



# ITU STUDENT HANDBOOK

Summer 2021



## ITU ENROLLMENT AGREEMENT

Student Name:  
Enrollment Term:  
Academic Program:

The above-mentioned individual has been accepted for enrollment or is re-enrolling at International Technological University (the "University" or "ITU"). The undersigned student understands and accepts the conditions set forth in this agreement/handbook.

By selecting "I Agree", you verify that you have read and agree to the terms and conditions set out in the following sections

AGREED [date]

Student Signature

## ACKNOWLEDGEMENT OF FEES AND TERMS

By signing below, I acknowledge that I have read and understood the Financial information provided on International Technological University portal:

*<https://itu.edu/home/finance/> and in the University Catalog: pages 12 to 23*

*[https://itu.edu/wp-content/uploads/2020/10/Catalog\\_2020-2021-Final\\_Indesign\\_7.24.pdf](https://itu.edu/wp-content/uploads/2020/10/Catalog_2020-2021-Final_Indesign_7.24.pdf).*

Full Name: \_\_\_\_\_

Date: \_\_\_\_\_

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Signature

## Table of Contents

<b>Academic Advising</b>	5
<b>Attendance and Participation</b>	5
<b>Library</b>	5
<b>Summary of ITU Library Services</b>	5
<b>Student Life and Campus Recreation</b>	6
<b>ITU Toastmasters Club</b>	7
<b>VTA Program and Public Transportation</b>	7
<b>Student Employment</b>	8
<b>Student Health Insurance</b>	8
<b>Career Services</b>	8
<b>Bereavement Policy</b>	8
Standard Bereavement Leave	8
Bereavement Leave of Absence	8
<b>Information and Call Center</b>	9
<b>ITU Student ID card</b>	9
<b>ADA Procedures</b>	10
<b>Student Code of Conduct</b>	11
Article I: Terminology	11
Article II: Judicial Authority	11
Article III: Proscribed Conduct	11
<b>Conduct – Rules and Regulations</b>	12
Article IV: Judicial Policies	12
Charges and Hearings	12
<b>Sanctions</b>	13
Academic Sanctions	13
Administrative Sanctions	13
<b>Interim Suspension</b>	14
Appeals	14
<b>Academic Grievance Procedures</b>	14
<b>Time Guidelines</b>	14

<b>Advisers</b>	14
<b>No Retaliation Policy</b>	14
<b>Student Non-Academic Grievance Policy</b>	14
<b>Academic Integrity</b>	16
<b>Academic Dishonesty Policy</b>	16
<b>Diversity Policy</b>	17
<b>Nondiscrimination Policy</b>	18
<b>Whistleblower Policy</b>	18
<b>Alumni Services</b>	20
<b>Staying Connected with ITU</b>	20
<b>ITU Conflict Resolution Policy</b>	23
<b>Student Handbook Agreement</b>	25

**New student applicants are required to read the ITU Student Handbook document and indicate receipt and reading with their signature, when they are admitted and acknowledge their enrollment of acceptance to ITU.**

## Academic Advising

The Department of Academic Support Services is here to serve students and guide them toward educational success during their tenure at ITU. Students receive individual attention in the planning of their degree program and are provided important information regarding deadlines and university policies. Advising is an integral part in assisting students with their decision making when selecting courses toward their career goals and future plans. Advisors can meet one-on-one with students or in a group setting.

We assist students with the following:

- Information about degree program, compliance, integrity, academic regulations and policies
- Information regarding change of program
- Academic evaluation and assessment
- Provide students with preliminary graduation checklist, Petition to Graduate and Reduce Course Load (if applicable)
- Degree planning (Individualized Learning Plan)
- Academic Probation
- Liaison between students and faculty members
- Improving skills/strategies
- Time management skills
- Resources to help students be successful
- ITU Scholarship information

## Attendance and Participation

Attendance is mandatory for all on-campus courses at ITU. The university requires students to attend, fully participate, and be engaged in their enrolled courses each term. For online courses, students' regular participation online will qualify as "attendance." Students who miss more than 20% of required attendance without an excused absence for on-campus courses will be administratively withdrawn from the course and receive a grade of UW (Unauthorized

Withdrawal). A grade of UW is calculated as an F grade in the grade point average calculation.

## Library

The role of the [ITU library](#) is to help students and faculty become scholarly and ethical users of information and research sources.

ITU has an [Online Library](#) and you can send an email to [info@itu.edu](mailto:info@itu.edu) for information regarding scholarly journals and ebooks for access.

Academic honesty is taken seriously at ITU. Please read the [ITU Plagiarism Prevention Policy](#).

The [ITU Copyright Policy](#) must be complied with by all students. See the ITU "Copyright and Compliance" on the [ITU Library Website](#) for supporting resources.

## Summary of ITU Library Services

1. The [ITU library website](#) also assists with style guides and templates, and assistance with library logins. Use 'Advanced Search' to isolate ITU "Projects", "Theses", "Course Reserves", etc.
  2. [Library Pocket Guide](#):
  3. [ITU Style Guides](#):
    - a. [Masters Thesis Guidelines](#)
    - b. [Doctoral Guidelines](#)
    - c. [APA Style Guide](#)
  2. Research consultations and assistance are available from the on-site reference desk and library contact email - [info@itu.edu](mailto:info@itu.edu). Students should schedule at least one consultation per semester

Check the [Library website](#) for the latest information on research consultation hours.

1. [ITU Library Catalog](#) Use the "Advanced Search" option to search for books, course reserves, Capstone and other materials held in the ITU on-site library.

1. Course Reserve Books: See the [ITU Library Catalog](#) and the [ITU Library Website And Course Reserves Policies](#)

1. [Loans and circulation](#): Read the [ITU Library Borrowing and Course Reserves Policy](#)

1. Other Libraries: See [ITU Library Website](#):

- a. [WorldCat.org](#) <https://www.worldcat.org> tells you what thousands of external libraries

hold on your subject.

b. [San Jose Public Library](#): Obtain a library card for the [San Jose Public Library card](#). It is a joint library with the [San Jose State University Library](#). You will have access to databases such as: Safari Books Online, MorningStar, Newspaper and other databases.

c. Other Local Libraries: [Santa Clara Public Library](#) and the public library closest to you will offer similar benefits if you obtain a library membership card.

d. Inter-library Loans: Note that most public libraries will offer you 4-6 inter-library loans each month with your membership. For The other information email: <mailto:info@itu.edu>

1. Open Educational Resources (OER), Openly Published or FREE scholarly datasets including

a. [FREE Repositories Recommended by the University Librarian](#)

b. [Proquest PQDT Open](#)

c. [Wikipedia List of OERs](#):

d. [InTechOpen](#): Free Computer Books Online, [FreeTechBooks](#)

e. Google Books

f. [PubMed Central](#)

g. [PennState Media Commons Free Media Library](#)

h. [Moving Image Archive](#)

i. [MIT OpenCourseWare](#)

j. [DOAJ Directory of Open Access Journals](#)

k. [Cite Seer X](#): scholarly computer and information science

1. Universities With Exceptional OER LibGuides for Business, Healthcare and Computer Science:

a. [Brooklyn College, NY OER](#): (inactive)

b. [Indiana University LibGuide OER](#): Public Health: (inactive)

c. [MIT OER LibGuide](#)

d. [Tacoma Community College LibGuide OER](#)

e. [UTSA LibGuide OER](#)

f. [James Cook Univ. Australia LibGuide OER](#)

g. [Washington State University: Open Textbooks](#)

For more information about how to access library and research services, please drop by or

email [info@itu.edu](mailto:info@itu.edu). Or visit the library website.

