

# STUDENT LIFE

---

The current *Student Handbook* more comprehensively addresses University and school expectations, regulations, and policies than does this section of the CATALOG. It is available to each registered student. Students need to familiarize themselves with its contents. Additional information regarding policies specific to a particular school or program within the University is available from the respective school.

## From University to student

Loma Linda University was established to provide education in a distinctively Christian environment. Students are expected to respect the standards and ideals of the Seventh-day Adventist Church. Prospective students have the freedom to choose or reject University or school standards, but the decision must be made before enrollment. Application to and enrollment in Loma Linda University constitute the student's commitment to honor and abide by the academic and social practices, and regulations stated in announcements, bulletins, handbooks, and other published materials. Matriculated students are expected to maintain a manner that is mature and compatible with the University's function as a professional institution of higher learning.

The student will come under question if academic performance is below standard, student duties are neglected, social conduct is unbecoming, or attitudes demonstrate deficiencies such as poor judgment, moral inadequacy, or other forms of immaturity.

Procedures for evaluation of academic and nonacademic performance—as well as for the student to exercise their right of appeal—are described in the current CATALOG and in each school's section of the *Student Handbook*. Grievances regarding both academic and nonacademic matters must be processed according to these published grievance procedures. After a student files an appeal or grievance, the faculty assesses the student's fitness for a career in the chosen profession and recommends to the dean appropriate action regarding the student's continuance or discontinuance.

Prospective students who have questions concerning the University's expectations should seek specific information prior to enrollment.

## Whole-person health

The University regards the student from a cosmopolitan and comprehensive point of view. It is cosmopolitan in that, historically, the University's global mission has promoted bonds and opportunities in education and service without regard to gender or to national, racial, or geographical origin. It is comprehensive in that the University's concern for the welfare of the student traditionally has been an integrated concern for assisting the student toward whole-person health—balanced development of spiritual, social, physical, and mental health. Cultivating the health of any one part enhances the health of all parts. Neglecting or abusing the health of one harms the health of all. Before one can experience whole-person health, there must be a practical appreciation of the interdependent interaction of each part of the whole.

Students from all schools of Loma Linda University may congregate and participate in the multifaceted programs offered that involve the holistic concept of social, intellectual, physical, emotional, and spiritual wellness. These programs support Loma Linda University's motto, "To make man whole."

## Spiritual health

In addition to personal quiet times, opportunities for the student's spiritual development are provided through scheduled religious activities, informal association with others who cherish spiritual values, required religion courses, and required chapel services.

## Social health

Situated within easy access of the ocean, mountains, and desert, the University provides numerous opportunities for students to complement their formal learning through participation in a wide variety of recreational, cultural, and other activities. A variety of University-, school-, and group-sponsored events encourage students to relax and become better acquainted with one another. Through these activities and events, students can enrich their group interaction and leadership experiences, increase their enjoyment of and interest in fields outside their profession, develop their talents, enhance wholesome and memorable association with others, and cultivate supportive and lifelong social relationships.

## Mental health

The University promotes mental health by encouraging students to study and practice principles of sound psychological health and to access state-of-the-art counseling and mental health services, as needed.

## Physical health

The University promotes physical fitness by encouraging recreational interests and by providing courses in field exercises, body building, and health instruction. An effort is exerted to encourage each student to engage in some recreational and health-building activity that may be carried over to enhance future life.

## Immunizations

As a member of a health-science university, whether directly involved in patient care or not, students are responsible for the well-being of others. As a result, Loma Linda University requires that all students receive the flu vaccine annually.

## Recreation and wellness: Drayson Center

Drayson Center serves as the hub for recreation and wellness at Loma Linda University. Encompassing 100,000 square feet indoors, the facility offers numerous fitness and wellness options to promote physical, intellectual, social, emotional, and spiritual wholeness.

