to pick up and dispose of waste are responsible for making necessary arrangements for assistance. Other than approved service animals, no other animals are permitted on any PAU campuses or locations. This includes emotional support animals, unless approved by Human Resources as an accommodation related to employment.

1.3 Academic Support Services

Office of Accessible Education (OAE) offers tutoring support, and one-on-one and group sessions on such topics as time management, effective test taking, etc. Students can contact OAE for more information. The Office of Accessible Education is located on the Calvin Campus, Building 3, Room 351. The phone number is 650-433-3836.

1.4 Financial Aid

Financial assistance is available to eligible PAU students in the form of federal and state grants, institutional scholarships, Federal Student Loans, Private Student Loans, and on-campus employment. Some type of government-subsidized and/or alternative student loan funding is available to most all students.

1.4.1 Contacting the Financial Aid Office

Our office is located: 5150 El Camino Real Suite C10, Room 7 Los Altos, CA 94022

Our mailing address is: 1791 Arastradero Rd. Palo Alto, CA 94304

Email: financialaid@paloalto.edu

Phone Number: 650-433-3824

PAU FAFSA School Code: 021383-00

1.4.2 Office Hours

The Financial Aid Office is located on the PAU-Los Altos Campus, C10 Suite. The office is open Monday-Friday 8:00 am-4:00 pm; appointments can be made for students at other locations and times outside the traditional office hours.

1.4.3 Important Deadlines

October 1.....FAFSA application available for the next academic year
March 2.....California State Grant Deadline (Undergraduates only)
July 5.....All student financial aid files must be complete
First or second week of classes.....First round of refund checks available

For more specific information about eligibility, Satisfactory Academic Progress and other things related to Financial Aid specifically, please see the University Catalog.

1.5 Mental Health Support

While Palo Alto University does not have a counseling center on campus for students, we do have several mental health support options. If you need mental health support, please reach out to the Dean of Students Office at studentaffairs@paloaltou.edu.

Some services available include (subject to change):

- [The Shrink Space](#): The Shrink Space (TSS) is a referral network developed by psychologists to meet the needs of university and college students. Through TSS, students can search for clinicians by location (available nationwide), insurance accepted, low-fee or low-cost services, theoretical orientation, etc. Students can connect with the clinician directly through TSS. Students are responsible for any payment required by the clinician.
- [Session Sync](#): Session Sync is a referral network of doctoral level clinicians. While open to all students, this will be of particular interest to those students in programs that require doctoral level psychotherapy.
- [E-Clinic](#): The PAU eClinic is a fully online clinic offering mental health services. Due to potential conflicts of interest, this service is only available to undergraduate students at PAU.
- A limited number of direct referrals to LMHC are available for students in immediate crisis who need support. Contact the Dean of Students Office at studentaffairs@paloaltou.edu for assistance.

Additional support options may be available, including Mindfulness and Meditation Classes or support groups. To learn what options may be available, check out the “Student” tab on PAU’s portal.

1.6 International Student Support

PAU enthusiastically welcomes and supports international students. If you are an international student and have questions about your status or about applying to PAU, please contact the Dean of Students Office at 650-433-3851. The [International Student Affairs website](#) has information for both current and prospective International students:

Prospective International Students

For international students whose first language is not English, a demonstrated proficiency in English is required for admission. PAU recognizes the Test of English as a Foreign Language (TOEFL) and the International English Language Testing System (IELTS) as measures of English language proficiency.

Masters Programs - International Students

International students who plan to be in their home country while being enrolled in an online PAU Master's program are eligible to apply.

However, international students currently living in the U.S. in F-1 status and those interested in becoming an F-1 international student for studying in the U.S. are not eligible to apply to PAU Masters in Counseling on-campus format.

Maintaining Legal F-1 International Student Status

In order to maintain their legal F-1 status, students should:

- Keep their passport valid for six months into the future at all times;
- Maintain a valid I-20: have their I-20 updated by Student Affairs if they have changes such as major, change of name, and/or completion of degree date;
- Enroll in a full course load every quarter. Full time for undergraduates is 12 units per quarter. Full time for graduates is 9 units per quarter, except during practicum and internship;
- NOT work on or off-campus without appropriate authorization from Student Affairs or the United States Citizenship and Immigration Services (USCIS) as required. See the [International Student Services website](#) for more information.
- Contact Student Affairs if you need to transfer to another institution, extend your program or if you have a new address;
- Have their passport and I-20 checked by Student Affairs before traveling internationally.

International Students & Health Insurance

While no Federal regulatory requirements exist for F-1 students to have health insurance, PAU strongly encourages all students, including international students, to have personal health insurance plans.

International Students & Employment

F-1 International Students are permitted to work on campus jobs at PAU. F-1 students may work up to 20 hours per week. Unfortunately, F-1 students are not eligible for Federal College Work Study jobs.

F-1 International Students must have immigration authorization to work off campus. International students must apply for CPT for required practicum and internship. Please be sure to review the [information](#) on Curricular Practical Training (CPT) Optional Practical Training (OPT) before pursuing any off-campus employment.

1.7 Military & Veteran Student Services

Veterans Benefits

Palo Alto University is committed to serving our military and veteran community and has been recognized as a leader for serving military and veterans. PAU has been named one of GI Jobs Magazine's "Military Friendly Schools," an honor reserved for the top 15% of "veteran friendly" post-secondary institutions.

For questions regarding your eligibility for educational benefits please call the Department of Veterans Affairs toll free at 1-888-442-4551 or visit them on the web at www.gibill.va.gov. Eligibility is determined by the Department of Veterans Affairs (VA).

Inquiries regarding enrollment certification for VA Educational benefits should be directed to [Lisa Harris](#) in the Palo Alto University Military & Veteran Student Service Office at 650-433-3851.

Military Education Benefit Programs Recognized at PAU

- Montgomery GI Bill – Active Duty (Chapter 30)
- Vocational Rehabilitation and Employment (VR&E) Program (Chapter 31) Post 9/11 GI Bill (Chapter 33)
- Yellow Ribbon Program (must be 100% eligible for Chapter 33)
- Transfer of Educational Benefits (TEB)
- Survivors and Dependents Assistance (Chapter 35)
- Army, Air Force, and Navy Tuition Assistance (TA) Program

Veterans and their dependents may qualify for other federal, state, institutional, and private financing programs in addition to the Military Education Benefit Programs described above. For more information on these programs and eligibility, please visit: http://benefits.va.gov/gibill/get_started.asp

Transfer Credit Policy For Veterans

Palo Alto University's undergraduate programs will accept transfer credit awarded for courses taken in the armed services. In order to have your military educational experiences evaluated for credit, you must submit evaluated transcript(s) from the appropriate agency.

The Army, Navy, Marine Corps, and Coast Guard now use the centralized [Joint Services Transcript System](#), which will electronically send your official transcript to PAU upon your request. The transcript includes your military training and occupational experience along with American Council on Education college credit recommendations. The Air Force uses the Community College of the Air Force (CCAF). To request a CCAF transcript visit: <http://www.au.af.mil/au/barnes/ccaf/transcripts.asp>

Palo Alto University considers both military service and military coursework for academic credit using the guidelines issued by the American Council on Education (ACE). We refer to the ACE "Guide to Evaluation of Educational Experiences in the Services" when determining applicable transfer credit for military experience and training. Job specialties (MOS, AFSC, Rate) must have a recommendation evaluation by ACE (in the ACE Guide) for credit to be awarded.

Student Responsibilities to Begin Receiving Benefits

The following steps must be completed prior to a student receiving VA educational benefits at PAU:

- Students must be admitted to a degree program
- Complete the [PAU Veteran Student Application online](#)
- Submit program acceptance letter, VA Certificate of Eligibility (CoE), original transcripts, and PAU application for VA benefits to the Military & Veteran Student Service office.

Student Responsibilities While Receiving Benefits

Students must notify their School Certifying Official (SCO) at PAU when any of the following occurs:

- Dropping or adding course(s)
- Withdrawing from course(s)
- Discontinuing regular class attendance
- Change in programs (academic majors)
- VA educational benefits are payable for regular attendance in courses that are part of the veterans' program (major) curriculum.

VA educational benefits are NOT payable for:

- Classes not attended regularly
- Repeating a course for which a passing grade was received
- Classes taken on an audit basis
- Classes that are dropped
- Classes taken that are not part of the student's academic program (major) curriculum.

Reporting Requirements

Recertification for benefits is not automatic and must be requested each quarter. The School Certifying Official (SCO) must report the actual beginning and ending dates and the number of units the military student is enrolled in. This requirement includes certifications for non-standard term enrollments (i.e., 5 week sessions, 8 week sessions, etc.). To prevent overpayment and subsequent indebtedness to the Federal Government, it is important to notify the SCO immediately of changes that may affect your eligibility for benefits. It is the responsibility of each student to keep their SCO apprised of the following:

- Class Registration: After registering, students should send a copy of their course schedule to the SCO for VA-Once certification. The earlier a student registers, the earlier certification can be transmitted to the Department of Veterans Affairs. All

students receiving VA benefits have a responsibility to notify the SCO of any changes in credit hours enrolled once the quarter begins. Failure to notify the SCO may result in incorrect payment for which the student may be held liable.

- Changes to Schedule: Any additions, drops, withdrawals, or other interruptions must be immediately reported to the SCO by the student.
- Failure to Attend Class: Routine class attendance is required for students receiving VA benefits. Students who are unable to attend class for an extended period of time should notify their professors, program office, and their SCO.
- Change of Major: The VA must be notified when a student changes a major. These changes may be approved if there is minimal loss of credit hours.
- Change of Address: If a student's address changes, both the Department of Veterans Affairs and Palo Alto University must be notified.

Veterans Benefits-Academic Probation

The Veterans Administration requires all students attending Palo Alto University under Veterans Educational Assistance Benefits to make satisfactory academic progress and systematic advancement toward an educational objective or be liable for overpayments from the Veterans' Administration. Satisfactory progress and regular class attendance is expected. You are liable for overpayments from the Veterans Administration.

Veterans and eligible persons not meeting academic standards of progress will be placed on academic probation. If after two terms on probation the student is still not meeting academic standards, the VA will be notified and benefits terminated. Once the student is meeting academic standards, benefits will be reinstated.