## Student Life and Campus Recreation

ITU prides itself on offering a balance between what goes on inside and outside of the classroom. The University strives to create an environment that encourages social interactions with fellow students and the ITU administration. Student Life events give you the opportunity to forge friendships and join clubs while preparing for your career. Student Life has various events throughout the year. Events have included the ITU Town Hall meetings, the Cultural Fair where ITU's diversity is celebrated, ITU's Got Talent, showcasing student talents are in the form of performances and artwork, Build & Pitch Hackathon, where inter-departmental innovation is encouraged, and Family Fun Day, a family friendly event for students, faculty, and staff. Student Life also celebrates various events throughout the year to acknowledge cultural holidays such as the Autumn Moon Festival, Valentine's Day, Holi Festival, and St. Patrick's Day.

As an ITU student, you can learn leadership skills as a student government association representative, meet new people at student mixers, and attend career driven workshops. In addition, ITU facilities offer open collaborative spaces for group projects. Students at ITU are free to organize and join associations whose stated purpose is consistent with the university's mission. All student organizations seeking ITU support must be registered.

## Student Government

ITU believes in the work-life balance and strives to create an environment that encourages social interactions outside of the classroom. We continue to work towards creating a welcoming and inclusive atmosphere, recognizing a strong international demographic. ITU offers multiple Co-Curricular activities for the students to enjoy.

If you're interested in getting involved in co-curricular event planning, the Student Government Association (SGA) is an excellent way to build event-planning experience while serving the student body at ITU.

The Student Government Association (SGA) exists to serve, advocate for, and lead the student body with dedication to unity, teamwork,

diversity, honesty, transparency, mutual respect, and creativity. SGA commits to being a voice for all students as well as a committed group of leaders among the ITU community.

SGA membership consists of four elected executive positions as well as a group of representative members. Each member is committed to serving students through hands-on assistance, and collaboration with ITU leadership. Experience as an SGA leader not only helps ITU become a better place, but is also an enriching part of your academic life. As a member of the SGA you will gain valuable leadership and communication skills. These transferable skills can be used at companies the world over, with many former SGA members going on to successful careers in industry.

### **ITU Toastmasters Club**

#### **The ITU Toastmasters club is a leadership club first!**

Whether you're a professional, student, or a stay-at-home parent, Toastmasters is the best way to build your leadership skills, through great communication. At Toastmasters meetings, you'll learn how to successfully organize and present your ideas and yourself. Toastmasters methods for effective public speaking result in the skills and confidence needed to effectively express YOU in any situation.

- Pursue your individual Pathways track for leadership and personal development
- Network with local club members, from Cisco, Walmart, Apple, Cadence or Intel
- Move up the ranks and become an area or district officer--interact with professionals all over Bay Area
- Membership is open to: students and their families, ITU Staff and Faculty and local San Jose professionals

The Club meets every Wednesday night, 6-7pm. Contact [toastmasters@itu.edu](mailto:toastmasters@itu.edu) for more details. Check our [Facebook page](#) for updates on meetings and events.

### **VTA Program and Public Transportation**

As part of ITU's commitment to the City of San Jose, the Valley Transportation Authority (VTA) program is a Transportation Demand Management Plan to mitigate the traffic impact of the campus location and operations.

The Student VTA program requires mandatory participation of all students, and that ITU cannot profit from sales or replacement of passes. Students on leave of absence, trimester break, or alumni are not eligible for the program. The VTA Smartpass provides enrolled students unlimited rides on VTA bus and light rail lines (less express bus service), when used in conjunction with an ITU student identification card.

The VTA fee is a mandatory and non-refundable fee for all students. The fee must be paid, regardless of whether a student chooses to request and/or use a pass. The fee is subject to change based on ITU's annual contract with VTA.

Students can obtain more information about the VTA program, and how to request and use their Smartpass by visiting the ITU website ([students/vta](#)) or the campus Information Center.

The University campus is conveniently located near the Bonaventure light rail stop. Bus and light rail schedules can be found on the Santa Clara Valley Transportation Authority website ([VTA.org](#)), and on campus.

Other notable modes of public transportation NOT covered under the VTA program include:

- Bay Area Rapid Transit (BART) <http://www.bart.gov> is a train that provides clean, scenic service from Fremont, Richmond, Berkeley, and San Francisco.
- Caltrain <http://www.caltrain.com> provides commuter rail service along the San Francisco Peninsula, through the South Bay to San Jose, and Gilroy.
- San Francisco Municipal Transportation Agency (SFMTA) <http://www.sfmta.com> is one of America's oldest public transit and the seventh largest system in the U.S. Commonly known as the "Muni", it consists of historical streetcars, modern light rail vehicles, taxis, electric trolley coaches, world famous cable cars, and diesel buses.
- 511 SF Bay <http://www.511.org> provides information on train, bus and ferry services around the San Francisco Bay Area, including popular bicycle routes.

### **Student Employment**

Eligible students may be able to apply for

on-campus jobs. The following opportunities may become available at any time:

Some departments that commonly hire student assistants include: Admissions, Marketing, Operations, Information Technology, and the International Student Office.

**Student Assistants:** Student Assistants perform administrative duties which include, for example, promotional material copywriting, collateral material design, and production support on multimedia events such as ITU Presents, helping prospective students to apply and assisting the Student Information Desk.

**Note:** Students who are currently on academic probation OR are currently working off campus under Internship or OPT are not eligible to hold on-campus jobs.

### **Student Health Insurance**

Health insurance is mandatory for all students. Starting in Fall 2020, students will not be enrolled in health insurance through ITU. Students must choose to either enroll in health insurance directly through JCB, or secure other coverage. Prior to enrollment, all students are required to provide proof to the Finance Department of their choice to enroll or waive the insurance coverage from JCB. For more information visit ITU's Health Insurance page: <https://www.itu.edu/admissions/admitted-students/health-insurance>

### **Career Services**

ITU is proud to offer a robust and ever-growing suite of professional and career services to our students and alumni. Contact us at [advising@itu.edu](mailto:advising@itu.edu) to learn how we can help you advance your career.

### **Career Services Policies**

As a member of the National Association of Colleges and Employers, ITU adheres to the NACE Principles for Professional Practice for Career Services & Employment Professionals. In order to best serve ITU students, we expect our collaborative employers/internship-providers to do the same.