The center showcases a 21,000-square-foot gymnasium that can accommodate three full-size basketball courts, five volleyball courts, or nine badminton courts. Circling the gym is an elevated three-lane running track. Four indoor racquetball courts, four outdoor tennis courts, and eight permanent pickleball courts are available for play. Two aerobics studios are used for a variety of the latest fitness classes, taught by certified instructors. The cardio and weight rooms provide opportunities for strength training, sports conditioning, bodybuilding, and more.

The outdoor aquatics center includes a heated, ten-lane lap pool, leisure pool, and jacuzzi as well as a 22-foot waterslide. Saunas are available in the fully-equipped men's and women's locker rooms. Summer Swim offers Red-Cross-based swim classes for all ages, promoting water safety for everyone. The 400,000-square-foot outdoor multipurpose recreational Superfield hosts soccer, softball, flag football, ultimate frisbee, and more, with organized seasonal intramural leagues. Two beach volleyball courts feature high-quality beach sand. Next to the pool deck, a grassy area is

ideal for picnics and includes the "Hammock Hideout," which serves as a venue for not only hammocks but evening student events around the fire.

Drayson Center offers personal training, medical massage therapy, wellness education, and a variety of family-oriented leisure classes—including ballet and taekwondo. Conference rooms are available for classes, meetings, and banquets. This full-service facility promotes health and wellness for Loma Linda University students, employees, family members, and the surrounding communities. Visit [Drayson.llu.edu](https://drayson.llu.edu) (<https://drayson.llu.edu>) for more information.

## Student Health Service

Operating under Loma Linda University Health, the Center for Health Promotion's Student Health Service is committed to providing quality health care to the students within our University community. Our providers and staff are dedicated to promoting a lifestyle that encourages a balance of physical, spiritual, emotional, and social well-being. Services provided include primary care, women's health, family planning, immunizations, laboratory testing, health education, counseling, and referrals to specialty services. Our clinicians are experienced in caring for the many unique challenges students may face during their education years that can affect academic performance. Enrollment in the Risk Management Student Health Plan is required to receive the comprehensive coverage of services.

Student Health Service is located in Evans Hall, Suite 111, at the corner of Anderson and Stewart streets. To schedule an appointment or for more information, call 909/558-8770.

## Loma Linda University Student Health Plan

The University-sponsored Student Health Plan is designed to provide comprehensive medical coverage for the student and their eligible dependent(s). It is not an insurance program. The plan includes coverage for hospital care, surgery, emergency care, prescription drugs, limited dental, and more. Generally, to be eligible for reimbursement under the provisions of the plan, expenses must be incurred while coverage is in effect. Expenses incurred before plan coverage becomes effective or after plan coverage has terminated will not be covered. This plan will only provide medical coverage on an excess basis. This means that all medical expenses must first be submitted to any other available source of health-care coverage. There is no optical coverage available. Please see the Loma Linda University website for Student Health Services for a complete explanation of the Student Health Plan ([llu.edu/central/studenthealth](http://www.llu.edu/central/studenthealth/) (<http://www.llu.edu/central/studenthealth/>)).

### Enrollment

The process to enroll in the Student Health Plan is completed through the online registration process. Once registration is complete, information is relayed to Risk Management. If a student is adding an eligible dependent to their Student Health Plan, the Student Health Plan Enrollment form will need to be completed and submitted to Risk Management with the necessary payment.

### Preferred provider plan

The health plan has been developed as a preferred provider organization (PPO) plan. Benefits for services utilized outside the preferred provider structure will be reduced.

## Plan year

The plan benefit year is a fiscal year and runs from July 1 through June 30.

## Eligibility

A student is eligible for benefits if they:

- Are attending Loma Linda University as a graduate or undergraduate student.
- Are a degree-track student (accepted into a degree program and registered for more than 0 units will be eligible regardless of the number of units for which they are registered).
- Are a nondegree student registered for more than 4 units (SAHP 5 units) (a student who is not accepted into a degree program but who is registered as a nondegree student for more than 4 units (SAHP 5 units) will be eligible; however, a non-degree student registered for 4 units (SAHP 5 units) or fewer is not eligible and will not be eligible to buy into the Student Health Plan).
- Chooses to buy in, was covered under the plan during the previous quarter, and on an approved leave of absence from their academic program.
- Are an IP-only student (a student who is working on an "In Progress" course and is not registered for any other units will be eligible).