Note: Most veteran & military students at PAU meet the conditions for "satisfactorily pursuing" a program of study for receiving VA benefits by meeting the Palo Alto University general catalog requirements for their program of study. Regular Attendance: Students must be in regular attendance of all classes for which they are registered.

Unsatisfactory Progress

The University must notify the Veterans Administration that a student has made unsatisfactory progress if the student:

- fails or withdraws from all classes or,
- is placed on academic probation for 2 terms
- is suspended by the University
- classes not completed: Unless there are extenuating circumstances, students do not receive benefits for any portion of a class dropped after the add/ drop period or for classes in which incomplete (delayed) grades are received and not resolved within one year.

Called to Serve

PAU is committed to providing a seamless transition for students from Palo Alto University to national and international military service and deployment and back. PAU employees realize

every student's situation is unique and dependent upon course load, financial aid status, and date called to serve, among other possible factors. As such, each and every student "called to serve" will be provided individualized service to address their specific needs.

Policy: PAU will ensure students do not face an academic disadvantage as a result of being called to national or international service. When a student (or family member) receives orders to deploy, the University works with the student to determine the best options based on the circumstance. In these circumstances, students can withdraw from the University with a 100% refund and without penalty. The University will also make every effort to restore students returning from national and military service to the status they held prior to their departure. If classes are in session at the time of activation, each case may be evaluated individually and professors consulted as appropriate.

The Financial Aid Office has guidelines for students called to serve. Given the differences in the programs of external lenders, students should coordinate with their lenders directly to obtain deferments as prescribed by federal law.

Processes:

- Withdrawal: At any point in the term, a student called to serve may withdraw from PAU by submitting a withdrawal request form found on the PAU portal under the "student" tab, Registrar Office Forms along with a copy of deployment orders to the Veteran Student Service Office. The student will receive a full credit of tuition and fees. The Registrar's Office will process the withdrawal form, which will then be forwarded to the Business Office so that they can make the appropriate adjustments to the student's account.
- Incompletes: Students who have successfully completed the majority of work for a course may be awarded a grade of "Incomplete" at the discretion of the professor. Professors are strongly encouraged to grant additional time for students to make up the required work.
- Final Grades: A final grade option becomes available if the professor determines a sufficient amount of the course work has been completed, and sufficient information about a student's performance in the course has been obtained.

Called to Serve-Readmission Policy

Any student whose absence from Palo Alto University is necessitated by reason of service in the uniformed services shall be entitled to readmission if:

- The student (or an appropriate officer of the Armed Forces or official of the Department of Defense) gives advance written or verbal notice of such service to a Palo Alto University SCO.
- The cumulative length of the absence and of all previous absences from PAU by reason of service in the uniformed services does not exceed five years, and except as otherwise provided in this policy. Exceptions include:
 - No notice is required if giving of such notice is precluded by military necessity, such as: mission, operation, exercise, or requirement that is classified or,
 - A pending or ongoing mission, operation, exercise or requirement that may be compromised or otherwise adversely affected by public knowledge.

Any student who did not give advance written or verbal notice of service to the appropriate PAU Official may meet the notice requirement by submitting, at the time the student seeks readmission, an attestation to Palo Alto University that they performed service in the uniformed services that necessitated the student's absence from PAU. A student who is readmitted to PAU under this section, shall be readmitted with the same academic status they had when they last attended PAU.

Exception from Readmission Eligibility – upon the occurrence of the following events a student's eligibility may be terminated:

- Separation of such person from the Armed Forces (including the National Guard and Reserves) with dishonorable or bad conduct discharge, or
- Dismissal of such person permitted under section 1161(a) of Title 10, United States Code.

Contact Information for School Certifying Official

Lisa Harris, Associate Director of Student Affairs, VA School Certifying Official

Email: lharris@palou.edu

Phone Number: (650) 433-3851

1.8 Student News Digest

The Student News Digest (SND) is a weekly newsletter that serves as the main channel of communication to students from the University. The SND is sent to students through their PAU email address, and includes information on important events, seminars, and announcements for students. Be sure to check your PAU email to get important announcements and event notifications from PAU.

1.9 Student Employment

A student's work experience at Palo Alto University (PAU) can be fun and rewarding. It can also give students an opportunity to explore career choices as well as gain critical skills to improve marketability for professional employment. Students are responsible to seek out and apply for positions. A resumé, application and/or interview may be required prior to hiring. There are a variety of student employment positions including student assistant and teacher's assistant.

All available PAU student employment opportunities are posted on PAU's [Student Job Board](#).

Before starting a position, student employees are required to complete all new-hire paperwork through Human Resources. Students may not begin work until they and their supervisor have been notified that they have been authorized to do so by Human Resources. For further questions about student employment, please contact PAU's [Human Resources department](#).

1.10 Student Housing

Palo Alto University (PAU) does not have on-campus housing. Many PAU students live in towns that are near to where they study or receive clinical training at the Allen Calvin Campus or Stanford Psychiatry Building in Palo Alto, the PAU-Los Altos campus (including the Gronowski Center) in Los Altos, or near our PAU De Anza location in Cupertino. Other cities near our campuses include Mountain View, Redwood City, Menlo Park, San Mateo, Santa Clara, and Sunnyvale. Some students live in San Francisco, which is a 45-60 minute drive away, depending on traffic, and some live in San Jose, 30-60 minutes away depending on traffic.

To assist both new and returning students in their housing search, PAU has set up a roommate matching survey. The roommate matching survey is sent to all new students and returning students. Once you complete the questionnaire, your information will be added to the Roommate Questionnaire Spreadsheet. This spreadsheet is only available to those students with a Palo Alto University email address, and has two tabs:

Looking For Housing/Roommates: This tab is populated by those who have completed the survey and are looking for housing.

Available Housing: This tab is populated by PAU students who already have a place to live and are seeking roommates. Occasionally, Student Affairs also receives requests from members of the community with available housing. We will add this to the Available Housing tab when we receive them.

Once you have successfully found a roommate/housing, please return to the spreadsheet to remove your information so other students still looking will not continue to contact you.

If you are a community member with available housing that you would like to share with PAU students, please email the details, including location, rent, etc., to studentaffairs@paloaltou.edu.

1.11 Civic Engagement & Constitution Day

Annually, Palo Alto University celebrates Constitution & Citizenship Day by sharing educational information about the US Constitution, as well as information about how to register to vote. Constitution & Citizenship Day is September 17th. The federal government requires any institution of higher education to share resources and information about Constitution and Citizenship Day, but of more importance than just complying with a regulation, PAU thinks it is critical that our community is civically engaged. We live in one of the greatest democracies in the world, and that can only continue and be enhanced through active participation by its citizens.

We encourage all members of our community who qualify to vote to register to vote. California residents can register to vote online through [the California Secretary of State's](#)

[office](#). If you are outside of California, the [U.S. Election Assistance Commission](#) can direct you to where you can register online.

To be eligible to vote, you must be a U.S. citizen, a resident of California, and 18 years old on the day of the election. Other restrictions apply. You must be registered to vote at least 15 days before an election in order to cast your ballot.

1.12 PAU Alert

PAU Alert is Palo Alto University's emergency notification system. This is an opt-in system. All members of the PAU community are strongly encouraged to sign up. PAU Alert allows the community to sign up for location based emergency notifications. You can sign up to receive alerts via email, phone and/or text message.

To sign up for PAU Alert, go to PAU's portal and click on the PAU Alert icon.

1.13 Student Activities

1.13.1 Student Government

During the 2020-2021 academic year, student representation at PAU was redesigned by a student-led workgroup. Rather than four separate student councils as existed prior, PAU Student Government is a unified and integrated student government representing the entire PAU student body, consisting of two groups: the SG Council and the Student Senate. The SG Council are the logistics and operational roles of the Student Government, reporting to the Student Senate. The Student Senate includes representatives from all academic programs in the Counseling and Psychology Departments.

1.13.2 Student Organizations

Palo Alto University (PAU) has over 20 different student organizations that are open to all PAU students. PAU holds an annual Student Organization Fair, typically in October, for all students to learn more about each organization and club before joining. A complete list of clubs and organizations can be found on the [Student Organization Directory on the PAU website](#).

1.13.3 Honors Societies

Palo Alto University (PAU) has two honors societies: Chi Sigma Iota (Counseling Honors Society) and Psi Chi (Psychology Honors Society).

- Chi Sigma Iota is the international honor society of professional counseling and for professional counselors. Our mission is to promote scholarship, research, professionalism, leadership and excellence in counseling, and to recognize high attainment in the pursuit of academic and clinical excellence in the profession of counseling.

- Psi Chi is the International Honor Society in Psychology. Psi Chi's purpose shall be to encourage, stimulate, and maintain excellence in scholarship of the individual members in all fields, particularly in psychology, and to advance the science of psychology. Our mission is to recognize and promote excellence in the science and application of psychology. Psi Chi is open to all eligible PAU students.

1.14 Annual Student Survey

Palo Alto University (PAU) conducts annual student surveys for all PAU students. We use the data generated from these surveys to improve and/or refine our students' experience at PAU. Surveys are typically administered in the late winter or early spring quarter. All students are strongly encouraged to complete university surveys.

Additionally, for some academic programs, there are program specific annual surveys. Academic department offices will contact students directly with information about how to complete program specific surveys.

1.15 Parking

Students are allowed to park at the Allen Calvin Campus. No parking permit is required.

Students who use our PAU Los Altos campus must have a parking permit. Parking permits are issued by PAU's Facilities Office. For more information, please contact the [Facilities Department](#).

Students who use space at Stanford as part of the PGSP-Stanford PsyD Consortium should work with the consortium program staff on site at Stanford for parking assistance.

Students are encouraged to use alternative commute and transport options when possible. In addition to these alternative options, PAU also offers 2 commuting programs: Commute Smart Program and the Guaranteed Ride Home Program. To learn more about these alternative commute options and programs, [click here](#).

1.16 Student ID's

Student ID's are given out at the beginning of Fall and Spring Terms to new students. For more information about student ID's and to request your student ID, please visit [the Student ID page on the Palo Alto University website](#).