These principles support the three NACE precepts for career planning and recruitment: Maintain an open and free selection of employment and experiential learning

opportunities in an atmosphere conducive to objective thought, where candidates can optimize their talents and meet their personal objectives; maintain a recruitment process that is fair and equitable to candidates and employing organizations; Support informed and responsible decision-making by candidates. Businesses, organizations and individuals seeking ITU approval to participate in student recruitment activities must adhere to the following principles, in addition to any other applicable ITU policies:

**NACE Principles for Employment Professionals**  
**NACE Principles for Third-Party Recruiters**  
 ITU values the collaborative involvement of organizations that adopt these principles and reserves the right to limit involvement of organizations whose practices call these principles into question.

In the event that ITU chooses to limit or discontinue collaboration with an organization, the organization will be notified and may request reinstatement after responding satisfactorily to ITU's requests for clarifying information. Decisions regarding collaborative employers/internship-providers will be made by the ITU Executive Internship Committee.

### **Bereavement Policy**

Students experiencing a death in the family should contact the Department of Academic & Student Support Services in order to request a Standard Bereavement Leave or a Bereavement Leave of Absence:

#### **Standard Bereavement Leave**

Upon approval from the Department of Academic & Student Support Services, the student is allowed 14 consecutive days of excused absence. Dates are specified by the student. The student would still be required to complete all course requirements.

**Note:** International students must file a Travel Request Form with the International Student Office if they are leaving the country.

#### **Bereavement Leave of Absence**

Should a student feel s/he needs more time than the allotted 14 consecutive days, students may withdraw from the trimester in which the death occurs.

In consultation with the Department Chair and



academic advisor, students may:

- Drop currently enrolled courses without any notation on the academic record, if within ITU's add/drop period;
- Withdraw with a W notation from currently enrolled courses, if prior to the Withdrawal deadline; or
- Receive an incomplete (INC) grade for currently enrolled courses and have the opportunity to complete any missed exams and/or assignments in the following trimester in which they return. In the instance that the instructor is not available to teach in the following term, the student's Department Chair may assign another instructor to assist the student in finishing the course. Further extensions beyond the following trimester may be granted under special circumstances.

*Note: International students who leave the country for more than 30 days must file a Leave of Absence Request Form with the International Student Office. Students leaving the country are advised to meet with the International Student Office prior to their departure.*

Once a Standard Bereavement Leave or Bereavement Leave of Absence has been received and approved:

- The Department of Academic & Student Services will notify the student's academic advisor who will communicate with the Department Chair, instructors for currently enrolled courses, and any other relevant offices to facilitate the leave.
- Instructors will be advised that excused absences and extensions should be granted to the student for the time of allowed leave.

Typical Bereavement Leave is reserved for deaths within the student's immediate family, but students may petition for the right to implement the Bereavement Policy in the event that a death occurs outside their immediate family. Immediate family is defined as: Spouse, Grandmother, Grandfather, Mother, Father, Sister, Brother, Child, Stepmother, Stepfather, Stepsister, Stepbrother, or Stepchild. ITU reserves the right to request documentation, such as an obituary, verifying the death.

### **Information and Call Center**

The Information and Call Center is an essential part of the everyday functions of the University. Information Representatives strive to give

students the best available information in a prompt, efficient and professional manner. Representatives direct students to appropriate offices for assistance and utilize the [Freshdesk](#) the Student Support Ticket System, view open tickets, manage inbound calls, and advise students on how to schedule appointments with the International Student Office, Academic Advising, the Registrar, Finance and other student-facing offices for either in-person or virtual appointments.

Students can email [info@itu.edu](mailto:info@itu.edu) to inquire about documents or other support.

### **ITU Student ID Card**

Students should always carry their ID card when on campus, as the ID card is required for class attendance and demonstrates authorization to be on campus. Students may be requested to identify themselves to a university faculty member, staff member, or authorities through their ID card.

The student identification card remains the property of ITU. Services rendered by the card are non-transferable to other individuals; only the name cardholder can access student privileges at the university. Unauthorized use or altering of the card in any way, including using another student's card or allowing someone else to use one's card, may result in disciplinary action. ITU reserves the right to confiscate student ID cards when use is deemed inappropriate.

Violations of this policy may result in disciplinary measures in accordance with the Student Code of Conduct, Article IV. Students who lend their card to another for the sole purpose of accessing university facilities and/or falsifying the attendance system will be recommended for disciplinary sanctions.

### **ADA Procedures**

International Technological University is committed to providing a quality and accessible educational environment to all students. In accordance with Section 504 of the Rehabilitation Act, the American with Disabilities

Act (ADA), the ADA Amended Acts (ADAA), and associated California laws and regulations, no qualified individual with a disability shall be excluded from participation in our university programs or activities based solely on their disability. Students seeking reasonable accommodations for documented conditions or disabilities, including: physical, psychological, medical, sensory or learning, or otherwise; may submit a request via the online student services ticketing system [Freshdesk](#).

To submit an accommodation request or for additional assistance or inquiries, please submit a ticket to [Freshdesk](#) or email [advising@itu.edu](mailto:advising@itu.edu) for additional information.

## STUDENT RESPONSIBILITIES

### Student Code of Conduct

All students are expected to abide by ITU's Student Code of Conduct, as follows:

#### Article I: Terminology

1. The term "University" means ITU University.
2. The term "student" includes all persons taking courses, receiving services from University, and pursuing graduate studies at University.
3. The term "faculty member" means any person hired by or contracted with the University to conduct instructional activities.
4. The term "ITU staff" means any person employed by the University, with the exception of student employees.
5. The term "member of the ITU community" includes students, faculty members or ITU staff, and or any other individual associated with the University. The University Official or designee shall determine a person's status in a particular situation.
6. The term "ITU Premises" includes all land, building, facilities and other property in the possession of or owned, used, or controlled by the University (including parking lots, adjacent streets and sidewalks)
7. The term "judicial body" means any person or persons authorized by the University Official or designee to determine whether a student has violated the Student Code of Conduct and to recommend imposition of sanctions.
8. The term "judicial Advisor" means an ITU official authorized on a case-by-case basis by the University Official or designee to impose sanctions upon students found to have violated the Student Code of Conduct. The University Official or designee may authorize a judicial advisor to serve simultaneously as a judicial advisor, and as the sole member or one of the members of the judicial body. Nothing shall prevent the University Official or designee from authorizing the same judicial advisor to impose sanctions in all cases.
9. The term "shall" is used in the imperative

sense.

10. The term "may" is used in the permissive sense.
11. The "University Official" is the person designated by the President of ITU University to be responsible for administration of the Student Code of Conduct.
12. The term "policy" is defined as the written regulations of the University.
13. The term "organization" means any number of persons who have complied with the formal requirements for University recognition / registration.

#### Article II: Judicial Authority

1. The judicial advisor shall determine the composition of judicial bodies and determine which judicial body shall be authorized to hear each case.
2. The judicial advisor shall develop procedures for administration of the judicial program and for the conduct of hearings, which are not inconsistent with provisions of the Student Code of Conduct.
3. Decisions made by a judicial body and / or judicial advisor shall be final. Pending the normal appeal process. (Unless otherwise is stated).

#### Article III: Proscribed Conduct

##### Jurisdiction of the University

The Code of Conduct applies to student behavior that affects the ITU community, irrespective of where that conduct may occur. Discipline may extend to off-campus activities and locations, when they adversely affect the ITU community and/or pursuit of its objectives.