## Additional information regarding eligibility

- A student who drops all units before the deadline will not be covered by the plan. Any student who drops all units before the last day for a full refund will not be eligible for the University Student Health Plan for that quarter. Please refer to the Student Finance 100-percent refund policy.
- LLUH employees who are "full-time, benefit eligible" will not be eligible for the Student Health Plan.
- Students participating in an off-campus or online program will not be eligible for the Student Health Plan.
- An eligible student's coverage will become effective on the first day of class or new student orientation, whichever occurs first.

## Buy-in provision

Under the following provisions, a student may obtain coverage under this health plan, or extend coverage to a spouse or dependent children each quarter. In order to receive any coverage under this plan, a student must apply for coverage during an open enrollment period—within 30 days of a status change (i.e., within 30 days of marriage or within 30 days of the birth of a newborn child) and pay the appropriate quarterly student contribution, as outlined below:

1. *Spouse/Dependent Children.* If a student is covered under this plan, they may extend health plan coverage to their spouse or dependent child(ren).
2. *Leave of Absence (LOA).* If a student has been covered under the plan up until leaving school on an approved leave of absence (LOA), they may extend coverage under the plan for the length of the approved LOA, up to a maximum extension of one year.
3. *Continuation Coverage.* If a student has been covered under this plan but no longer meets the eligibility requirements, they and eligible dependents would be able to continue coverage for up to one quarter through the buy-in provision.

The open enrollment period for eligible students and dependents is the last two weeks of each calendar quarter. Buy-in coverage will be

effective from January 1 to March 31, April 1 to June 30, July 1 to September 30, and October 1 to December 31. No invoices or reminders are sent to students who are buying into the plan. The Department of Risk Management cannot add Student Health Plan buy-in fees to the student's account. All payments must be made by check, money order, or credit card with the Visa or MasterCard logo by calling 909/651-4010. A newborn child must also be enrolled in the plan within 30 days of birth or adoption in order to receive any coverage under this plan. There is no automatic or temporary coverage provided for any dependents, including adopted or newborn children.

Extension/Continuation Coverage—rates below became effective 10/01/2021 (rates are subject to change July 1)

- Student—\$535 per quarter for the student, plus one of the amounts below for dependents, is charged for extension/continuation coverage:
- Spouse buy-in rate—\$700 per quarter.
- One or more child(ren)—\$420 per quarter.
- Spouse and child(ren)—\$1,120 per quarter.

## Prescription drug coverage

Each enrolled student will be given a CVS/Caremark health-care identification card, which can be used at any participating pharmacy displaying the CVS/Caremark decal. The cost of the prescription will be billed directly to the plan after the student pays a co-payment. Prescriptions filled through CVS/Caremark will be limited to a maximum of a 30-day supply. The co-payment amounts will be \$15 for generic drugs and \$30 for brand-name\* drugs that are dispensed at the health plan's preferred pharmacies: the LLUMC Pharmacy, the Faculty Professional Pharmacy (located in the Faculty Medical Clinics), the LLU Meridian Pharmacy, the LLU Highland Springs Pharmacy, the LLUMC Murrieta Physicians Office Building Pharmacy, and the LLU Community Pharmacy.

If the prescription is filled at any other participating CVS/Caremark pharmacy, there will be a \$25 copayment for generic products or a \$40 copayment for brand-name\* drugs. Prescriptions not filled by the CVS/Caremark system will not be covered under the plan.

\*The co-payment is shouldered by the plan when a name brand is purchased because no generic substitute is available; however, if a student chooses a name brand over a generic drug, the student will be responsible for the generic co-payment plus any difference in cost between the two medications.