Section II: University Policies

2.1 New Student Orientation

All new students to the University are required to complete a university orientation before they begin classes. This online orientation will be sent to students in the weeks before they start their first quarter. Additionally, most academic programs have a program orientation that new students must attend. Students can contact their academic department (Counseling or Psychology) for more information about their program orientation.

2.2 Required Student Training

For academic year 2021-2022, all students are required to complete three online trainings by the dates assigned by the Dean of Students Office. The three online training courses are:

1. Staying Healthy in a Changing Environment for Students on Campus (Covid Safety)
2. Sexual Assault Prevention for Adult Learners (Title IX)
3. Diversity, Equity, and Inclusion for Students (Introduction Inclusive Excellence at PAU)

Typically these trainings are sent to the students' PAU email account at the start of the fall quarter. For new students who start in the spring, these trainings will be sent to them then. Students who fail to complete the trainings by the deadline may have a hold placed on their student account or face disciplinary action through the university conduct system.

2.3 Chosen Names & Pronouns

Palo Alto University is committed to supporting an environment of inclusiveness and supporting the chosen form of self-identification for our students, faculty, staff, and alumni.

Palo Alto University (PAU) recognizes that members of the PAU community may wish to identify themselves by a name other than their Legal Name. For this reason, PAU will allow students, faculty, staff, and alumni to use a "Chosen Name" where possible at PAU. People may also indicate their gender identity and pronoun. For some records, PAU is legally required to use a person's Legal Name. Whenever reasonably possible, a person's "Chosen Name" will be used.

2.3.1 Purpose

- A. To set forth a policy to support PAU community members who have a chosen name.
- B. The goal of this policy is to enable a consistent chosen name experience across the university experience and use of one's chosen name wherever legal name is not absolutely necessary.

C. The option to use chosen name shall be available to all PAU community members as long as the use of the chosen name is not for the purpose of fraud or misrepresentation.

2.3.2 Definitions

A. “Chosen name” is the name that a PAU community member uses consistently and regularly, other than their legal name.

B. “Legal name” is the name that a community member has listed as their name of record on an official government-issued document such as birth certificate, passport, etc.

2.3.3 Policy

A. PAU acknowledges that a chosen name may be used whenever possible in the course of University business and education. Documentation is not required for chosen names.

B. The University shall permit the use of a chosen name by anyone who wishes to choose to identify themselves within the University's information systems with a chosen name in addition to their legal name.

C. It is further understood that the chosen name may be used in University communications and reporting, except where the use of the legal name is necessitated by University business or legal requirement.

D. University divisions, departments, and clinics will be instructed to use chosen names in their business practices.

E. Those who wish to change their official name of record (legal name) must submit official documentation (e.g., court order, divorce decree) directly to the Office of the Registrar (students), Department of Human Resources (staff, faculty), or Alumni Affairs (alumni).

F. The University will make every effort to display chosen names to the University community where feasible and appropriate and make a good faith effort to update reports, documents and systems.

G. Legal name will still be used on records which require use of an official name of record.

H. PAU reserves the right to deny or remove, with or without notice, any chosen name for misuse, including but not limited to fraud, misrepresentation, attempting to avoid legal obligation, or the use of highly offensive or

derogatory names. Appeals shall be submitted in writing to the Provost (students), Director of Human Resources (faculty, staff), or Alumni Affairs (alumni) within five (5) working days of the decision. The appropriate official or designee, shall review the case and issue a decision within ten (10) working days of receipt of the appeal. Appeal decisions will be final and binding within the University.

I. This policy may be modified, changed, altered, or rescinded at the discretion of the University.

2.3.4 Procedure

Students who wish to select or update their chosen name or pronouns can do so by going to the student tab of MyPAU and click on the “Update Personal Information” button. Once you complete and submit this form, it will be sent to the IT Department. Once received, the IT Department will send the student an email confirmation and submit a notification to the necessary departments to update PAU email and other University systems accordingly. Please allow up to 5-7 business days for approved changes to be displayed.

2.4 Legal Name Change

Students who wish to change their legal name with the University should complete the appropriate form that can be found on the Student tab of the PAU portal. In most situations, additional supporting documentation is required to confirm a legal name change. Please contact the Registrar's Office for additional information.

2.5 Non-Discrimination Policy

Building an equitable, inclusive, and just community takes institutional commitment and individual practice. Palo Alto University's core values of social justice and cultural responsiveness drive our work to develop and sustain institutional systems that foster equity-minded training, inclusive practices, and a community that embodies belonging.

We ground this work in the foundational belief that inclusion is required for individuals and institutions to thrive and achieve their greatest potential. Palo Alto University uses the [Inclusive Excellence Framework](#) as the basis for our endeavors to build individual and institutional capacity in equity.

Further, Palo Alto University (PAU) is an equal opportunity institution of higher education and employer and is firmly committed to non-discrimination in its delivery of educational services and employment practices. In compliance with all applicable federal and state laws, such decisions will be made irrespective of the individual's race, color, religion, religious creed, ancestry, national origin, age (except for minors), sex, marital status, citizenship status, military service status, sexual orientation, gender identity, medical condition, disability and/or any another status protected by law.

2.6 Sexual Misconduct/Title IX

Palo Alto University is committed to maintaining its campuses and programs free from all forms of sexual misconduct. All forms of sexual misconduct are prohibited, including sexual and gender-related: violence, assault, harassment, domestic violence, dating violence, and stalking. Palo Alto University's Sexual Misconduct Policy, in its entirety, can be found as an addendum to this Student Handbook.

Mary Haesloop, Director of Human Resources, is the Title IX Coordinator for Palo Alto University. Mary Haesloop can be reached at (650) 433-3881 or at mhaesloop@paloaltou.edu.

2.7 FERPA

The Family Educational Rights and Privacy Act (FERPA) offers students certain rights with respect to their education records. Students have the right to:

- inspect and review their education records within 45 days of the day the school receives a request for access.
 - o Students should submit a written request to the Registrar's Office that identifies the record(s) they wish to inspect. The Registrar's Office will notify the student of the time and place where the records may be inspected.
- request the amendment of the student's education records that the student believes is inaccurate or misleading.
 - o A student may ask the University to amend a record that they believe is inaccurate or misleading. A written request must be made to the Provost. The request should include all information that identifies the part of the record the student wants to be amended and why the student believes the record to be inaccurate or misleading. The University will notify the student of its decision in writing. Students will be advised of their right to a hearing in the event that the University decides not to amend the specified record.
- consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent.
 - o One exception, which permits disclosure of student records without consent, is disclosure to school officials with legitimate educational interests. A school official has a legitimate educational interest if that school official needs to review an education record in order to fulfill his or her professional responsibility. A school official is a person employed by PAU in an administrative, supervisory, academic or research, or support staff position (including law enforcement personnel and health staff); a person or company with whom PAU 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.
- o PAU discloses education records without consent, upon request, to officials of another school in which a student seeks or intends to enroll.
- file a complaint with the U.S. Department of Education concerning alleged failures by PAU 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

2.8 Continuous Enrollment

To be a matriculated student of Palo Alto University, a student must be “continuously enrolled” in their academic program, with the exception of those students who are on an approved leave of absence. For more information on continuous enrollment, please refer to the [continuous enrollment policy](#).

2.9 Leave of Absence (LOA)

Policy:

Students may apply to take a temporary leave of absence (LOA) from the University for medical, military, or exceptional personal circumstances (for example, a death in the family or housing insecurity). An approved LOA is for one quarter. Students have the possibility of extending the LOA for longer than one quarter, but an LOA cannot exceed 180 days (approximately 6 months) in one calendar year.

The quarter in which the student is approved for an LOA, 100% of the tuition and fees will be reversed to the student. Additionally, in compliance with current regulations, a student who doesn’t return from their approved LOA by the established return date will be withdrawn from the University. The withdrawal date will be the date the student failed to return from the LOA.

Procedures:

1. Students who are interested in taking an LOA, should contact the Dean of Students Office at studentaffairs@paloaltou.edu.
2. The Dean of Students (or their designee*) will meet with the student to ensure that the students are advised of the policy and procedures. The Dean of Student Affairs will provide the LOA form to the student.
3. The student should complete their section of the LOA Form and include supporting documentation.

4. The student is required to meet with and obtain approval from (through signature on the LOA Form):
 - a. Their academic advisor (all students),
 - b. Office of Financial Aid (if applicable),
 - c. Director of Clinical Training for their academic program (if applicable)
 - d. International/Veteran Student Services (if applicable)
5. Once all required meetings occur and signatures have been obtained, the Dean of Students (or their designee) will review the form and approve or deny the request.
 - a. If the request is denied, the student will be notified by the Dean of Students.
 - b. If the request is approved, the student will be notified by the Dean of Students and the following offices will be notified: Academic Department, Student Affairs, Financial Aid, Registrar's Office, and the Bursar's Office.
6. While on a LOA, the student is required to check in monthly with the Dean of Students Office.
7. At least three weeks before the student is scheduled to return, they must meet with the Dean of Students (or their designee) to ensure they are on track to return to their studies after their LOA.

2.10 Administrative Holds

In certain situations, the University may place a hold on a student account. This means students will not be able to register for classes, make adjustments to their schedules, or request transcripts until the holds are removed. Some reasons for a hold on a student account include, but are not limited to: failure to pay tuition and fees by established deadlines, failure to comply with University sanctions or remediation efforts, failure to complete a required University training by established deadlines, etc.

2.11 Grade Appeal

The administration, following legal and academic freedom precedents, may not overrule an academic evaluation by a member of the PAU instructional faculty so long as that evaluation has been given within the scope of the course, in good faith, and done so on a rational basis. In sum, only grades apparently based upon non-academic criteria or a violation of PAU policy may be overturned by administration.

Informal Procedure: If a student is dissatisfied with a student evaluation received in a course, their first step must be to communicate or meet with the instructor for clarification and review of the grade within five (5) days of receipt of the grade. If no resolution is reached, students may use the formal procedure described below.