#### Conduct – Rules and Regulations

Any student found to have committed the following misconduct may be subject to disciplinary sanctions outlined in Article IV.

- 1) Acts of dishonesty, including but not limited to the following:
  - a) Furnishing false information to any University official, faculty member or office.
  - b) Forgery, alteration or misuse of any University document, record or instrument of identification.
  - c) Computer piracy, including duplication of computer software, copyright infringement and unauthorized computer entry.

- 2) Disruption or obstruction of teaching, research, administration, disciplinary proceedings and other University activities, including its public service functions on or off campus, or other authorized non-University activities, when the act occurs on ITU premises.
- 3) Physical abuse, verbal abuse, threats, intimidation, and harassment including, but not limited to, sexual harassment, coercion and/or other conduct that threatens or endangers the health or safety of any person, either on ITU premises or at any University-sponsored activity.
- 4) Attempted or actual theft of and/or damage to property of the University or property of a member of the ITU community or other personal or public property.
- 5) ITU specifically prohibits any organization, chartered or otherwise, officially or in fact, from participating in the activity of "hazing".
- 6) Gambling on ITU premises, at University functions or through the use of University equipment.
- 7) Failure to comply with directions of University officials or law enforcement officers acting in performance of their duties and/or failure to identify oneself to these persons when requested to do so.
- 8) Unauthorized possession, duplication or use of keys to any part of ITU premises, or unauthorized entry to or use of ITU premises.
- 9) Violation of federal, state or local law on ITU premises or at University-sponsored or University-supervised activities, or other violation of federal, state or local law which has an adverse effect on the ITU community.
- 10) Violation of published University policies, rules or regulations.
- 11) Use, possession or distribution of narcotic or other controlled substances, except as expressly permitted by law, or being under the influence of such substances.
- 12) Illegal or unauthorized possession of firearms, explosives, other weapons or dangerous chemicals on ITU premises or at any University-sponsored activity.
- 13) Participating in a campus demonstration that disrupts normal operation of the University.
- 14) Conduct that is disorderly, lewd or indecent; breach of peace; or aiding, abetting or procuring another person to breach the peace on ITU premises or at functions sponsored by the University.
- 15) Theft or other abuse of computer time, including but not limited to:
  - a) Unauthorized entry into a file, to use, read or change contents, or for any other purpose.
  - b) Unauthorized transfer of a file.
  - c) Unauthorized use of another individual's identification and password.
- 16) Abuse of the judicial or disciplinary system, including, but not limited to:
  - a) Failure to appear before a judicial body or University official.
  - b) Falsification, distortion or misrepresentation of information before a judicial body.
  - c) Disruption or interference with orderly conduct of a judicial proceeding.
  - d) Attempting to influence the impartiality of a member of a judicial body prior to, and/or during the course of the judicial proceeding.
  - e) Harassment (verbal or physical) and/or intimidation of a member of a judicial body prior to, during and/or after a judicial proceeding.
  - f) Failure to comply with sanction(s) imposed under the Student Code of Conduct.

#### **Article IV: Judicial Policies Charges and Hearings**

- 1) Any member of the ITU community may file charges against any student for misconduct. Charges shall be prepared in writing and submitted as soon as possible after the event takes place.
- 2) The judicial advisor may conduct an investigation to determine if charges have merit and/or if they can be resolved by mutual consent of parties involved on a basis acceptable to the judicial advisor (such as mediation). Such disposition shall be final, and there shall be no subsequent proceedings.
- 3) All charges shall be presented to the accused students in written form. The University Official or designee shall decide on how they want to follow up with the case. This could go up to an actual hearing.
- 4) It is up to the University Official or designee to decide on everything related to the charges brought up against the accused student.

#### **Sanctions**

There shall be two major classifications of sanctions that may be imposed for violations of this procedure: Academic and Administrative. Academic sanctions will be defined as those actions related to the coursework and grades which are the province of the instructor. Administrative sanctions are concerned with a student's status on campus. The imposition of one variety of sanction will not preclude the additional imposition of the other.

1. The sanctions listed below may be imposed upon any student found to have violated the Student Code of Conduct.
  - a. **Warning** – A verbal or written notice to the student that the student is in violation of or has violated University regulations.
  - b. **Probation** – A written reprimand for violation of specific regulations. Probation is for a designated period of time and includes the probability of more severe disciplinary sanctions if the student is found to be violating any University regulation(s) during the probationary period.
  - c. **Fines** – Fines may be imposed, as determined or approved by the university.
  - d. **Restitution** – Compensation for loss, damage or injury. This may take the form of appropriate service and/or monetary or material replacement.
  - e. **Discretionary Sanctions** – Work assignments, service to the University or other related discretionary assignments.
  - f. **Suspension** – Separation of the student from the University for a definite period of time, after which the student is eligible to return. Conditions for readmission may be specified.
  - g. **Expulsion** – Permanent separation of the student from the University.
2. More than one sanction listed above may be imposed for a single violation.
3. Other than University suspension and University Expulsion, disciplinary sanctions shall not be made part of the student's permanent academic record, but shall become part of the student's disciplinary record.

### Academic Sanctions

Faculty members are responsible for determining the type of academic sanction and reporting the incident. Usually a form of "grade modification" will be employed. Before sanctions can be employed, the faculty member must have verified the instances of academic dishonesty by personal observation and/or documentation. In all cases the violation should be reported to The University Official. Sanctions that may be imposed by the faculty member include but are not limited to those listed below.

A student may be:

1. Reprimanded orally.
2. Lowered grade on assignment, exam, paper, or project involved.
3. Failed in the evaluation instrument (assignment, exam, paper, or project).
4. Reduced in course grade, including possible failure of the course. NOTE: A grade of "F" earned in the course as a result of sanctions for academic dishonesty is final and shall be placed on the transcript.
5. Referred for administrative sanctions. A faculty member may choose to refer a student to the University Official for disciplinary action in addition to the academic action the faculty member has taken or in lieu of any academic sanction.
6. If the incident happened around final time, then the result is an immediate 'F' in the course followed by other Administrative Sanctions, including NP in other courses taken in the same Trimester, up to expulsion.

### Administrative Sanctions

Cheating or plagiarism in connection with an academic program at a campus may warrant expulsion, suspension, probation, or a lesser sanction. Administrative action involving academic dishonesty at ITU is the responsibility of the University Official according to the Standards of Student Code of Conduct.

The University Official will respond to:

1. Referrals from the faculty;
2. Flagrant violations of academic standards; and
3. Repeat violations as brought to attention by the faculty or through the centralized reports filed with the University Official. Repeat violators of the academic dishonesty procedure will face the following sanctions:
  - a. Students found to have violated the academic dishonesty procedure in

- two separate incidents may be placed on academic probation, and potentially suspended or expelled from the University;
- b. The University will initiate expulsion proceedings for students found to have violated the academic dishonesty procedure in three or more separate incidents. Faculty members will be notified by the University Official when action has been taken.

### **Interim Suspension**

In certain circumstances, the University Official, or a designee, may impose an immediate University suspension.