## Mail Order Prescription Drug Coverage

For drugs that are taken on an ongoing basis, Plan members also have the option of obtaining prescription drugs through the CVS mail order program. With this program, students can save time and money with the convenience of mail delivery at no additional cost. After a one-time set up process, CVS will arrange for automatic prescription refills. Through this program, members may obtain up to a 30-day supply of drugs with a single co-payment and up to a 90-day supply of drugs with the payment of two (2) co-payments. This means that a student obtaining a 90-day supply of medication can save four co-payments per year by using the mail order option. This mail order option is only offered through the CVS Mail Order Pharmacy. Note that the normal co-payment is waived for generic medications that are filled through the mail-order program and are used for the treatment of asthma, cholesterol, diabetes, heart failure and hypertension.

Additional prescription drug information and resources are also available at the CVS Caremark website [www.caremark.com](http://www.caremark.com) and with the free CVS Caremark mobile app. These resources allow you to obtain refills online, scan your prescription bar code, set up mail order delivery, view your prescription history, track your prescription spend and check drug coverage and costs.

To sign up for mail delivery service, go to [caremark.com/mailservice](http://caremark.com/mailservice). This site will allow you to register or sign-in to your account. Please have your health plan/prescription drug card available. Alternatively, you can call CVS Caremark Customer Care at 1-800-966-5772 to fill a prescription or obtain more information.

Prescriptions submitted through the mail will be delivered to your home address and your co-payment (if any) will be billed to your credit card. CVS Caremark cannot accept cash or checks for co-payments.

## Utilization review

All services that require preadmission review or prior authorization must be processed through the Department of Risk Management. The types of services that require prior authorization include:

- All hospital admissions (scheduled admissions must be authorized prior to entrance to the hospital. In the case of emergency admissions, notification must be made within 48 hours or the next business day).
- All outpatient surgeries.
- Home health services and skilled nursing facilities.
- Orthotics and purchase or rental of durable medical equipment.

Please refer to the plan document for a complete description of required authorizations. Participants in this plan must follow the preadmission review process in order to receive full hospitalization benefits. If a participant does not follow the preadmission review process, hospitalization benefits will be reduced by 50 percent.

In order to fully understand plan benefits, students need to obtain a University Student Health Plan document, which describes all of the plan coverage, limitations, and exclusions. Questions regarding the plan should be directed by telephone to the Department of Risk Management at 909/651-4010.

## Malpractice coverage

Students are covered by malpractice insurance while acting within the course and scope of any approved clinical assignment.

## Disability insurance

All students in the School of Medicine and the School of Dentistry are automatically registered in a disability insurance program while enrolled at this University. This program provides limited disability insurance for students while in the program and also allows for conversion to an individual disability insurance policy at the time of graduation. Details of this program are available from the School of Medicine or the School of Dentistry.

## Counseling services

### Loma Linda University Student Counseling Program

The University Counseling Center offers a variety of private, confidential services to students and their families—including individual, premarital, marital, and family counseling; as well as medication treatment. Counselors use practical, problem-solving strategies to help students

deal more effectively with stresses of school and personal life in a healthy and healing way.

The program is staffed by members of the Employee and Student Assistance Programs, which includes licensed clinical social workers and marriage and family therapists.

To schedule an appointment or for more information, call 909/558-9534 or campus extension 39534. Eligible students do not have a copay for these visits.

The University Student Counseling Center is located in the Hartford Building, 11360 Mountain View Avenue, Suite A, in Loma Linda.

### Loma Linda Student Assistance Program

The Loma Linda Student Assistance Program (LLSAP) provides professional and caring assessment and treatment for a variety of personal, family, work, and school-related issues. The LLSAP clinicians will develop a treatment plan that may include free, short-term counseling. All LLSAP services are free of charge.

If more extensive treatment is appropriate, the client is referred to a community therapist who specializes in the student's area of concern and who is covered by the student's health plan. All information is confidential. Community therapists and LLSAP clinicians will not release information without the written consent of the student, with the exception of matters that fall under mandatory reporting laws.