Formal Procedure: If a student believes that non-academic criteria have been used in determining their grade, or that the instructor has otherwise breached PAU policy in assigning the contested grade, the student may appeal the instructor's evaluation in writing to the Department Chair within five (5) working dates of an attempt at an informal resolution of the matter. If the resolution of the Department Chair or designee is not satisfactory to the

student, the student may appeal the decision to the Provost. If the appeal is approved, then a hearing with the Institutional Grievance and Appeals Committee (IGAC) will be scheduled.

Only grades apparently based upon non-academic criteria or a violation of PAU policy may be overturned by any of the adjudicating groups (Department Chair or designee or IGAC). The written decision of each adjudicating body should be explicit and clear in their outcome regarding overturning or upholding the course grade.

The student, the instructor, and the Registrar will be notified of the decisions at every step of the appeals process (Department Chair or designee and IGAC) in writing, within 30 days of receipt of the receipt of appeal. The student's written appeal at each step of the appeals process must specify the nature of the disagreement and include copies of all documents supporting the grievance. The student bears the burden of showing that non-academic criteria were used or that PAU policy was otherwise breached. The instructor will be consulted by each body of the appeals process (Department Chair or designee and IGAC) for additional information, and will be given an opportunity to respond. All documents will be shared equally with both the student and the instructor. In addition, all materials related to the formal appeals process will be stored in the student's file.

More information about the IGAC can be found in section four of this handbook.

2.12 Computer Network Usage Policy

Use of Palo Alto University's network and computer resources should support the basic missions of the University in teaching, learning and research. Users of Palo Alto University's network and computer resources ("users") are responsible to properly use and protect information resources and to respect the rights of others. This [computer network usage policy](#) provides guidelines for the appropriate use of information resources.

2.12.1 Email Communication

All communications from Palo Alto University (PAU) to students will be done through the students' PAU email account. Students are responsible for checking their PAU email regularly and responding promptly to university communications.

2.12.2 Social Media Policy

Palo Alto University (PAU) recognizes that the internet provides the community with unique opportunities to participate in interactive discussions and share information on particular topics using a wide array of social media platforms such as Facebook, LinkedIn, Twitter, blogs, and wikis. Students are advised to use appropriate and professional judgment when using social media. PAU encourages open and transparent dialogue consistent with the ethical and professional comportment guidelines set forth by the American Psychological Association and the American Counseling Association.

Content posted online by students in social media may be a factor in determining appropriateness for the profession. Any posting about clients, and any derogatory postings about supervisors, faculty, programs, or sites or any postings which present the student in an inappropriate or unprofessional light may be grounds for discipline or termination from a practicum or internship placement.

2.13 Research Integrity Policy

This statement of policy and procedures is intended to carry out this institution's responsibilities under the Public Health Service (PHS) Policies on Research Misconduct, 42 CFR Part 93.1. This [Research Integrity Policy](#) applies to allegations of research misconduct (fabrication, falsification, or plagiarism in proposing, performing, or reviewing research, or in reporting research results) involving:

- A person who, at the time of the alleged research misconduct, was employed by, was enrolled as a student at, was an agent of, or was otherwise affiliated by contract or agreement with this institution;² and
- (1) PHS supported biomedical or behavioral research, research training or activities related to that research or research training, such as the operation of tissue and data banks and the dissemination of research information, (2) applications or proposals for PHS support for biomedical or behavioral research, research training or activities related to that research or research training, or (3) plagiarism of research records produced in the course of PHS supported research, research training or activities related to that research or research training. This includes any research proposed, performed, reviewed, or reported, or any research record generated from that research, regardless of whether an application or proposal for PHS funds resulted in a grant, contract, cooperative agreement, or other form of PHS support.³

This statement of policy and procedures does not apply to authorship or collaboration disputes and applies only to allegations of research misconduct that occurred within six years of the date the institution or HHS received the allegation, subject to the subsequent use, health or safety of the public, and grandfather exceptions in 42 CFR § 93.105(b).

2.14 Tobacco-Free

It is the policy of Palo Alto University that the use of tobacco products in the University buildings and facilities and within 20 feet of main PAU entrances, exits, and operable windows is prohibited. "Tobacco products" include, but are not limited to cigarettes, electronic cigarettes, all forms of smokeless tobacco, pipes, and cigars. Except where otherwise posted as a "smoking area," the use of tobacco products is generally prohibited in outdoor areas. Violations of this policy may be subject to appropriate action to correct and prevent future policy violations.

This policy does not supersede more restrictive policies that may be in force to comply with federal, state, or local laws or ordinances.

2.15 Religious Holidays

Although PAU does not observe religious holidays as official institutional holidays, PAU recognizes that students and faculty may choose to make adjustments in the academic calendar for religious obligations. Schedule changes for this reason are made without penalty, and early planning for them by students and faculty is encouraged. Faculty may choose to dismiss classes that fall on religious holidays. Makeup sessions for canceled classes, while encouraged, are optional.

Students may request to be excused from classes that fall on religious holidays. Rescheduling class time missed, while optional, is encouraged, and arrangements should be made by the student in consultation with the instructor.

2.16 Graduation & Commencement

While related, graduation and commencement are two separate things:

Graduation

Graduation occurs when a candidate has completed all academic requirements, and submits an Intent to Graduate Form to the Registrar's Office. This form initiates the audit of a student's academic records to confirm they meet all academic and other requirements for graduation. In order to participate in the June commencement ceremonies, the application must be submitted to the Registrar by November 1, 2021.

Commencement Ceremonies

Once a student has met all graduation requirements, they may apply to participate in PAU's Commencement Ceremony. PAU holds two commencement ceremonies in June each year to celebrate our graduates' accomplishments; one for doctoral graduates and another for masters and bachelor graduates. Students who miss the graduation application deadlines for a given year will still be able to obtain a graduation/date of completion when they finish the requirements specified above. They are also allowed to participate in the commencement ceremony the following year.

Students are eligible to participate in the commencement ceremony if they graduated in the fall, winter or spring quarter leading up to the June ceremony. Students who anticipate graduating in the summer quarter following the ceremony may also participate in commencement if their anticipated graduation date is confirmed by the Registrar's Office

2.17 Academic Progress

Students who fail to meet these requirements may be placed on academic probation or dismissed from the university.

Students placed on probation must meet with their academic advisor to develop a student assistance plan (SAP) to address the academic deficiencies. This plan must be on file with the Dean of Students Office and must be followed. Failure to follow a student assistance plan (SAP) may result in dismissal from the university.

2.17.1 Undergraduate Program

All undergraduate students must maintain a cumulative and quarterly grade point average of 2.0 to be in satisfactory academic standing.

- **Quarterly GPA Requirements**

Students who earn a quarterly GPA between 1.01 and 1.99 will be placed on academic probation. Students who earn a quarter GPA of less than 1.0 will be dismissed from the university.

- **Cumulative GPA Requirements**

Students who earn a cumulative GPA between 1.01 and 1.99 will be placed on academic probation. Students have the two subsequent quarters to improve their GPA to satisfactory standing. Failure to do so will result in dismissal from the university.

2.17.2 MS in Psychology Program

Masters students are required to make satisfactory academic progress, which is defined as follows:

- Maintain a minimum cumulative grade point average of 3.0 (B);
- Receive no grade of "F" in any graduate or undergraduate course;
- Receive no more than two (2) grades of B- in a single quarter *;
- Have fewer than nine (9) units of incomplete;
- Complete a minimum of 24 units a year, M.S. Psychology if not on a Modified Course Plan approved by the student's Academic Advisor
- Complete the program within five (5) years of starting the program.
- For M.S. Psychology students applying to PAU's Ph.D. Clinical Psychology, one B- during the duration of the program is allowed);

Additionally, this program must be completed within five (5) years of starting the program.

2.17.3 MA in Counseling Program

Masters students are required to make satisfactory academic progress, which is defined as follows:

- Maintain a minimum cumulative grade point average of 3.0 (B);
- Receive no grade of "F" in any graduate course;
- Receive no more than two (2) grades of B- in a single quarter;

- Receive a passing grade in practicum;
- Have fewer than nine (9) units of incomplete;
- If not on a Modified Course Plan** approved by the student's Academic Advisor the student must complete a minimum of:
 - 24 units a year in the M.A. Counseling Residential-Hybrid program
 - 24 units a year, M.A. Counseling Distance Learning program
- Complete the program within five (5) years of starting the program.

Additionally, this program must be completed within five (5) years of starting the program.

2.17.4 PhD in Clinical Psychology Program

PhD students are required to make satisfactory academic progress, which is defined as follows:

- Maintaining a minimum cumulative grade point average of 3.0;
- Receiving no grade of F or an FI in any graduate or undergraduate course;
- Receiving no more than one B-;
- Receiving a P in practicum;
- Having no more than 8 units of Incomplete;
- Passing the Competency Written Examinations and the Clinical Oral Competency Examination within three attempts;
- Performing at an adequate level in research, clinical progress (practicum & internship), academic progress, and dissertation; and

Additionally students must advance to candidacy within 4 years from the date of matriculation and complete the program within 7 years from matriculation.

2.17.5 PsyD Program

PsyD students are required to make satisfactory academic progress, which is defined as follows:

- Maintain a minimum cumulative grade point average of 3.0;
- Receive no grade of "F" in any course;
- Receive no more than two (2) grades of B- in a single quarter;
- Receive a passing grade in practicum;
- Have less than eight point five (8.5) units of incomplete (I);
- Pass all three Clinical Competency Examinations within three (3) attempts;
- Perform at an adequate level in Dissertation research or internship training;

Additionally students must advance to candidacy within 4 years from the date of matriculation and complete the program within 3 years of advancement to candidacy.

Section III: How to Report Concerns to the University

3.1 Incident Report

Use this form to create a report about any alleged policy violations at PAU, including both academic and community based policy violations.

