

UNIVERSITY OF CALIFORNIA ONLINE EDUCATION (UCOE) POLICIES and STUDENT RESPONSIBILITIES

Updated March 31, 2016

Student Responsibilities

Eligibility Self--Certification

At the time of registration, the student must self-certify that he/she meets the prerequisites articulated for the course and is academically capable of taking a UC-level course.

Dropped Course

An online course drop request must be received by UCOE through the [course registration site](#) **no later than 21 days** after the first day of instruction. Once logged into the registration site, select **Academics > Current Sections > Request Drop** and follow the prompts to drop the course. Drop requests received after the deadline will be processed as a Withdrawal (see the Withdrawal policy for more information). If UCOE does not receive the drop request by the deadline, the student may request an incomplete (I) or withdraw (W) from the course if there is appropriate justification.

Refunds

Refunds will only be granted if a student submits a drop request **no later than 21 days after the first day of instruction**. Within seven calendar days of the first day of instruction, the student will receive a full refund of the registration fee. After 7 calendar days, the student will receive a partial refund of the registration fee (minus a non-refundable processing and administrative charge of \$300). Course fees are not refundable. Course withdrawals and incompletes are not eligible for refunds.

If a course is cancelled by UCOE or if a student fails the course entrance or diagnostic exam, a full refund, including the \$300 processing and administrative charge, will be granted. The student may also request a transfer to another UCOE course.

Refunds will be issued in the manner payment was received. Please see chart below for refund schedule.

Before 1 st Day of Instruction	Full Refund
1-7 Calendar Days	Full Refund
8-21 Calendar Days	Partial Refund (minus \$300)
22+ Calendar Days	No Refund

Incomplete

Under certain circumstances, a UCOE student may request to take an incomplete grade (I) in a course if the student's work is of passing quality and represents a significant portion of the requirements for a final grade. For letter grade courses, "passing quality" means "of D- quality or better." This standard holds in such courses whether or not the student has elected to take the course on a Passed/Not Passed or Satisfactory/Unsatisfactory basis.

The Incomplete Grade Request form, including a justification for the request, must be received by the course instructor no later than the last day of the current academic term. Failure to submit the Incomplete Grade Request form by the deadline will result in a failed grade in accordance with the grading system used for the course. There are no refunds of the course registration fee when taking an Incomplete in a course.

Incomplete grades not replaced by the deadline will revert to an F, NP, or U. An "I" grade received in the fall term must be replaced by the first day of instruction in the following fall term. An "I" grade received in the spring or summer terms must be replaced by the first day of instruction in the following spring or summer term respectively. The grade will retroactively be counted in computing a student's grade point average.

Course Extension

A student who has been approved to take an Incomplete in a course may enroll in a course extension, which allows the student access to the course for an additional 56 days (8 weeks) beyond the last day of the academic term. Course extension enrollments must be completed and payment received by the last day of the academic term. The charge for a course extension is \$300. Extension enrollments will not be accepted after the deadline.

One additional course extension may be requested, pending instructor approval and is subject to an additional course extension fee.

Withdrawal

After the drop course deadline, and for compelling reasons only, a UCOE enrolled student may request to withdraw from a course by logging into the [course registration website](#). Once there, select **Academics > Current Sections > Request Drop** and follow the prompts to drop a course. All withdrawal requests must include a justification to be included in the comment box provided in the drop process. Requests must be received by the last day of instruction. **Requests submitted after the deadline will not be considered.**

The Chief Academic Officer for UC Online or their designee will make the decision whether to approve a request for withdrawal. Official withdrawal from a UCOE course will be granted only for serious and compelling reasons, such as medical or personal situations that prevent continuing in the course. Please note that poor academic performance will not be accepted as a reason for withdrawal.

There are no refunds of the course fee or registration fee for a withdrawal.

Course Cancellation

UCOE reserves the right to discontinue, postpone, combine classes and/or change instructors without notice. If a class is cancelled, the student may request a transfer to another class or a full refund of the course fee.

Grading Option Change

A UCOE student may request a change in grading option from a letter grade to Pass/Not Pass or other instructor---approved grading mode if the instructor supports such a change and it is permitted on the UC campus of origin for the course. Grading Option Change forms must be received by enroll@uonline.edu no later than 21 days after the first day of instruction.