1. Interim suspension may be imposed:
  - a. To ensure the safety and well-being of member of the ITU community or preservation of University property;
  - b. To ensure the student's own physical or emotional safety and well-being; or
  - c. To ensure safety of others if the student poses a definite threat of disruption of or interference with the normal operation of the university, all at the discretion of the University Official or designee.
2. During the interim suspension, students shall be denied access to ITU premises and/or all other University activities or privileges for which the student might otherwise be eligible, as the University Official or designee may determine to be appropriate.

### **Appeals**

The accused student may appeal a sanction imposed. The request must be in writing and submitted within the timeframe outlined in the sanction notice. The University Official or designee may decide to uphold an appeal. Based on the nature of the case, s/he may decide to deny the appeal process.

Faculty/ ITU Staff who have found that a student has violated the ITU Code of Conduct may request a form at [advising@itu.edu](mailto:advising@itu.edu). The form must be signed and submitted to the same email address for review by the Student Code of Conduct Committee. Verdict will be determined by the University Official or President.

### **Academic Grievance Procedures**

Generally, a grievance is a way for students to raise and seek redress for what they believe to be unfair, improper or discriminatory decisions, actions, or treatment. This can include claims based on actions, policies, or behaviors that are believed to be unauthorized or unjustified or that adversely affect the status, rights, or privileges of a student. A Non-Academic Grievance is more specifically one that is fundamentally separate and apart from issues specific to a student's research, studies, coursework, testing, results or product. A Non-Academic Grievance can include actions or omissions alleged to be based on race, color, religion, gender, gender identity, sexual orientation, national or ethnic origin, age or disability, or any other characteristic protected by applicable state and/or federal law.

### **Time Guidelines**

The timeframes set forth herein are guidelines. They may be extended by the Director or President, as applicable, in his or her discretion for good cause.

### **Advisers**

A student initiating or participating in a grievance under this procedure may be accompanied by an adviser in any discussion with the University Official, the President or their designees, or a grievance or grievance appeal officer under this procedure; any advisor must be a current ITU faculty, staff member or student.

### **No Retaliation Policy**

ITU prohibits retaliation or reprisals against individuals based on their pursuit in good faith of a grievance under this procedure, or their participation in good faith in the grievance process.

### **Student Non-Academic Grievance Policy**

The purpose of this Student Non-Academic Grievance Policy and Procedure is to set forth the process for students to seek a resolution of an issue, complaint, dispute or conflict ("Issue") that is not related or only tangentially related to their academic work ("Non-Academic Issue"). As an example, a Non-Academic Issue is one that might arise in a student's capacity as a student-employee.

Any student who has a Non-Academic Issue and

wishes to pursue a Non-Academic Grievance should be able to demonstrate they have first made a reasonable effort to resolve the matter on an informal basis before initiating a formal grievance process or, in rare instances, demonstrate that it is effectively impossible to try to make such an effort.

A Non-Academic Grievance shall be submitted in a written Initial Report to the University Official. The student should set forth in writing the substance of the complaint, the grounds for it, the evidence on which it is based, and the efforts taken to date to resolve the matter. Upon receipt, University Officials shall appoint an administrative staff member to assist the student in the grievance process. The assigned administrator will begin by confirming that reasonable efforts have been made to seek resolution, including the administrator facilitating informal efforts to resolve the issue between relevant parties. A demonstrated lack of good faith effort by any party attempting to resolve complaints informally, may be considered with all other factors to reach an ultimate decision on the merits of any grievance.

In the event these or prior informal efforts fail to address the issue, the student may request that the process move to a grievance hearing. Except where contravened by law, the request for a grievance hearing must occur within 45 days of the Initial Report. It must be made in writing to either: (a) the assigned administrator, or (b) the University Official or (c) through the online ticketing system. Once a written request to escalate to a formal grievance hearing has been received, the ITU Grievance Committee will be asked to review the Non-Academic Issue. This committee will consist of representatives from Academic Advising, Faculty, Student Services, the Office of the University Registrar, and the Office of the Provost, along with the assigned administrator on the Issue. If the Issue involves an international student, a representative from the International Student Office ISO will also be included on the committee.

The Grievance Committee may request further written or oral submissions from any relevant party, may review materials as it deems appropriate, and shall thereafter deliberate and vote upon a decision regarding the Non-Academic Issue and, absent extraordinary

circumstances, create a written statement of decision.

In the event any involved party finds the committee's decision unsatisfactory, they may appeal the decision to the President of the University. The request for an appeal should be filed in writing via the online ticketing system within 5 business days of the issuance of the committee decision. An unreasonable delay in filing the appeal may be grounds for rejection of that appeal.

Upon receiving the request for appeal, the Grievance Committee shall provide the President's Office with all documents, submissions, statements, materials along with its written statement of decision. The President shall begin consideration of the materials and may, in his/her discretion, request further information as may be appropriate. The President will then consider the matter and then accept, reject and/or propose amendment to the Committee's decision. That decision and the reasons therefore (the "President's Report") shall be tendered, in writing to the Committee within 15 business days, absent extraordinary circumstances. The Grievance Committee shall, within five business days of receiving the President's Report fully reconsider its assessment ab initio and then re-submit an amended decision, in writing, to the President who shall review the amended decision, and then make a final and conclusive ruling in writing. ITU students and stakeholders may also submit a complaint to the Bureau of Private Postsecondary Education (BPPE).

If, but only if, the President is a material party to the Non-Academic Issue, and if a party seeks an appeal of the decision of the Grievance Committee, the appeal will be directed instead to the Executive Committee of the Board of Trustees, who may designate an appropriate person to execute the responsibilities of the President in adjudicating the appeal of the Non-Academic Issue, as set forth above.

## Academic Integrity



ITU is dedicated to learning and research, and hence is committed to truth and accuracy. Integrity and intellectual honesty in scholarship and scientific investigation are, therefore, of paramount importance. These standards require intellectual honesty in conducting research, writing of research results and relations with colleagues. Academic misconduct includes cheating, plagiarism, falsification of data, etc.

### Academic Dishonesty Policy

ITU provides an overview of plagiarism definitions and consequences at the beginning of each new trimester in the New Student Orientation. ITU is committed to creating an environment where student achievement is championed and celebrated. Because the university values academic integrity as an essential component of academic excellence, students are expected to be truthful and ethical in their academic work. Commitment to academic integrity is the responsibility of every student and faculty member at ITU.

Faculty and students come from a variety of backgrounds and cultures, giving rise to different understandings of moral and ethical behavior. Faculty should clearly state well-defined standards to reduce uncertainty and clarify expectations. Academic dishonesty is defined as: an act of deception in which a student claims credit for the work or effort of another person or uses unauthorized materials or fabricated information in any academic work. Academic dishonesty is a violation of the ITU 'Student Code of Conduct' and will not be tolerated and might lead to suspension and expulsion.

ITU Faculty are encouraged to include a syllabus and Introduction to Plagiarism assignment at the beginning of each course. See pg 9 of this handbook, Academic Sanctions, and steps 1 through 6 that may be imposed at the faculty's discretion, to resolve a student's dishonesty or plagiarism.