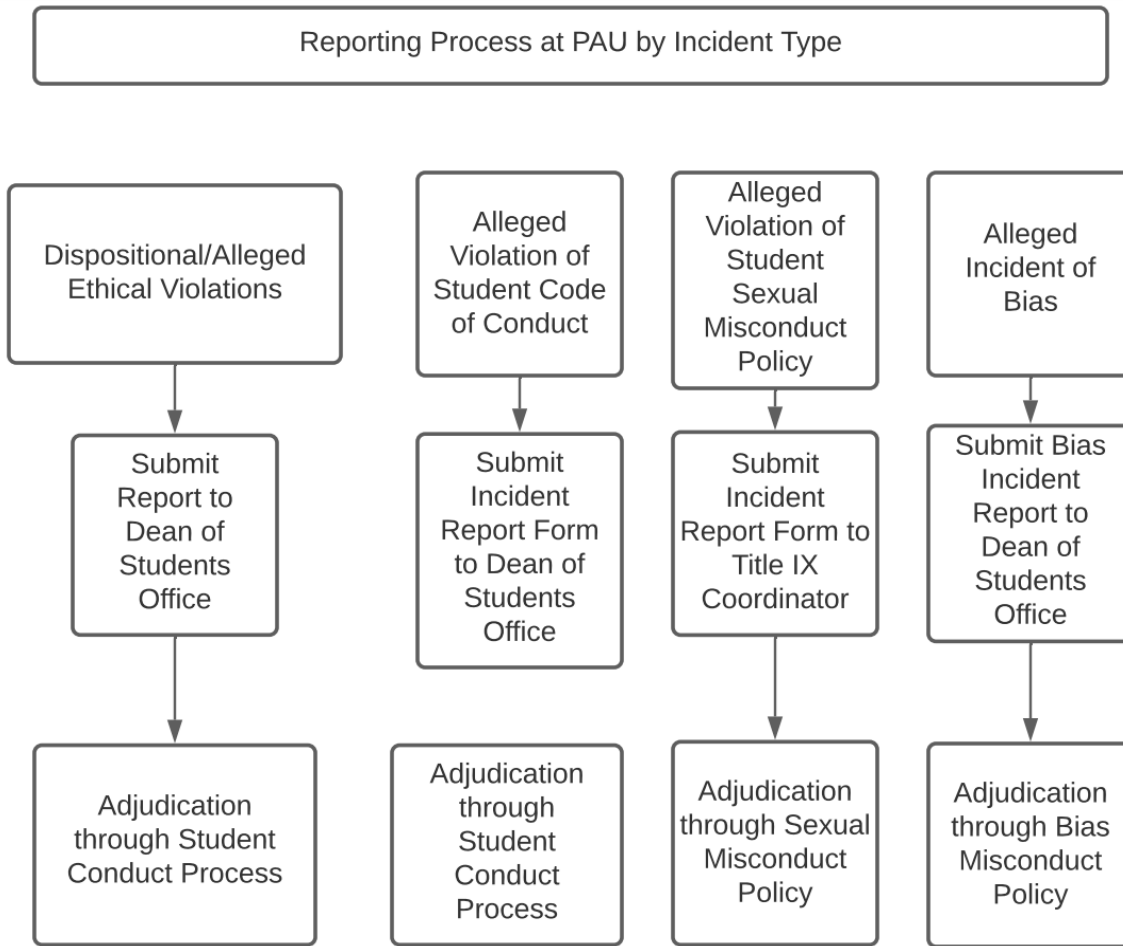
3.2 Bias Incident Report

Use this form for reporting an incident or harm based on identity. Examples can include- but are not limited to- microaggressions, slurs, degrading language, epithets, and intimidation. These experiences may occur on campus or at external training sites.

3.3 Sexual Misconduct/Title IX Report

Use this form for reporting an incident or policy violation related to the university's [Sexual Misconduct Policy \(Title IX\)](#). This report will go to PAU's Title IX Coordinator, Mary Haseloop.

3.4 Reporting Process by Incident Type



Section IV: Behavioral Expectations – Student Rights and Responsibilities

4.1 Introduction

Palo Alto University (PAU) is an academic community that endeavors to maintain the highest ethical and behavioral standards in all that we do. PAU administration, faculty, and staff have a responsibility to help students to understand, to be measured by, and to uphold the ethical and behavioral standards of our PAU community. Students have a responsibility to learn our community's ethical and professional standards and to maintain those standards in all of their work and professional relationships while at PAU. This includes their work and professional relationships as students, researchers, clinicians (including at practicum and internship sites), and as professional and academic colleagues.

The following policies and procedures outline student behavioral expectations as well as their rights should they be alleged to be in violation of any of these policies. Students are expected to abide by these policies..

Finally, the procedures outlined in this document detail administrative action the university will take should a student be alleged to have violated university policy. Consistent with the American Association of University Professors (AAUP) principles of academic freedom and tenure, the faculty instructor is responsible for determining any grades related to the courses they teach, including individual assignments and final grades. When alleged policy violations occur, faculty may consult with administration in determining an assignment or final course grade related to an alleged policy violation, but the ultimate responsibility for assigning course grades is the instructor's. Administrative action taken by the university cannot include dictating to faculty an assignment or final course grades.

4.2 Policy

The following behaviors violate PAU policy and may result in disciplinary action by the university.

4.2.1 Academic Integrity

- a. **Plagiarism:** Plagiarism is the inclusion, in any paper, draft, assignment, presentation, or other work, of someone else's product, words, ideas, or data and representing it as one's own work. Examples of plagiarism include, but are not limited to: the taking of any portion of a document, article, or book and representing it as one's own work, the lifting of a well-phrased sentence and including such sentence without crediting the author, or including another person's ideas as an example of one's own thought or work. Plagiarism includes using unpublished work as well as published sources, using another's term paper, or handing in a product that includes substantial work by another individual or agency, including internet services.

- b. Self-Plagiarism:** Self-Plagiarism is using one's own work from a previous assignment without the permission of the current instructor and/or without properly citing this information.
- c. Cheating:** Cheating includes, but is not limited to, using unauthorized materials in an examination; looking at another student's test paper to copy answers; using or supplying questions or answers from an examination to be given or in progress that have not been authorized for distribution; having a person other than the one registered and taking the course, stand in at an examination or at any other graded activity; collaborating with others on projects where such collaboration is expressly forbidden; using resources, including electronic resources, forbidden by a faculty member. Cheating also includes facilitating any of these actions.
- d. Fabrication:** Fabrication includes, but is not limited to, submitting a paper, a lab report, computer data, or other academic exercises with falsified, invented, or fictitious information.
- e. Academic sabotage or obstruction:** Academic sabotage is an intentional interference with the work or progress of other students or researchers, and may include, but is not limited to, intentionally destroying or interfering with the work of others, stealing or defacing library materials or materials owned by others, and altering or copying computer files or documents owned by others without authorization.
- f. Unauthorized use or misuse of materials:** Unauthorized use or misuse of materials include, but are not limited to, reading, duplicating, copying, removing, or any other unauthorized use or misuse of a document, record, book, ledger, file, printout, tape, cartridge, disc, key, or any property maintained by any individual(s) or department(s) of PAU.
- g. Forgery:** Forgery is the unauthorized creation of an imitation of, forging, or any other unauthorized alteration of, a document, electronic file, form, record, identification, or any property maintained by any individual(s) or department(s) of PAU.
- h. Grade tampering, exam fraud, or other acts of dishonesty:** Academic misconduct includes other acts of dishonesty or impropriety occurring in the course of academic activities, such as grade tampering, or obtaining or distributing any part of any exam materials or any information about an exam, or knowingly providing false information.
- i. Professional Ethics & Dispositional Issues:** Violations of professional ethics in the context of earning academic credit including, but not limited to, violation of the ethical code or professional code of the profession that a student is preparing to enter (for example the [APA Ethical Principles of Psychologists and Code of Conduct](#) and the [ACA Code of Ethics](#)), using unethical research practices, and violation of professional ethics are also policy violation at PAU. Uncorrected dispositional issues incompatible for the professional fields (Counseling & Psychology) are also policy violations.

4.2.2 Community

1. **Alcohol:** No one under the age of 21 is permitted to possess, purchase, use, or be under the influence of alcohol at any time at PAU. Students are expected to abide by all local, state, and federal laws: failure to do so is a violation of university policy. Impaired students are not permitted to be in class, interact with clients, or conduct research under any circumstances.
2. **Abuse of Technology:** PAU is the licensee of many computer software packages that are protected by copyright laws. Misuse of computing facilities, software, hardware, unauthorized use of another individual's computer account, misuse of one's own computer account, or any violation of the policies for using computing and networking resources at Palo Alto University is prohibited.
3. **Hazing:** Palo Alto University prohibits any form of hazing. Hazing is defined as any action or situation created by individuals, groups, teams, or student organizations, on or off-campus, that could cause or has the potential to result in harassment, emotional or physical abuse, harm, embarrassment, anxiety, ridicule, or the violation of a policy, no matter how positive the end result or intent. Hazing is prohibited regardless of consent, membership, or length of affiliation with an organization.
4. **Failure to Comply:** Failure to comply with the reasonable direction of a university official acting within their job responsibilities is prohibited. Failure to comply with any assigned sanctions resulting from PAU's student conduct system is also a violation of this policy.
5. **Disorderly Conduct:** Disruption of the educational or administrative process at PAU is prohibited.
6. **Vandalism:** The physical abuse or destruction of PAU property and/or property at one of our partner locations is prohibited.
7. **Harassing, Abusive, Threatening, and/or Bullying Behaviors:** Harassing, abusive, threatening, and/or bullying behavior of PAU community members, including but not limited to other students and employees of the university (and their family members) is prohibited. Any conduct that threatens or endangers the physical, mental, and/or emotional health and safety of a member of the University community, on or off University property, or at a University-sponsored or supervised activity is considered abusive or threatening behavior.
 - **Verbal:** includes, but is not limited to, threats, discrimination, harassment, bullying, and cyberbullying made in person, over the phone, left on voicemail, and/or by other electronic means
 - **Physical:** includes, but is not limited to, assault, battery, fighting, false imprisonment, coercion, hazing, stalking, prohibiting a person from freely entering or departing a room or event through physical force or the presence or otherwise confining a person, any unwanted physical contact between individuals, and/or attempts of physical threat