Petition of Academic Policy

A UCOE student may request a petition of an academic policy to stated academic policies, procedures, and/or regulations in cases where extenuating circumstances are evident and can be substantiated. Student must send an email with a written statement and supporting documentation attached to enroll@uonline.edu. Incomplete petitions will be denied. The committee will notify the student via email of the final decision within 21 calendar days of receipt of the petition.

Audit Policy

UCOE does not allow auditing. You must be enrolled in a class in order to attend it.

Institutional Standards and Academic Honesty

UCOE has high standards for academic integrity and student conduct. Disruption of teaching, learning, research or administration through activities such as, but not limited to, academic dishonesty (including all forms of plagiarism, cheating, fabrication, and facilitating academic dishonesty), forgery, theft, disorderly conduct, alteration or misuse of any University document, record, key, electronic device, or identification, physical or verbal abuse, threats of violence, harassment, unsanctioned use of alcohol, unlawful use of controlled substances, or any other action that might threaten UCOE or the health and safety of any person involved in UCOE activity or attending any UCOE---sponsored event, will not be tolerated and is grounds for severe sanction. Academic dishonesty in any form diminishes the University as an institution and all members of the University community. More information on these standards can be found in the Student Conduct Policies below, section 103.00.

ADA Accommodation

In keeping with the provisions and guidelines of the Americans with Disabilities Act, UCOE makes every effort to make reasonable accommodation for those students with disability---related needs. If you require accommodation, please contact enroll@uonline.edu at least 2 weeks prior to the event or start of the course. The ADA Officer will work with you and the course instructor to ensure access with reasonable accommodation. If you have problems or grievances, contact enroll@uonline.edu to reach the ADA Officer.

Personal Information and Privacy in LMS.

The Learning Management System (LMS) which hosts the UC Online courses contains personal student information such as grades and a personal profile. Grades are always maintained as private information between the student and the course instructor(s). The student's personal profile is constructed and managed by the student. A student may elect to fill out various optional panels in his or her personal profile related to additional contact information (via Google Docs, Skype, Facebook, LinkedIn, Twitter, Delicious, Diigo), a biography and favorite links. If an Instructor has enabled students to see the roster of a course then this information will be viewable by other students in the class to enable them to contact each other for group work and shared assignments. There is no ability for students to see or find other students in other courses in which they are not participating, nor to see other students' grades.

Copyright Materials

In some courses, copyright materials (e.g., readings, videos, pictures, or other assets) are provided to students or used as a part of the educational delivery. Students are advised to not share or otherwise distribute these copyright materials outside of the online course.

Policy on Student Conduct and Discipline

101.00 UCOE Students

UCOE students who are enrolled as students at a UC campus are subject to all Regent policies and to the regulations governing student conduct at the campus where they are enrolled. UCOE students who are not enrolled as students at a UC campus are subject to all Regent policies, including the student conduct policies listed below, and to UCOE regulations.

102.00 Student Conduct

UCOE students are members of both society and the University of California community with attendant rights and responsibilities. UCOE students are expected to comply with all laws and with University policies and campus regulations. The standards of conduct apply to students as the term 'student' is defined in Section 14.00 of University of California Policies Applying to Campus Activities, Organizations and Students (University Policies).

They also apply to:

- Applicants who become students, for offenses committed as part of the application process;
- Applicants who become students, for offenses committed while participating in University---related events or activities that take place following a student's submittal of the application through his or her official enrollment; and
- Former students for offenses committed while a student.

103.00 Grounds for Discipline

The UCOP Provost or designee may impose discipline for the commission or attempted commission (including aiding or abetting in the commission or attempted commission) of the following types of violations by students:

103.01

All forms of academic misconduct including, but not limited to cheating, fabrication, plagiarism, or facilitating academic dishonesty.

103.02

Other forms of dishonesty including but not limited to fabricating information, furnishing false information, or reporting a false emergency to the University.

103.03

Forgery, alteration or misuse of any University document, record, key, electronic device or identification.