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

- Cheating (unauthorized copying or collaboration on a test or assignment, or the use or attempted use of unauthorized materials);
- Tampering (altering or interfering with

evaluation instruments and documents);

- Fabrication (falsifying experimental data or results, inventing research or laboratory data or results for work not done, or falsely claiming sources not used; fabricating or falsifying documentation to try to change a course grade);
- Plagiarism (representing someone else's words, ideas, artistry, or data as one's own, including copying another person's work, including published and unpublished material, and material from the Internet, without appropriate referencing, presenting someone's else's opinions and theories as one's own, or working jointly on a project, then submitting it as one's own);
- Or assisting (assisting another student in an act of academic dishonesty, such as taking a test or doing an assignment for someone else, changing someone's grades or academic records, or inappropriately disturbing exams to other students).

Students who believe that ITU Faculty/Staff have violated ITU's Code of Conduct and have an Academic and/or Non-Academic Grievance may request a Code of Conduct Violation Report form at [advising@itu.edu](mailto:advising@itu.edu). The form must be signed and submitted to the same email address for review by the Student Code of Conduct Committee. Verdict will be determined by the University Official or President.

### Campus Alcohol Policy

Since the consumption of alcoholic beverages is prohibited, alcoholic beverages may be consumed on University premises only during an event being sponsored or hosted by a campus individual, university-recognized group, department, or office that gets approval by the Director of Compliance. The event must operate within state and local laws as provided by the Department of Alcohol and Beverage Control (ABC).

It is the policy of ITU to maintain a drug-free workplace and campus. The workplace and campus are presumed to include all ITU premises where the activities of the University



are conducted. The unlawful manufacture, distribution, dispensation, possession and/or use of controlled substances, or the unlawful possession, use, or distribution of alcohol is prohibited on the ITU campus, in the workplace, or as part of any of the University's activities.

For approval of the detailed protocol on serving alcohol on campus, all of the following conditions shall prevail:

- The chair of the event and other officers or representatives of the event sponsor (21 years of age or older) who will be present throughout the event, who will refrain from consuming alcoholic beverages
- The monitoring and serving of alcohol shall be under the direct supervision of the chair of the event and other representatives of the event.
- It is the responsibility of the department to ensure that no alcohol is distributed to persons under the age of 21. Alcohol will only be served to individuals who are 21 or older with a valid, government issued photo identification.
- If there will be attendees at the event who are under the age of 21 years, the event sponsor must have a plan in place to ensure that these guests will not be served alcohol. (e.g., ID cards must be shown upon entering the venue and wristbands must be distributed.)
- Self-service of alcohol is not allowed in any location on the campus.
- Anyone who looks to be under the influence of alcohol and unable to exercise care for one's own safety or that of others should not be served alcohol and the Director of Compliance may be notified if there are further questions or concerns.
- Event sponsors should note that they may also be held responsible for serving alcohol to persons who drive while intoxicated.
- Event sponsors are encouraged to reduce the consumption of alcohol at least 1 hour prior to the scheduled ending time of the event.
- No open containers of alcohol may be present on campus at any time. All alcohol must be served, opened, and disposed of by staff members who are over 21 years of age.
- Event sponsor must properly secure all leftover beverages

- Alcoholic beverages shall only be consumed in the approved designated area.
- Alcohol is not permitted to be served unless suitable Equally Attractive Non-Alcoholic Beverages (EANAB's) and food shall be made available at all functions when alcoholic beverages are served.

If immediate assistance is needed or an emergency occurs, inform The Director of Compliance png@itu.edu call 911.

To obtain approval to serve alcoholic beverages on campus, please complete the form mentioned here under campus alcohol policy: <https://www.itu.edu/regulations/campus-policies> contact the Director of Compliance Philip Ng png@itu.edu to request permission.

### **Diversity Policy**

ITU firmly believes that diversity in all its aspects is essential to our ability to accomplish our mission. Diversity embodies all those differences that make us unique individuals and includes people of different race, ethnicity, culture, sexual orientation, gender, religion, age, personal style, physical ability as well as people of diverse opinions, perspectives, lifestyles, ideas and thinking. We value the differences in views and perspectives and the varied experiences that are part of a diverse organization. Diversity enriches and broadens our university, which in turn leads to more creative and meaningful programs.

For the same reasons, ITU values professional diversity. Academic professionals and faculty, administrators, and students, from all disciplines, from both the public and private sectors, from all economic strata, and from the least experienced to the most seasoned are vital to maximizing our experience. Only by drawing and retaining a diverse employee and contractor base will we guarantee success of our university as well as our respective professional pursuits. Therefore, ITU is committed to creating and maintaining a culture that promotes and supports diversity throughout our organization.

### **Nondiscrimination Policy**

ITU is committed to the most fundamental principles of academic freedom, equality of opportunity, and human dignity. This requires that decisions involving students and employees be based on individual merit and free from invidious discrimination of all forms, whether or not legally prohibited.

ITU's policy is to fully comply with applicable federal and state nondiscrimination and equal opportunity laws, orders and regulations. ITU will not discriminate in programs and activities against any person because of race, color, religion, sex, national origin, ancestry, age, marital status, handicap, unfavorable discharge from the military, or status as disabled veteran or veteran of Vietnam era. This nondiscrimination policy applies to admission, employment, access to and treatment in University programs and activities.

Complaints of invidious discrimination prohibited by university policy shall be resolved exclusively within existing ITU procedures.

### **Sexual Harassment Policy**

Sexual harassment is legally defined to include any unwanted sexual gesture, physical contact, or statement that is offensive, humiliating, or interfering with required tasks or career opportunities at ITU. Sexual harassment is prohibited under federal and state discrimination laws and the regulations of the Equal Employment Opportunity Commission.

ITU will not tolerate sexual harassment of students or employees and will take action to provide remedies when such harassment is discovered. The University environment must be free of sexual harassment in work and study. Appropriate sanctions will be imposed on offenders in a case-by-case manner to ensure ITU is free of sexual harassment. ITU will respond to every reported sexual harassment complaint.

### **Whistleblower Policy**

#### **I. Summary of Policy**

This policy governs the reporting and investigation of allegations of suspected illegal or improper activities concerning the financial assets of the University, and the protection of whistleblowers from retaliation. It describes the procedures for investigating known or

suspected illegal or improper activities and addressing complaints of retaliation for raising such issues.

#### **II. Policy**

ITU has a responsibility for the stewardship of University resources and the private support that enables it to achieve its mission. The University's internal controls and operating procedures are intended to detect and to prevent illegal or improper activities relative to its financial assets. However, intentional and unintentional violations of laws, regulations, policies and procedures may occur and may constitute illegal or improper activities. The University has a responsibility to investigate and report to appropriate parties allegations of suspected illegal or improper activities, and to protect those employees and students who, in good faith, report these activities to the appropriate authority.

- An ITU employee may not:
- Retaliate against an employee and/or student who has made a protected disclosure or who has refused to obey an illegal or improper order, nor
- Directly or indirectly use or attempt to use the official authority or influence of his or her position for the purpose of interfering with the right of an employee, and/or student to make a protected disclosure to the University.