- **Written:** includes, but is not limited to, online messaging, internet usage, email, cell phone/texting, social media, letters, signs, banners, clothing, and/or graffiti
 - **Retaliation:** includes, but is not limited to, blackmail and/or action taken against another member of the community who has been identified as a complainant, victim, witness, or University representative alleging misconduct
 - **Implied threats:** includes, but is not limited to, gestures, taunting comments, and/or any behaviors that create a threatening environment, including threats against the University and/or its property
8. **Criminal Violations and Arrest Notification:** Violation of any local, state, or federal criminal code on or off-campus is prohibited. Behaviors and violations off-campus are referred to PAU's student conduct system at the discretion of the University administration. Students accused, arrested for, or convicted of any misdemeanor, felony, or sexual offense must notify the Dean of Students Office of their status within 48 hours after their release from jail and/or a judgment, or at the time of enrollment into the University, whichever comes first. Failure to do so is a violation of Palo Alto University policy.
 9. **Emergency/Fire Equipment & Procedures:** Students are prohibited from the misuse of, vandalism to, and/or tampering with fire and emergency equipment, including but not limited to, fire extinguishers, alarms, hoses, sprinkler heads, smoke detectors, AED devices, safety/emergency vehicles and property, and/or video surveillance equipment. Falsely reporting a fire, bomb threat, or other emergency is also a violation of this policy. In the event of an emergency or drill, students must follow the directives of University officials and/or emergency personnel. Knowingly setting fire (arson), unintentionally setting fire, and intentionally setting off the fire alarm when there is no emergency is also strictly prohibited.
 10. **Theft:** Theft or attempted theft, unauthorized possession, misuse, or wrongful appropriation of property, or sale of property not belonging to oneself is strictly prohibited.
 11. **Drugs and Illegal Substances:** The possession or sale of illegal drugs is strictly prohibited at PAU. In addition, students are not permitted to be under the influence of illegal drugs at any time on PAU property and/or during PAU activities. Impaired students, whether legally prescribed medication that alters mental status or illegal drugs, are not permitted to attend class, interact with clients, or conduct research under any circumstances.
 12. **Recordings:** It is prohibited to videotape, audio record, or take pictures of persons using any current or future technologies without their knowledge and/or consent when there is a reasonable expectation of privacy and/or confidentiality.
 13. **Sexual Misconduct:** Palo Alto University is committed to maintaining its campuses and programs free from all forms of sexual misconduct. All forms of sexual misconduct are prohibited, including sexual and gender-related:

violence, assault, harassment, domestic violence, dating violence, and stalking. Palo Alto University's Sexual Misconduct Policy, in its entirety, can be found as an addendum to this Student Handbook.

- 14. Weapons:** Possession of weapons and weapon replicas, including but not limited to, firearms, BB guns, air guns, knives, swords, machetes, blow darts, spears, compound bows/arrows, Tasers, brass knuckles, slingshots, martial arts devices, dangerous chemicals, incendiary devices, ammunition or other explosive substances including fireworks is prohibited and banned from University property and University-sponsored events.
- 15. Lewd Behavior:** Lewd, indecent, or obscene behavior is not permitted.
- 16. Solicitation:** Solicitation of and by students, student organizations, faculty, and staff for money, goods, or services without written authorization from the Dean of Students Office is prohibited.
- 17. Animals:** Animals/pets are not permitted on any PAU campus, with the exception of service animals registered with the Office of Accessible Education and emotional support animals that have been approved by Human Resources as it relates to PAU employment. Emotional support animals are only permitted for employment-related activities and are generally not permitted with other activities related to the university.
- 18. Smoking/Tobacco-Free Environment:** Tobacco and smoking/vaping products include, but are not limited to cigarettes, electronic cigarettes, all forms of smokeless tobacco, pipes, and cigars. Except where otherwise posted as a "smoking area," the use of tobacco products is generally prohibited in outdoor areas.

4.3 Procedures

4.3.1 Reporting

- **[General Incident Report Form:](#)** With the exception of reports of sexual misconduct and gender-based discrimination (Title IX), and identity-based bias incidents, all reports of an alleged violation of university policy should be reported to the Dean of Students Office through the General Incident Report Form.
- **[Sexual/Gender Bias Incident Report Form:](#)** Reports of alleged violation(s) of the Palo Alto University Sexual Misconduct Policy (Title IX) should be reported to the University's Title IX Coordinator through the Sexual/Gender Bias Incident Report Form.
- **[Identity-Based Incident Report Form:](#)** Reports of identity-based incidents should be reported to the Dean of Students Office through the Identity-Based Incident Report Form.

All three reporting forms can be found on the student tab of MyPAU Portal. If there is any confusion about which form to use, please submit your report through the General Incident Report Form.

Any member of the PAU community can submit an incident report, but faculty and staff are required to do so when they know or reasonably suspect that a policy violation has occurred. It is important that all alleged policy violations are reported to the Dean of Students Office in order to have a complete and effective student conduct system that appropriately addresses student behavior, remediates behavioral concerns, and keeps the University and those affiliated with it safe.

A report of misconduct or allegation of policy violation should include: the name of the student(s) alleged to have violated University policy; a clear factual statement describing the nature of the conduct (date, time, place, witnesses); and the name(s), address(es) and telephone number(s) of those filing the report. Students may wish to make anonymous reports, but doing so will likely inhibit the ability of the university to respond.

Once a report is received, the Dean of Students Office will review the report and determine if there is enough evidence to support the allegation of a policy violation. This may include reaching out to the person who submitted the report for clarification as needed.

4.3.2 Adjudication of Reports

If it is determined that there is not enough evidence to proceed with charges through the student conduct system, the Dean of Students Office will notify the reporting party. The student who was reported to have allegedly violated university policy will not be notified, and will not face any disciplinary action. Nothing will be included in the alleged student's file.

If it is determined that there is enough evidence to support charges, the Dean of Students Office (or their designee) will send a charge letter and notice of alleged violation to the accused student through their PAU email account. This letter will include the following:

- the alleged policy violation(s) and when it occurred,
- a link to PAU's Student Handbook (this document), and
- request to meet with the Dean of Students (or their designee) by a specific date.

Charge Letter & Notice of Alleged Violations

Students accused of misconduct will receive a charge letter and notice of alleged violation within 10 business days of the Dean of Students Office receiving the report. This letter will also include a request to meet for an initial student conduct meeting.

The meeting with the Dean of Students (or their designee) must occur within 10 business days of the date of the Charge Letter.

Student Participation in Conduct Proceeding

Students alleged to have violated PAU policies are expected to be active participants in the student conduct process. Failure to respond to the charge letter and/or failure to meet with the Dean of Students will result in a referral to the Student Conduct Board for adjudication with an additional charge of Failure to Comply.

False Information

Providing false information or withholding information from a University official during the conduct process is prohibited. This includes but is not limited to: falsification, distortion, or misrepresentation of information before any University official or hearing board, disruption or interference with the orderly conduct of the student conduct process, tampering with witnesses in preparing for or during the hearing process, and/or initiating a student conduct proceeding in bad faith.

Conduct Meeting

During the initial student conduct meeting, the student who is alleged to have violated PAU's policies will meet with the Dean of Students (or their designee). During this meeting the Dean of Students (or their designee) will:

- review the procedures to adjudicate alleged policy violations outlined in this Student Handbook
- review the charge letter and discuss the allegations against the student
- provide what they think is a fair sanction if the student wishes to accept responsibility for the violation

The accused student will have an opportunity to:

- ask questions about their rights as they relate to PAU's student conduct system
- review any reports or documentation that were submitted to the Dean of Students Office related to their alleged violation of university policies
- discuss the allegations against them
- accept responsibility for the alleged policy violation(s) and the sanction determined by the Dean of Students (or their designee)
- request a hearing with the PAU Student Conduct Board. Students may accept responsibility for their behavior and waive their right to a hearing with the Student Conduct Board, but they are not required to do so and cannot be forced to do so. An accused student can request a hearing with the Student Conduct Board at any time during this meeting with no adverse impact on the hearing

Accepting Responsibility for Violating PAU Policy

If an accused student wishes, they may waive their right to a hearing and accept responsibility for violating PAU policy. In these cases, they will be assigned a sanction

by the Dean of Students (or their designee). Some sanctions have deadlines, and all deadlines must be adhered to. Failure to do so may result in an additional charge of failure to comply and a referral to the PAU Student Conduct Hearing Board. By accepting responsibility for violating PAU policy, the student waives their right to any appeal of their case.

Request a Hearing

Students accused of violating PAU policy have the right to a hearing before the PAU Student Conduct Hearing Board (SCHB). If an accused student does not want to accept responsibility for an alleged policy violation and the sanctions determined by the Dean of Students (or their designee) or if the student simply wants to exercise their right to request a hearing, the Dean of Students Office will schedule a hearing as soon as possible, but no later than 21 business days from when the accused student requests a hearing.

Access to Student Conduct Material

Student conduct documents (including, but not limited to, incident reports and statements given during the process by the complainant, respondent, or witnesses) may be reviewed by the complainant and/or the respondent but may not be duplicated or photographed. In some situations, to protect the identity of others involved, names and other personally identifying information of others may be redacted before the information is shared.

Recording of Conduct Meetings and Hearings

Recordings, including but not limited to tape recording, video recording, recording on a mobile phone, etc. are not permitted by anyone in any phase of the discipline process. The only exception to this is during the hearing itself. The University will record all hearings and keep them on file in the Dean of Students Office.

PAU Student Conduct Hearing Boards (SCHB)

Hearing Notice

The Dean of Students Office will send a hearing notice to the accused student notifying them of the date, time, and location of their hearing, at least three business days before the hearing. This letter must include the charges the student will face at the hearing, and should be consistent with the charge letter the student previously received from the Dean of Students Office. The hearing notice will identify the SCHB members selected to participate in the hearing.

Membership of the SCHB

The SCHB will include at least three faculty members selected by the Dean of Students Office from a pool of faculty members nominated at the beginning of the academic year in consultation with the Provost's Office and the faculty.. At least one faculty member must be affiliated with the department in which the student is

studying, and at least one faculty member must be from outside of the department in which the student is studying. One member of the SCHB will serve as the chair of the hearing, which will be determined by the SCHB members. The accused student's academic advisor cannot serve on the conduct board.