103.04

Theft of, conversion of, destruction of, or damage to any property of the University, or any property of others while engaged in University activities, or possession of any property when the student had knowledge or reasonably should have had knowledge that it was stolen.

103.05

Theft or abuse of University computers and other University electronic resources such as computer and electronic communications facilities, systems, and services. Abuses include (but are not limited to) unauthorized entry, use, transfer, or tampering with the communications of others; interference with the work of others and with the operation of computer and electronic communications facilities, systems, and services; copyright infringement (for example, the illegal file---sharing of copyrighted materials); and/or use of University computer and electronic communications facilities, systems, or services that violates other University policies or campus regulations. Please refer to the UC Electronic Communications Policy (<http://www.ucop.edu/ucophome/policies/ec/>) and Digital Copyright Protection at UC (<http://www.ucop.edu/irc/policy/copyright.html>) for the University's position on digital copyright.

103.06

Unauthorized entry to, possession of, receipt of, or use of any University services; equipment; resources; or properties, including the University's name, insignia, or seal.

103.08

Physical abuse including but not limited to sexual assault, sex offenses, and other physical assault; threats of violence; or other conduct that threatens the health or safety of any person.

103.09

Sexual, racial, and other forms of harassment, defined as follows: Harassment is defined as conduct that is so severe and/or pervasive, and objectively offensive, and that so substantially impairs a person's access to University programs or activities, that the person is effectively denied equal access to the University's resources and opportunities on the basis of his or her race, color, national or ethnic origin, alienage, sex, religion, age, sexual orientation, gender identity, marital status, veterans status, physical or mental disability, or perceived membership in any of these classifications.

When employed by the University of California, and acting within the course and scope of that employment, students are subject to the University of California [Policy on Sexual Harassment](#). Otherwise, Section 103.09, above, is the applicable standard for harassment by students.

103.10

Stalking behavior in which a student repeatedly engages in a course of conduct directed at another person and makes a credible threat with the intent to place that person in reasonable fear for his or her safety, or the safety of his or her family; where the threat is reasonably determined by the University to seriously alarm, torment, or terrorize the person; and where the threat is additionally determined by the University to serve no legitimate purpose.

103.11

Participation in hazing or any method of initiation or pre---initiation into a campus organization or other activity engaged in by the organization or members of the organization at any time that causes, or is likely to cause, physical injury or personal degradation or disgrace resulting in psychological harm to any student or other person.

103.12

Obstruction or disruption of teaching, research, administration, disciplinary procedures, or other University

activities.

103.13

Disorderly or lewd conduct.

103.14

Participation in a disturbance of the peace or unlawful assembly.

103.15

Failure to identify oneself to, or comply with the directions of, a University official or other public official acting in the performance of his or her duties while on University property or at official University functions; or resisting or obstructing such University or other public officials in the performance of or the attempt to perform their duties.

103.16

Unlawful manufacture, distribution, dispensing, possession, use, or sale of, or the attempted manufacture, distribution, dispensing, or sale of controlled substances, identified in federal and state law or regulations.

103.17

Manufacture, distribution, dispensing, possession, use, or sale of, or the attempted manufacture, distribution, dispensing, or sale of alcohol that is unlawful or otherwise prohibited by, or not in compliance with, University policy or campus regulations.

103.18

Possession, use, storage, or manufacture of explosives, firebombs, or other destructive devices.

103.19

Possession, use, or manufacture of a firearm or other weapon as prohibited by campus regulations.

103.20

Violation of the conditions contained in the terms of a disciplinary action imposed under University Policies.

103.21

Violation of the conditions contained in a written Notice of Emergency Suspension issued by the UCOP Provost or designee pursuant to Section 53.00 of University Policies or violation of orders issued pursuant to Section 52.00 of University Policies, during a declared state of emergency.

103.22

- Selling, preparing, or distributing for any commercial purpose course lecture notes or video or audio recordings of any course unless authorized by the University in advance and explicitly permitted by the course instructor in writing. The unauthorized sale or commercial distribution of course notes or recordings by a student is a violation of University Policies whether or not it was the student or someone else who prepared the notes or recordings.
- Copying for any commercial purpose handouts, readers or other course materials provided by an instructor as part of a University of California course unless authorized by the University in advance and explicitly permitted by the course instructor or the copyright holder in writing (if the instructor is not the copyright holder).