It is the intention of the University to take whatever action may be needed to prevent and correct activities that violate this policy.

#### **III. Procedure**

##### **A. Filing a Report of Suspected Illegal or Improper Activities Relative to Financial Assets**

- 1) Any person may report allegations of suspected illegal or improper activities. Knowledge or suspicion of illegal or improper activities may originate from academic personnel, staff or administrators carrying out their assigned duties, internal or external auditors, law enforcement, regulatory agencies, and customers, vendors, students or other third parties.
- 2) Allegations of suspected illegal or improper

activities should be made in writing so as to assure a clear understanding of the issues raised. Such reports should be factual and contain as much specific information as possible.

- 3) Normally, a report by an ITU student, and/or employee of allegations of a possible illegal or improper activity should be made to the reporting employee's immediate supervisor or other appropriate administrator or supervisor within the department. However, when the whistleblower believes there is a potential conflict of interest, such reports may be made to another University official who has responsibility over the department in question or the authority to review the alleged illegal or improper activity on behalf of the University. Should the alleged illegal or improper activities involve the President, Executive Vice President, or another Vice President, such reports may be made to the Chair of the Audit Committee of the Board of Trustees (c/o Board of Trustees, International Technological University).
- 4) When a person reports allegations of suspected illegal or improper activities to an appropriate authority, the report is known as a protected disclosure. University employees and applicants for employment who make a protected disclosure are protected from retaliation.
- 5) The Audit Committee may enlist outside legal, accounting or other advisors, as appropriate, to conduct any investigation of complaints regarding financial statement disclosures, disclosure concerns or violations, accounting, internal accounting controls, auditing matters or violations of the University's policies.
  - B. How to report improper acts**  
If any employees have information regarding possible violations of state or federal statutes, rules, or regulations, or violations of fiduciary responsibility:
    - 1) Email Human Resources at [hrconfidential@itu.edu](mailto:hrconfidential@itu.edu)
    - 2) California State Attorney General's Whistleblower Hotline – (800) 952-5225. The Attorney General will refer your call to the appropriate government authority for review and possible investigation.
    - 3) Reports can be submitted through the suggestion box in the front desk area or an

anonymous email from ITU website.

**C. Protection from Retaliation**

Any employee who believes he or she has been subjected to or affected by a retaliatory conduct for

- 1) Reporting suspected illegal or improper activity, or
- 2) For refusing to engage in activity that would result in a violation of law, should report such conduct to the appropriate supervisory personnel (if such supervisory personnel is not the source of or otherwise involved in the retaliatory conduct). Any supervisory employee who receives such a report, or who otherwise is aware of retaliatory conduct, is required to advise the Human Resources Manager of any such report or knowledge of retaliatory conduct. If the employee believes that reporting such conduct to the appropriate supervisor is for any reason inappropriate, unacceptable or will be ineffectual, or if the report to the supervisor has been made and the retaliatory conduct has not ended, the employee should report the incident directly to an Executive Vice President, the President, or the Chair of the Audit Committee of the Board of Trustees. The University will use its best efforts to protect whistleblowers against any form of retaliation.

It cannot guarantee confidentiality, however, and there is no such thing as "unofficial" or "off the record" reporting. The University will keep the whistleblower's identity confidential, unless

- 1) The person agrees to be identified;
- 2) Identification is necessary to allow the University or law enforcement officials to investigate or respond effectively to the report;
- 3) Identification is required by law; or
- 4) The person accused of illegal or improper activities is entitled to the information as a matter of legal right in disciplinary proceedings.

## **Staying Connected with ITU**

As a graduate from ITU you receive more than just a degree - you become part of our Alumni family. Check out the new alumni services listed below to learn more about each of these exciting opportunities. Join the Alumni Association today and take full advantage of these and other exclusive services.

### **ITU Alumni Services**

#### **Career Services**

ITU alumni receive full access to ITU career services programs including: One-on-one advising, free workshops/webinars, online career resources, and access to premium career fairs and networking events.

#### **Student Success Center**

Enjoy access to our student success center and take advantage of a suite of programs and services designed to help refine your communication, leadership, and career skills.

#### **Alumni Mixers & Reception Events**

As a registered alumni, you will be invited to our annual alumni reception. Enjoy a catered meal, entertainment, and network with your fellow alums at this exclusive event. Sign up for Alumni Association today to visit our community page to get updates on upcoming events and university updates.

#### **ITU Alumni Email**

Enjoy a permanent and professional email address with your ".Alumni" email account. Perfect for keeping in touch with campus activities, job searching, or just as a backup email. This professional ".edu" address is a valuable resource provided to all alumni free of charge.

#### **Career Source**

Stay up to date with the latest in ITU employment partner news and opportunities with this monthly email resource. Sign Up For Free to learn about new and current job openings, to get updates on campus or local career events, and to get valuable tips and resources to help you advance your career.

#### **Alumni Communities**

Connect with ITU or fellow alumni and leverage the power of social networking on LinkedIn, Facebook, and more. Visit our [Alumni Community Page](#) to learn more (add webpage).

#### **Alumni Grant Opportunities**

ITU's upcoming alumni innovation grant program can help you make your idea into a reality. This grant will aim to help students and alumni advance their careers by removing financial barriers to projects and research. These will be annual competitive grants that can be used for capstone projects or independent efforts. These funds will be used for paying for project costs, patent or license fees, materials expenses, or other expenses directly related to student research or project efforts. More information and application details coming soon.

#### **Library Services**

Receive access to ITU's research library, web resources, and more with your alumni membership. Visit the ITU Library Website online or email [info@itu.edu](mailto:info@itu.edu) for more information.

#### **Tuition Scholarships**

Receive 25% off tuition scholarship on future classes at ITU. Visit our [Scholarships Page](#) for additional details.

#### **Events Discounts**

Get alumni-exclusive deals and discounts on campus events including: lectures and special presentations, shows and screenings, specialized networking events, and more.

#### **Professional Networking**

As a registered Alumni, you are welcome to attend most of ITU professional networking and association meetings. Don't miss out on these rare opportunities to mingle with industry leading professionals in your field!

#### **Access to Campus Clubs and Services**

Join us for toastmasters, professional conferences, or other ITU community events

#### **Leadership Opportunities**

Build your resume and make an impact for ITU's future students by serving on the Alumni Association Board. Contact us for more details on how to get involved today.

### **Ways to Give Back**

The ITU Alumni Association allows alumni to actively participate in the ITU community, stay in touch with classmates and faculty, and remain involved in ITU developments. This association offers many exciting events and helpful services, and all alumni are encouraged to join. To learn more about the ITU alumni association, please visit <https://itu.edu/home/alumni/> and Join the alumni mailing list.

For those of you who are looking to support your alma mater and ITU's future students; we are proud to offer a diversity of options for alumni to donate, volunteer, or get involved in support of ITU. Contact us for more details and information.