Challenging an Appointed Hearing Member

Students may challenge the inclusion of one PAU SCHB member if they believe the member will not be able to participate in the hearing without bias. The student must make this request within three business days of the date of the hearing notice letter. The request should be directed to the Dean of Students, and should include the specific reason why the accused student does not believe the SCHB member can be involved in hearing the case without bias. Please note, because Palo Alto University is a relatively small university, it is not always reasonable to expect an SCHB member to have no knowledge of the accused student. For example, simply having had the SCHB member as faculty in the past would not be sufficient reason to disqualify them from participating in a hearing. The Dean of Students (or designee) will make a decision about the challenge. If a new SCHB member is appointed, that will be communicated as well. The Dean of Students' decision about whether to remove an SCHB member is final and cannot be challenged.

Evidentiary Standard

In considering and adjudicating alleged violations, the evidentiary standard is "more likely than not." This means that those adjudicating a case must have a firm belief that the evidence demonstrates that there is a high probability that a violation of policy has occurred.

Closed Hearings

All SCHB proceedings are closed, meaning only the complainant, the respondent, appropriate witnesses, SCHB members, and the Dean of Students (or their designee) are permitted to attend the hearing. In addition, the respondent has the right to an advisor, per the guidelines noted below.

Prior to the SCHB,, the Dean of Students (or their designee) will provide a list of witnesses and relevant information to both the complainant and respondent. All of the testimony and relevant information from the hearing will be kept in confidence, in accordance with the University policy and to protect the privacy of the student(s) involved under Family Educational Rights and Privacy Act (FERPA). Failure to maintain the confidentiality of the matters and/or the privacy of the student(s) involved will result in a separate and independent charge for Failure to Comply.

Right to an Advisor

Students have the right to have an advisor for support during the hearing. The advisor must be a member of the PAU community (employee or student). The advisor is not permitted to speak on behalf of the respondent, address the complainant or any

witnesses, or the SCHB members. The advisor cannot be a lawyer or lawyers' representatives (e.g. paralegals) representing any of the involved parties.

Recording of Hearing

The University will record the hearing proceedings up until the private deliberation by the SCHB. The recording will be stored in the Dean of Students Office. No other hearing participants are permitted to record the hearing in any way.

Participating in the Hearing

Students are required to participate in the student discipline process when they are called to a hearing as a complainant, respondent, or witness. Should a student fail to appear when proper notification has been given or should the student fail to provide a statement during the hearing, the hearing will proceed without the benefit of that student's input.

Hearing Procedures

The hearing shall proceed in the following manner:

- Introduction of everyone in the room
- The Chair of the SCHB will explain the procedures.
- The Chair will read the charges against the student policy and will summarize the incident report that resulted in the charges.
- The Chair will ask the accused student how they plead: responsible or not responsible for the alleged violations.
- The complainant, or the Dean of Students (or their designee) on behalf of the complainant, and the respondent will be allowed to make an opening statement regarding the allegation(s) of the complaint.
- Any witnesses will be called in one at a time to provide testimony.
- Conduct board members may individually ask questions of the complainant, respondent, and witnesses.
- After all questions have been asked, and if they choose, the complainant and the respondent may make a closing statement to the hearing board.
- The SCHB will then meet in private to deliberate on the information provided and determine an appropriate finding of "responsible" or "not responsible" for each of the charges the respondent faced, using the more likely than not evidentiary standard. If a determination is made that the student is responsible for the charges against them, the board will also consider and recommend sanctions.
- A summary of the hearing outcome, including any recommended sanctions, will be sent in writing by the chair of the hearing to the Dean of Students within three business days.
- The recommendations will be reviewed by the Dean of Students who will either approve them, ask the conduct board for clarification, or assign sanctions s/he determines appropriate. In most cases, the sanctions assigned by the Dean of Students will be consistent with what the SCHB recommends,

but the final determination of responsibility and sanctions lies with the Dean of Students.

- Within five business days of receiving the summary from the hearing chair, the Dean of Students (or their designee) will notify the student in writing of the outcome of the hearing and any applicable sanctions. Students will also be notified in this letter of their right to appeal. Appeal procedures are outlined below.

4.4 Appeals

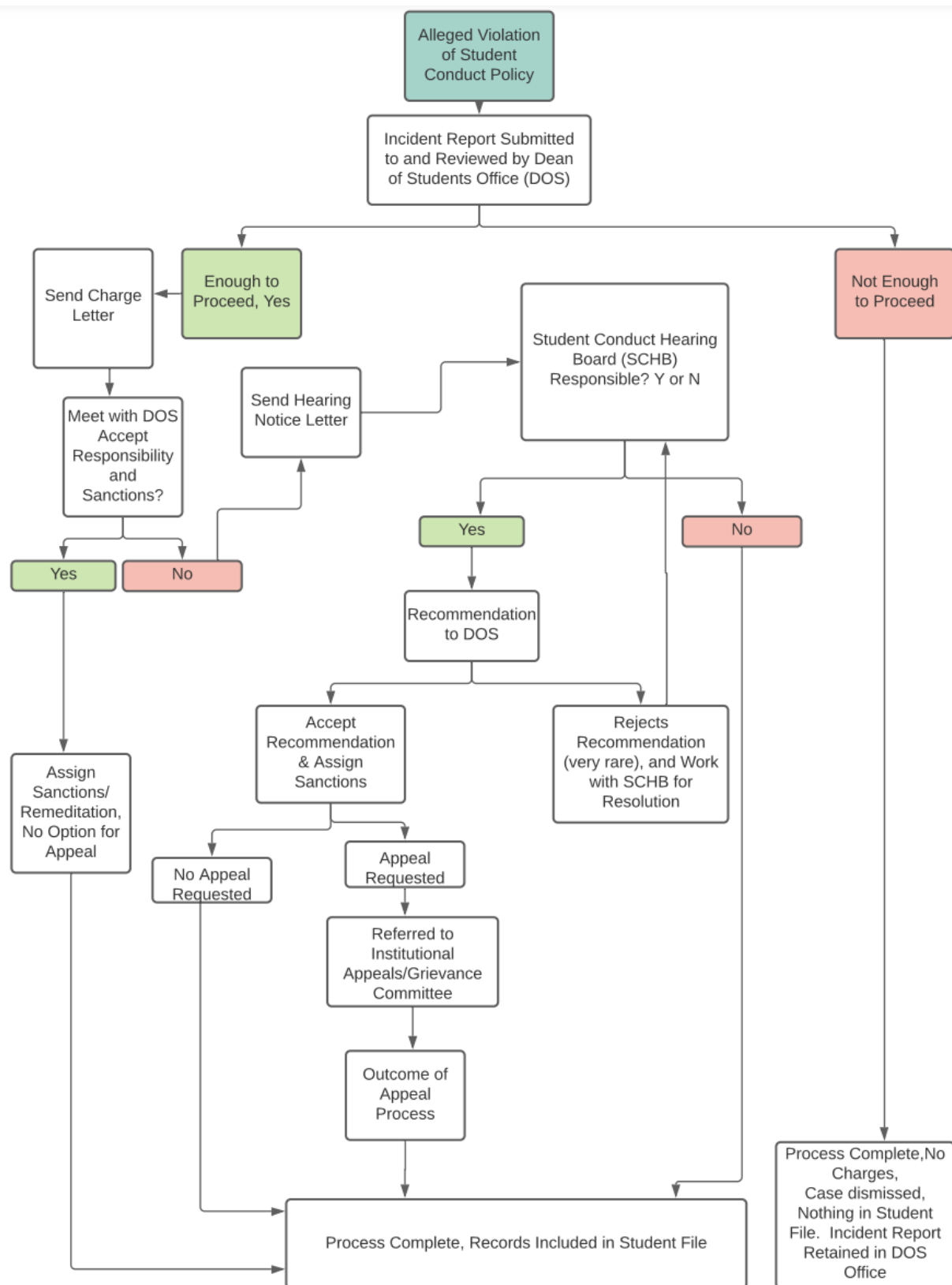
Students who accept responsibility and the corresponding sanctions in the initial meeting with the Dean of Students (or their designee) waive their rights to an appeal.

When a student has a Student Conduct Hearing, they have the right to appeal the outcome within ten business days of receiving written notification from the Dean of Students Office about the final outcome of their case. An appeal will only be considered on one or both of the following grounds

- A process or procedural error was made that was significantly prejudicial to the outcome of the hearing.
- New information that was not available or known to the student appealing at the time of the hearing has arisen which, when considered, may materially alter the outcome. Information that the appealing student chose not to present at the time of the hearing is not considered new information.

Appeal Requests must be submitted in writing to the Provost, and must identify on what grounds the appeal is based. Appeal requests that do not identify and/or meet acceptable grounds for appeal will be denied. Within five business days of receiving the appeals request, the Provost will notify the student of one of the following:

- The appeal request has been denied because the student did not appeal on one of the acceptable grounds noted above;
- The appeal request has been accepted and a hearing will be scheduled within 21 business days with the Institutional Grievance & Appeals Committee.



Section V: University Sanctions

5.1 Administrative Sanctions

PAU uses the following sanctions to address student conduct issues. These sanctions are not mutually exclusive, and more than one sanction may be applied. Sanctions may include, but are not limited to, the following:

- **Disciplinary Reprimand:** Notifies the student that their behavior does not meet the University's standards and corrective action is needed.
- **Disciplinary Warning:** Notifies the student that their behavior does not meet the University's standards, immediate corrective action is needed, and future violations of PAU policies will likely result in probation.
- **Probation (Disciplinary, Academic, and/or Clinical):** Notifies the student that their behavior does not meet the University's standards, immediate corrective action is needed within a specific time frame, and the student is in jeopardy of being separated from the university. A Student Assistance Plan (SAP) must be completed with an academic advisor and submitted to the Dean of Students Office for approval. All timelines must be adhered to; failure to do so will result in a referral to the SCHB for failure to comply. Disciplinary probation may have serious negative implications for future academic, research, and training assignments and activities.
- **Suspension:** Separates the student from the university for a set amount of time, typically two to six quarters. Students who wish to return to PAU after suspension may be required to complete other sanctions before returning to the university community. Any student who wishes to return to the University after serving their suspension should contact the Dean of Students to initiate the process to return.
- **Dismissal:** Permanently separates the student from the university, with no option to return.
- **Health/Counseling Assessment:** Referral to a clinician for an assessment, and completion of any recommendations that result from that assessment.
- **Educational Sanctions and Intervention Strategies:** Complete a training, paper, or other educational activities. Educational sanctions topics may include, but are not limited to, professional integrity, time management, study skills workshops, reflection, or educational papers, etc.
- **Student Assistance Plan (SAP):** SAP, also known as remediation plans, are specific improvement plans with clear measurable behavioral expectations, to be completed within a specific time period. . SAPs are developed in consultation with academic advisors.
- **Restitution:** Compensation for loss, damage, or injury. This may take the form of appropriate service and/or monetary or material replacement.
- **No Contact:** No contact is a restriction from entering specific campus areas and/or all forms of contact with a certain person(s).
- **Loss of Privileges:** Denial of specific privileges for a specific period of time may be imposed. Privileges may vary but can include access to parking, computer labs, employment, participation in registered student organizations, etc.