The LLSAP, the only nationally accredited student assistance program in California, has provided state-of-the-art services to students since it was established in 1990.

Appointments may be scheduled Monday through Wednesday, 8 a.m. to 5 p.m., by calling on-campus extension 66050 or 909/558-6050; Thursday, 8 a.m. to 7 p.m.; Friday, 8 a.m. to 1 p.m. Additional appointment times may be available upon request.

The program is located in the Hartford Building, 11360 Mountain View Avenue, Suite A, in Loma Linda.

## Governing practices

At Loma Linda University, nonacademic policies have been established that help foster a fulfilling University experience. Students are expected to uphold these policies, which govern nonacademic student life on and off campus. Information in this section of the CATALOG, as well as in the *Student Handbook* (<http://www.llu.edu/student-handbook> (<http://www.llu.edu/student-handbook/>)), pertains to requirements governing all students. The student is reminded of individual responsibility to be fully informed of the general and specific requirements of their school and program.

### Identification number and badge

All accepted students will be assigned a unique University identification number. This seven-digit number will be used on all correspondence and noted on all payments to the University. A University identification badge using this identification number and a bar code will be issued to each student after they complete initial registration and financial clearance.

The identification card allows access to various student services, including the libraries, Student Health, recreation facilities (i.e., the Drayson Center), and parking. The bar code on the card allows currently enrolled and financially cleared students to charge against their accounts at the Campus Bookstore and campus cafeterias, and for ticket sales

available through the Student Services office. In subsequent quarters, the card's bar code is automatically reactivated at each registration upon financial clearance.

For further information regarding these identification cards, please contact Student Services.

### Residence hall

The University is coeducational and accepts both single and married students. Any single student who prefers to live on campus may do so providing accommodations are available. Students are expected to live on campus unless they meet criteria as follow:

- Married;
- 21 years of age or older;
- In a graduate program;
- Living with their parents.

Students who wish to live off campus but who do not meet one of the foregoing requirements may petition the vice president for student experience for a possible exception. This should be done well in advance of registration to allow the student adequate time to plan. Additional information about campus housing can be obtained from the housing website at [llu.edu/central/housing](http://www.llu.edu/central/housing) (<http://www.llu.edu/central/housing/>).

The student must keep the University informed of their current address, telephone number, and other contact information.

### Marriage

A student who marries or changes marital status during the academic year must provide the school with advance written notification of the change in order to keep school records correct and up to date. It is wise for students to make every effort to schedule their wedding ceremonies during academic recesses.

### Name change

Currently enrolled students may change their names on University records when they provide evidence (e.g., certified copy of a marriage certificate) that the name change is official. In addition to filing with the Office of University Records on University Records forms a request for change of name, the student must present a current ID card or other form of picture ID with their name as it appears on University records, along with official documentation of the name change.

Name changes must be processed no later than six months prior to graduation if the new name is to appear on the diploma.

### Professional apparel

Clinic and laboratory apparel are distinctive articles of dress specified by the department or school. They are to be worn only in the manner prescribed and under the conditions specified in the school or department dress code. Student uniforms are to be maintained in clean, presentable condition. Information on the required professional dress is provided in Section III of this CATALOG and in the University *Student Handbook*.

### Personal appearance

Students in the classroom or clinical environment must exhibit personal grooming consistent with expectations of the health-care institution, the profession, the school, and the University. Specific guidelines regarding

grooming and attire are provided in Section III of this CATALOG and in the University *Student Handbook*.

## Personal property

The school assumes no responsibility for the loss of the student's personal property, instruments, or other items by theft, fire, or unknown causes. The student is expected to assume responsibility for the safekeeping of personal belongings.

## Cars and transportation

Because the student is responsible for transportation arrangements and costs for special projects and off-campus clinics, it is advantageous for the student to have access to a car.

The University enforces traffic rules and regulations as provided for by the State of California Vehicle Code. It is the sole responsibility of the driver of any vehicle on University property to become familiar with these regulations. Drivers are held responsible for any infraction of the regulations. Copies of the brochure entitled *Loma Linda University Traffic and Parking Regulations* are available at the Department of Security.