Have questions or need more information?  
Please email us at [alumni@itu.edu](mailto:alumni@itu.edu)

### **Intellectual Property Assignment**

The student acknowledges and agrees that all work performed by the student (including but not limited to: drawings, designs, specifications, notes, improvements, discoveries, inventions or other work) while at ITU, while in the course of studies or research at or for ITU, or that makes use of any ITU facilities or equipment, (the "works"), are owned by ITU. ITU shall be deemed to be the sole author and owner of any and all right, title, and interest therein, including, without limitation, intellectual property rights. To the extent that the student may have or acquire any right, title or interest in such works, the student hereby assigns to ITU any and all such right, title and interest. The student agrees in perpetuity to execute and deliver such assignments, copyright applications, patents, patent applications, licenses, administrative forms and other documents as ITU may direct and to cooperate fully with ITU, to enable ITU to secure and maintain in any and all countries the rights described and granted to ITU with respect to works.

### **Name and Likeness Usage**

International Technological University (ITU) from time to time takes photographs, video and audio recordings of its students, faculty and staff. We appreciate your cooperation and consent in allowing us to record your image for our use in various mediums. Please be assured that we will use your image only for official ITU purposes.

For consideration which, which I acknowledge, I irrevocably grant permission to ITU, its employees and agents, to create, exhibit, transmit, reproduce, distribute, and otherwise use visual/audio images of me, whether taken by ITU or by myself or others, and any type of recording, including photographs, digital images, drawings, rendering, voices, sounds, video recordings, audio clips or accompanying written descriptions. Video/audio images are also those that have been taken by ITU of me in the past or in the future.

I agree that ITU owns the images and all the rights, including copyrights and the rights to make derivative works, related to them. The images may be used in any manner or media without notifying me, including but not limited to: websites, publications, promotions, broadcasts, advertisements, and posters. I waive any right to inspect or approve the finished images or any printed or electronic matter that may be used with them. I understand that I will receive no payment for the use of images in which I appear.

I release ITU and its employees and agents, including any firm authorized to publish and/or distribute a finished product containing the images, from any claims, damages or liability which I may ever have in connection with the taking or use of the images or printed or digital material used with the images.

### **Questions**

Any questions regarding this enrollment agreement that have not been satisfactorily answered by the university may be directed to the Bureau for Private Postsecondary Education at:

Physical Address: 2535 Capitol Oaks Drive,  
Suite 400, Sacramento, CA 95833  
Mailing Address: P.O. Box 980818, West  
Sacramento, CA 95798  
Phone Number: (916) 431-6959

### **Complaints**

Students or any member of the public may file a complaint about this institution with Bureau for Private Postsecondary Education by calling (888) 370-7579 or by completing a complaint form at <http://bppe.ca.gov>

University Policies and Catalog  
For university policies refer to the [ITU Student Catalog](#)

**Arbitration**

Any dispute arising from enrollment at ITU, no matter how described, pleaded or styled, shall be resolved by binding arbitration under the Federal Arbitration Act conducted by the American Arbitration Association. Shall be determined by the arbitrator, and not by a court. The award rendered by the arbitrator may be entered in any court having jurisdiction.

**Assumption of Risk**

I agree to assume liability and financial responsibility for any injury I might receive in the classroom or in an internship as a student enrolled in any listed program. For this reason ITU requires health insurance for all students.

(AAA) located at San Francisco, California, under its commercial rules. All determinations as to the scope, enforceability of this arbitration agreement shall be determined by the arbitrator, and not by a court. The award rendered by the arbitrator may be entered in any court having jurisdiction.

**ITU Conflict Resolution Policy and Procedure**

Feedback -- good or bad -- is important to the health and continuous improvement of

organizations. ITU values positive criticisms as well as complaints from our stakeholders, as they often represent and signal the need to improve processes and/or practices within ITU.

ITU is committed to providing a safe and comfortable environment in which students will strive and focus on their education without having to worry about being placed in any uncomfortable situations. Students are always encouraged to report their concerns by following the procedure outlined below without having to worry about retaliation by any staff member. Retaliation will not be tolerated by ITU management and will be strictly prosecuted.

Our aim is to resolve complaints or concerns as quickly as possible. If students face any problems, misunderstandings and frustrations or find an issue or issues with any ITU operational matter, students are encouraged and should systematically follow the steps below to resolve or clarify his or her concerns

The following steps also apply to ITU Faculty/Staff:

Bring the issue with documentation (as appropriate) to the:

1. Department: Attempt to resolve the matter with the specific department's staff  
(**Academic/Admissions/ISO/Finance/Registrar/etc.**)
  - a. Initially, students should bring their concerns or complaints to department staff/faculty. If the complaint involves the student's staff or faculty, the employee should schedule

an appointment with that staff/faculty to discuss the problem that gave rise to the complaint within five working days of the date the incident occurred.

- b. The staff/faculty should respond in writing to the complaint within five days of the meeting held with the complainant student.
2. Manager: Escalate the matter to the Department Manager/Head
    - a. If the discussion with the department staff/faculty does not resolve the problem to the mutual satisfaction of the student and the staff/faculty, or if the department staff/faculty does not respond to the complaint, the student may submit a written complaint to the department head. Students may request assistance with writing their complaints from the human resource (HR) department (if applicable).  
The student's department head should forward a copy of the complaint to the HR department.  
The submission of the written complaint is due within five working days of the response from the staff/faculty. The complaint should include:
      - i. The problem and the date when the incident occurred.
      - ii. Suggestions on ways to resolve the problem.

- iii. A copy of the department staff/faculty's written response or a summary of his or her verbal response and the date when the student met with the department staff/faculty. If the supervisor provided no response, the complaint should state this.
  - b. Upon receipt of the formal complaint, the department head must schedule a meeting with the student within five working days to discuss the complaint. Within approximately five working days after the discussion, the department head should issue a decision both in writing and orally to the employee filing the complaint.
- 3. Compliance/Complaint Dept: If no resolution is found, the issue should advance to the top resolution body, which is the Department of Compliance: [compliance@itu.edu](mailto:compliance@itu.edu).
  - a. If the student is dissatisfied with the decision of the department head, the student may, within five working days, appeal this decision in writing to the Department of Compliance.
  - b. The Department of Compliance may call a meeting with the parties directly involved to facilitate a resolution or refer complaints to a review committee if it believes that the complaint raises serious questions of fact or interpretation of policy. The Department of Compliance may gather further information from involved parties.



New student applicants are required to read the ITU Student Handbook document and acknowledge receipt with their signature below:

The terms and conditions of this agreement are not subject to amendment or modification by oral agreement. I, the purchaser of the program of education, have read, understood and agreed to the terms and conditions contained herein and with my submission of this form, I certify having received an exact copy of this agreement. I further acknowledge that no verbal statements have been made contrary to what is contained in this agreement.

This enrollment agreement is a legally binding instrument when submitted by the student and accepted by the university. I understand that this is a legally binding contract. My signature certifies that I have read, understood and agreed to my rights and responsibilities, and that the university's cancellation and refund policies have been made available to me to read via the website links provided on page 3 of this document.

Enrollment agreement acknowledgement: [YES - I HAVE AGREED TO THE ENROLLMENT AGREEMENT]

I agree that my signature will be the electronic representation of my signature for all purposes when I use them on documents, including legally binding contracts - just the same as a pen-and-paper signature.

Signature

Date