103.23

Conduct where the actor means to communicate a serious expression of intent to terrorize, or acts in reckless disregard of the risk of terrorizing, one or more University students, faculty, or staff. 'Terrorize' means to cause a reasonable person to fear bodily harm or death, perpetrated by the actor or those acting under his/her control. 'Reckless disregard' means consciously disregarding a substantial risk. This section applies without regard to whether the conduct is motivated by race, ethnicity, personal animosity, or other reasons. This section does not apply to conduct that constitutes the lawful defense of oneself, of another, or of property.

104.00 Student Discipline Procedures

104.01 Procedural Due Process

Procedural due process is basic to the proper enforcement of University policies and campus regulations. The UCOP Provost or designee shall establish and publish procedures for the handling of student conduct cases in accordance with basic standards of procedural due process. Consistent with this requirement, such procedures shall be appropriate to the nature of the case and the severity of the potential discipline.

104.02

When a formal hearing is deemed to be appropriate, UCOE implementing regulations shall provide the following minimum procedural standards to assure the accused student of a fair hearing:

- Written notice, including a brief statement of the factual basis of the charges, the University policies or UCOE regulations allegedly violated, and the time and place of the hearing, within a reasonable time before the hearing;
- The opportunity for a prompt and fair hearing where the University shall bear the burden of proof, and at which the student shall have the opportunity to present documents and witnesses and to confront and cross-examine witnesses presented by the University; no inference shall be drawn from the silence of the accused;
- A record of the hearing; an expeditious written decision based upon the preponderance of evidence, that shall be accompanied by a written summary of the findings of fact; and
- An appeals process.

105.00 Administration of Student Discipline

105.01

The UCOP Provost or designee may impose discipline for violations of University policies or UCOE regulations whether or not such violations are also violations of law and whether or not proceedings are or have been pending in the courts involving the same acts.

105.02

The UCOP Provost or designee may appoint faculty, student, or other advisory committees or hearing officers, as specified in University policies or regulations, but the final authority for administration of student discipline rests with the UCOP Provost or designee.

105.03

The loss of University employment shall not be a form of discipline under these *Policies*. However, when student status is a condition of employment, the loss of student status will result in termination of the student's employment. This section is not intended to preclude the disclosure to other appropriate University officials of information relating to any student's judicial records if that information may be reasonably construed to have bearing on the student's suitability for a specific employment situation. This section is also not intended to preclude an employer from terminating a student's employment outside the disciplinary process.

105.04

If as a result of an official appeal it is determined that the student was improperly disciplined, the UCOP Provost or designee shall, if requested by the student, have the record of the hearing sealed, and have any reference to the disciplinary process removed from the student's record. In such case, the record of the hearing may be used only in connection with legal proceedings. The UCOP Provost or designee also may take other reasonable actions to ensure that the status of the student's relationship to the University shall not be adversely affected.

105.05

The results of any disciplinary action by the University that alleged a forcible or non-forcible sex offense, as defined in 34 CFR 668.46(c)(7), must be disclosed to both the alleged offender and the alleged victim. The scope of information to be provided under this section shall be: (1) the University's final determination with respect to the alleged sex offense; and (2) any sanction that is imposed against the alleged offender.

105.06

Whether or not a hearing is conducted, the UCOP Provost or designee may provide written notice to a student that his or her alleged behavior may have violated University policies or UCOE regulations and that, if repeated, such behavior will be subject to the disciplinary process. Evidence of the prior alleged behavior as detailed in the written notice may be introduced in a subsequent disciplinary action in order to enhance the penalty.

105.07

Sanctions for any violation of Section 103.00 of this policy may be enhanced where an individual was targeted because of the individual's race, color, national or ethnic origin, citizenship, sex, religion, age, sexual orientation, gender identity, pregnancy, marital status, ancestry, service in the uniformed services, physical or mental disability, medical condition, or perceived membership in any of these classifications.