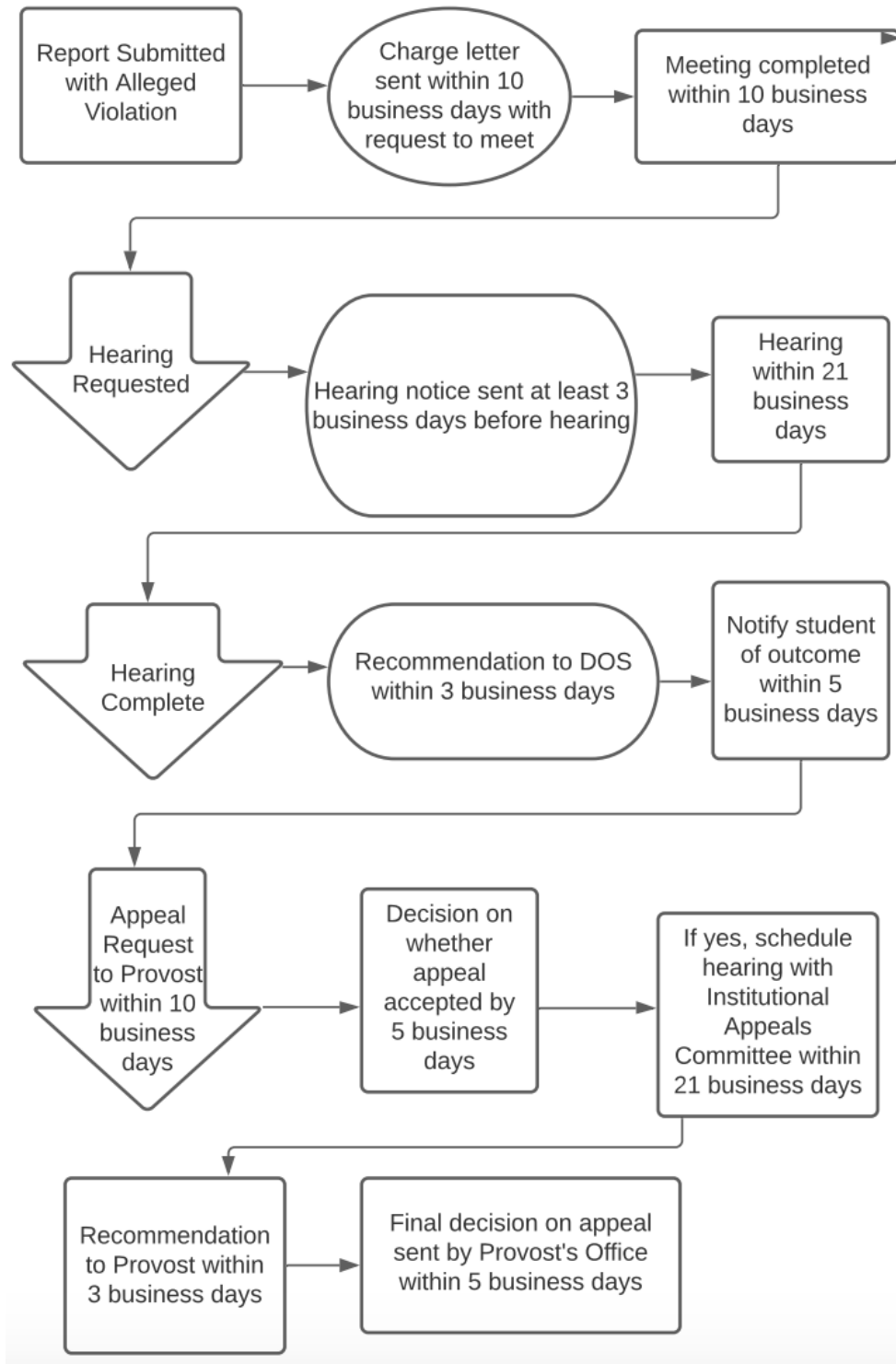
5.2 Emergency Administrative Action Pending Outcome of Hearing

In cases when the University determines that someone is a danger to themselves or others, or where serious clinical issues exist that jeopardize client care, or there is a significant and ongoing disruption to the University community, the University may take administrative action pending the outcome of the Student Conduct Hearing. This may include, but is not limited to, suspension of the student from classes, no-contact orders, removal from clinical settings, etc. Final determination about emergency administrative action is at the sole discretion of the University and is not subject to appeal. When emergency administrative action is taken, every effort will be made to expedite the hearing process to determine an outcome as quickly as possible.

5.3 Timelines & Due Process

Every effort shall be made by the University to follow the timelines described in these procedures. On some occasions, near the end of the quarter, over breaks or holidays, and in the summer, for example, there may be difficulties in adhering to the established timelines due to the availability of faculty and administrative staff. Deviations from prescribed procedures during these times does not necessarily invalidate a decision or proceeding unless it is demonstrated by the student alleging the deviation that there is significant prejudice to the final outcome of the discipline proceeding. When good faith efforts have been made by those involved with the conduct process to adhere to established timelines, unavoidable delays in adhering to the timelines will not necessarily be grounds for an appeal.

CONDUCT/DUE PROCESS TIMELINE



5.4 Student Conduct Records

All student conduct records will be kept in the student's file in the Dean of Students Office. Conduct records will be kept for at least five years after students leave PAU. All records that involve suspension or dismissal from PAU will be kept indefinitely in the Dean of Students Office.

Consistent with FERPA and PAU policy, students can review their academic records, including student conduct files.

Section VI: Institutional Grievances & Appeals

Procedures for Initiating Grievances & Appeals

Grievances

Except for specific matters for which a designated procedure for issue resolution is otherwise provided in university policy (e.g. harassment complaint procedures), students may submit a written grievance against action or inaction by the university which the student believes violates university policy. All such grievances must be sent, in writing, to the Provost's Office within 30 days of their occurrence.

Appeals

Students who are appealing an outcome of the SCHB must submit their request in writing to the Provost's Office within ten business days of the final decision letter from the Dean of Students. All appeals (but not grievances) will move directly to the formal process of a hearing.

- **Informal Procedure (required first step for grievances):**

The grievant should first discuss the complaint with the parties involved to try to come to an informal resolution. If the circumstances of the complaint prevent such informal resolution, or if the issue is not resolved informally, the grievant should file a written complaint to PAU's Provost's Office. The complaint should include not only the specifics about the complaint, but also information about how the complaint was attempted to be resolved through the informal process.

- **Formal Procedure (second step for grievances; and first step for appeals):**

If informal resolution is unsuccessful, a hearing will be convened by the Institutional Grievance & Appeals Committee (IGAC), which is composed of faculty and staff members selected by the Provost, with consultation and recommendations of the faculty and staff. The IGAC shall hear the complaint and receive testimony and information from such witnesses as it deems appropriate in order to evaluate the complaint. After the hearing is complete, the Committee will forward its findings and recommendations to the Provost within 10 business days. The Provost will notify the student of their final decision within 10 business days of receipt of the panel's recommendations and findings.

- **Arbitration:**

If the student disagrees with the decision of the Provost and wishes to challenge that decision, they must submit the issue to binding arbitration under the Rules of the American Arbitration Association. The costs of the arbitrator's fees or any administrative fee imposed by the American Arbitration Association shall be split

equally by the student and the university. The arbitration process under this Institutional Appeal Procedure is the exclusive method of external review. An arbitrator's decision is final, binding, and conclusive upon the parties and may be entered in any state or federal court having jurisdiction. Complaint Process, According to the Federal State Authorization Title 34.

In the event a student believes they have been unfairly treated by Palo Alto University they should follow the PAU grievance procedures. In the event a student feels it cannot be resolved by the methods outlined in the University's publications and website– they have the right to contact the accrediting organizations and related governmental agencies.

An individual may contact the Bureau for Private Postsecondary Education for review of a complaint. The bureau may be contacted at:

2535 Capitol Oaks Drive, Ste. 400
Sacramento, CA 95833
Phone: 916-431-6924
FAX: 916-263-1897
Website: <http://www.bppe.ca.gov>

Section VII: Addenda

7.1 University Catalog

7.2 Academic Program Handbooks

- PHD
- PsyD
- MA
- MS
- BS

7.3 Administrative Office Handbooks

- [Accessible Education Handbook](#)

7.4 Definitions

Business Days: a business day refers to the typical hours in a day when normal business operations take place. A business day is normally Monday through Friday, from 9 a.m. to 5 p.m., excluding holidays.

Charge Letter: charge letters are considered official notice from the University that the student has allegedly violated university policy. The letter must be sent within the appropriate due process timelines and must include information about the specific alleged policy violation.

Chosen name: is the name that a PAU community member uses consistently and regularly, other than their legal name.

Legal name: is the name that a community member has listed as their name of record on an official government-issued document such as birth certificate, passport, etc.

Leave of Absence (LOA): A temporary leave from the University for medical, military, or exceptional personal circumstances (for example, a death in the family or housing insecurity). Failing to meet academic standards or inability to pay tuition/ fees are not appropriate reasons for taking an LOA.

PAU Campus(es): The Allen Calvin Campus, The Los Altos Campus, and Stanford University School of Medicine (Psy.D Consortium only)

Regulations: various federal and/ or California state laws, regulations, and directives.

Withdrawal: When a student separates from the University and is able to return upon reapplication.