Vehicles used by students on campus must be registered with the Department of Parking. Returning students must renew the registration of their vehicles online with the Department of Parking annually in September.

## Confidentiality

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 requires that all health-care professionals maintain the highest level of confidentiality in matters pertaining to clients. Discussions or written assignments relating to client information, either health related or personal, may not include identifying data. Clients' privacy and rights are to be protected.

Failure to maintain confidentiality could result in legal action. For additional information, see *Introduction to HIPAA* at <https://one.luh.org/vip/Departments/LLUSS-Departments/HIPAA-Information/HIPAA-Help/Introduction-to-HIPAA> (<https://one.luh.org/vip/Departments/LLUSS-Departments/HIPAA-Information/HIPAA-Help/Introduction-to-HIPAA/>).

## Substance abuse

As a practical application of its motto, "To make man whole," Loma Linda University is committed to providing a learning environment conducive to the fullest possible human development. Because the University holds that a lifestyle free of alcohol, tobacco, and recreational/illegal drugs is essential for achieving this goal, it maintains policies that foster a campus environment free of these substances.

All students are expected to refrain from the use of tobacco, alcohol, and recreational or illegal mind-altering substances. Possession or use of these substances may be cause for dismissal.

For details regarding the University's drug-free environment—as well as information regarding prevention, detection, assessment, treatment, relapse prevention, confidentiality, and discipline—see the Loma Linda University *Student Handbook*, Section V, University Policies: Alcohol, controlled substances, and tobacco policy.

## Sexual harassment

Sexual harassment is reprehensible and will not be tolerated by the University. It subverts the mission of the University and threatens the

well-being, educational experience, and careers of students, faculty members, employees, and patients.

Because of the sensitive nature of situations involving sexual harassment, and to assure speedy and confidential resolution of these issues, affected students should contact the office of the dean of the school in which they are enrolled.

A more comprehensive statement of the policy regarding sexual harassment and sexual standards can be found in the Loma Linda University *Student Handbook*, Section V, University Policies.

## Employment

It is recommended that students limit work obligations (outside employment for income) that divert time, attention, and strength from the arduous tasks of class preparation, clinical practice, and/or training in their chosen career. A student wishing to work during the school year should consult the office of the dean of the school in which they are enrolled regarding employment restrictions or prohibitions.

## Employment for international students

International students must obtain written authorization from International Student and Scholar Services before accepting any on-campus employment. Off-campus employment requires prior issue of a work permit by the U.S. Citizenship and Immigration Services. F- and J-visa students must limit their employment to 20 hours or fewer per week while registered for courses and while classes are in session. Regulations allow full-time work (40 or fewer per week) during school breaks and summer vacations (if students' programs allow summer quarters off). For questions, please telephone International Student and Scholar Services at 909/558-4955.

## Academic authority

The office of the dean of the school in which the student is enrolled is the final authority in all academic matters, with the exception of general education requirements, and is charged with the interpretation and enforcement of academic requirements. Any exceptions or changes in academic requirements, graduation requirements, or grades are not valid unless approved by the dean. Any actions taken by individual faculty members with regard to these matters are advisory only and are not binding on the school or the University unless approved by the dean.

## Academic integrity

Academic dishonesty intentionally violates the community of trust upon which all learning is based, intentionally compromises the orderly transfer of knowledge from teacher to student, and is inconsistent with good professional and moral behavior. Accordingly, the penalty for academic dishonesty is severe.

Acts of dishonesty include but are not limited to the following:

- Theft;
- Falsifying or changing grades or other academic records;
- Plagiarism or excessive paraphrasing of someone else's work;
- Knowingly giving, obtaining, or falsifying information during examinations or other academic or professional practice assignments;
- Using unauthorized aids during examinations;
- Loud and disruptive behavior during lectures, demonstrations, or examinations;

- Excessive unexcused absences from classes or from clinical assignments.