106.00 Types of Student Disciplinary Action

When a student is found in violation of University policies or UCOE regulations, any of the following types of student disciplinary action may be imposed. Any sanction imposed should be appropriate to the violation, taking into consideration the context and seriousness of the violation.

107.00 Warning/Censure:

Written notice or reprimand to the student that a violation of specified University policies or UCOE regulations has occurred and that continued or repeated violations of University policies or UCOE regulations may be cause for further disciplinary action, normally in the form of Disciplinary Probation, and/or Loss of Privileges and Exclusion from Activities, Suspension, or Dismissal.

108.00 Disciplinary Probation:

A status imposed for a specified period of time during which a student must demonstrate conduct that conforms to University standards of conduct. Conditions restricting the student's privileges or eligibility for activities may be imposed. Misconduct during the probationary period or violation of any conditions of the probation may result in further disciplinary action, normally in the form of Suspension or Dismissal.

109.00 Loss of Privileges and Exclusion from Activities:

Exclusion from participation in designated privileges and activities for a specified period of time. Violation of any conditions in the written Notice of Loss of Privileges and Exclusion from Activities, or violation of University policies or UCOE regulations during the period of the sanction may be cause for further disciplinary action, normally in the form of Probation, Suspension or Dismissal.

110.00 Suspension:

Termination of student status with UCOE for a specified period of time with reinstatement thereafter certain, provided that the student has complied with all conditions imposed as part of the suspension and provided that the student is otherwise qualified for reinstatement. Violation of the conditions of Suspension or of University policies or UCOE regulations during the period of Suspension may be cause for further disciplinary action, normally in the form of Dismissal.

111.00 Dismissal:

Termination of student status for an indefinite period. Readmission to the University shall require the specific approval of the UCOP Provost or designee. Readmission after dismissal may be granted only under exceptional circumstances.

112.00 Exclusion from Areas of the Campus or from Official University Functions:

Exclusion of a student as part of a disciplinary sanction from University---owned, ---operated, or ---leased facilities, or other facilities located on University property, or from official University functions, when there is reasonable cause for the University to believe that the student's presence there will lead to physical abuse, threats of violence, or conduct that threatens the health or safety of any person on University property or at official University functions, or other disruptive activity incompatible with the orderly operation of UCOE.

113.00 Interim Suspension:

Exclusion from classes, or from other specified activities, as set forth in the Notice of Interim Suspension, before final determination of an alleged violation. A student shall be restricted only to the minimum extent necessary when there is reasonable cause to believe that the student's participation in University activities will lead to physical abuse, threats of violence, or conduct that threatens the health or safety of any person on University property or at official University functions, or other disruptive activity incompatible with the orderly operation of UCOE. A student placed on Interim Suspension shall be given prompt notice of the charges, the duration of the Interim Suspension, and the opportunity for a prompt hearing on the Interim Suspension. Interim Suspension shall be reviewed by the UCOP Provost or designee within twenty--four hours. If a student is found to have been unjustifiably placed on Interim Suspension, the University is committed to a policy whereby reasonable efforts are taken to assist an individual who has been disadvantaged with respect to employment or academic status.

114.00 Restitution:

A requirement for restitution in the form of reimbursement may be imposed for expenses incurred by the University or other parties resulting from a violation of these policies. Such reimbursement may take the form of monetary payment or appropriate service to repair or otherwise compensate for damages. Restitution may be imposed on any student who alone, or through group or concerted activities, participates in causing damages or costs.

115.00 Revocation of Awarding of Degree:

Subject to the concurrence of the Academic Senate, revocation of a degree obtained by fraud. Such revocation is subject to review on appeal by the UCOP Provost or designee or his or her designee.

116.00 Other:

Other disciplinary actions, such as monetary fines, community service, or holds on requests for transcripts, diplomas, or other student records to be sent to third parties, as set forth in University policies or UCOE regulations.

117.00 Posting Suspension or Dismissal on Academic Transcripts

When, as a result of violations of the UCOE Policy on Student Conduct and Discipline, a student is suspended or dismissed, a notation that the discipline was imposed must be posted on the academic transcript for the duration of the suspension or dismissal. Thereafter, notations of Suspension or Dismissal reflected on a student's transcript may be removed as set forth in University policies or UCOE regulations.