"Examinations" are defined as regularly scheduled tests, quizzes (scheduled or unscheduled), final examinations, comprehensive assessments, take-home tests, open-book tests, and any other assignment given by an instructor or preceptor whether for a grade, points toward a grade, or for zero points (e.g., a learning exercise).

Instructors and students are responsible for reporting instances of academic dishonesty for investigation. An instructor may take immediate action during an examination or other point-generating activity in order to maintain the integrity of the academic process. Substantiated violations are to be brought before the designated disciplinary body for action. Disciplinary action may include receiving a failing grade on the examination or assignment, receiving a failing grade in the course, suspension, or permanent dismissal from the program.

## Conduct

Students are expected to conduct themselves in a professional manner during didactic and clinical training. Professional conduct includes, but is not limited to, punctuality and respect for other people, their property, and their right to learn. It also includes an appropriate respect for those in authority. Students of Loma Linda University are expected to behave in a manner that will not bring criticism upon themselves, the program, the school, or the University.

Because students may be exposed to patients' relatives and friends in any public place, and because their conversations and their attitudes have an effect on those around them, students are asked to observe the following principles.

- Any information given to the student by a patient or contained in a medical record must be held in strict confidence. Therefore, the discussion of a patient's diagnosis and treatment or other clinically related topics should be extremely guarded. A patient's family and members of the community may be listening, and may incorrectly interpret the things discussed. Careless talk may lead to malpractice litigation.
- A joking or casual attitude toward illness and medical treatment should not be displayed, since it may seem uncaring and be disturbing to those who are ill and suffering as well as to the family members.
- Student and staff behavior in professional situations may be the deciding influence for or against Christian beliefs, values, and a health-enhancing lifestyle.

An in-depth description of the professional conduct expected of students is contained in the Loma Linda University *Student Handbook*.

## Grievance procedure

Grievances related to sexual harassment, racial harassment, or discrimination against the disabled shall be pursued in accordance with University policies specifically relating to these items. Grievances related to academic matters or other issues covered by specific policies shall be made pursuant to the policies of the school in which the student is enrolled. A student who questions whether the process provided by the school has followed the policy of the school in regard to their grievance may request that the Office of the Provost conduct a review of the process used by the school in responding to their academic grievance.

Students who believe that an error has been made or that they have been dealt with in an inappropriate manner by an office or nonacademic department of the University such as records, student finance, student affairs, health services, or Drayson Center, may seek correction by the following steps:

1. The student may put their complaint in writing and provide it to the head of the department or office involved. The student may request an appointment and discuss this matter with the department head. The department head will make a decision and provide a written answer to the student within 14 days of receiving the student's written complaint or meeting with the student, whichever is later.
2. If the answer is not satisfactory to the student, they may put the complaint in writing and send it to the vice president for student experience for review. The matter will be considered at the next meeting of the dean's council, and the student will be informed in writing of the council's response within seven days of the council's consideration of the complaint.

An individual may contact the Bureau for Private Postsecondary Education for review of a complaint by using the Bureau's online complaint submission link (<https://connect.bppe.ca.gov/#/submitcomplaint>) (preferred) or by downloading the complaint form ([https://www.bppe.ca.gov/forms\\_pubs/complaint.pdf](https://www.bppe.ca.gov/forms_pubs/complaint.pdf)) and mailing it to the address below:

Bureau for Private Postsecondary Education  
P.O. Box 980818  
West Sacramento, CA 95798-0818

## Copyright violations

The copyright law of the United States (Title 17, USC) governs the making of photocopies or other reproductions of copyrighted material. Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specific conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship, or research." If a user requests or later uses a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement. This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

## Communication devices

All communication devices must be set to "off" or "vibrate" during class, laboratory, clinic, or chapel. No cell phones, PDAs, calculators, laptops, or other electronic or communication items may be used in the classroom, testing facility, or laboratory unless specifically a part of that activity and approved by the faculty member in charge.