



SAN FRANCISCO BAY UNIVERSITY

Intensive English Program Student Handbook

Welcome

Welcome to the Intensive English Program (IEP) at San Francisco Bay University (SFBU). We help our students strengthen their English language skills in small, learner-centered classes, supported by modern resources. It is a pleasure to introduce our program, and we warmly welcome you to our community.

Cordially,

Jennie O'Connor

Jennie O'Connor
ESL Administrator
San Francisco Bay University

Introduction to San Francisco Bay University

Located in the city of Fremont, in Silicon Valley, San Francisco Bay University (SFBU) has been serving a culturally and economically diverse student body of both local and international students since 1984. SFBU is dedicated to providing advanced educational opportunities and promoting professional career development in the fields of business, engineering, and technology.

Our Intensive English Program Mission

The Intensive English Program supports San Francisco Bay University's mission by equipping non-native speakers with the English language skills needed to successfully advance towards their academic and career goals. Along with providing an orientation to academic culture in the U.S. and fostering a diverse international community, the IEP helps students overcome the linguistic difficulties involved in studying a subject in English in a university setting.

Intensive English Program Purpose and Overview

The IEP at SFBU is open to non-native speakers of English who want to improve their English skills quickly. This program is designed for students preparing for university study, working professionals, and learners who want to increase their ability to communicate in English in general.

The course of study is based on a communicative, student-centered approach, with listening and speaking, reading, writing, and grammar courses. Courses focus on fluency and accuracy in both spoken and written English. Classes never have more than 15 students. This small class size allows each student a maximum amount of individual attention and the opportunity to develop conversational skills.

All IEP courses can be offered on campus or online via synchronous livestreaming.

Please note: international students with F-1 immigration status may enroll only in on-campus IEP courses.

Intensive English Program Objectives

1. Students will develop fluency and accuracy in both spoken and written English.
2. Students will develop effective oral communication strategies to interpret auditory input and express concrete and abstract ideas, in formal as well as informal settings, and with increasingly native-like pronunciation.
3. Students will demonstrate comprehension of a variety of texts of increasing complexity, evaluate texts using critical reading skills, and identify useful and reliable sources when doing research.
4. Students will write sentences, paragraphs, and essays using connecting expressions and developing ideas with supporting evidence; follow the conventions of standard paragraph and essay format; and synthesize and cite information from various sources.
5. Students will accurately use grammatical structures of greater complexity as well as employ vocabulary of increasing variety and precision.

Why Choose the Intensive English Program at SFBU?

The IEP at SFBU offers several benefits:

- A focus on both General and Academic English in an accelerated format
- A pathway to the high level of English proficiency and study skills required for academic success
- An ideal location in Silicon Valley
- The option to study online from anywhere in the world

Structure of the Intensive English Program

The IEP teaches practical English skills for general, academic, and professional purposes. Based on the Common European Framework of Reference (CEFR), the seven levels of the IEP range from upper elementary to advanced. Levels 1-3 concentrate on General English, while Levels 4-7 focus on English for Academic Purposes (EAP).

Levels 1-3

In Levels 1-3, students concentrate on developing fundamental English skills in an interactive classroom setting. Coursework emphasizes skills necessary for effective oral and written communication. Instruction covers all areas of language development: vocabulary, basic language structures, and the essentials of reading, writing, listening and speaking, and grammar.

Levels 4-7

In Levels 4-7, students continue to develop fluency and accuracy. Coursework focuses on both comprehensive skills and English for Academic Purposes (EAP). This includes writing essays and research papers as well as developing critical reading, listening, and note-taking skills.

After successfully completing IEP Level 5 with a minimum grade of B in all four courses, IEP students meet the English language proficiency requirement for admission to SFBU's degree programs.

Each level has four courses (Listening & Speaking, Reading, Writing, and Grammar), and each course consists of five hours of classroom instruction per week, making a total of 20 hours per week for full-time study.

2022 IEP Academic Calendar

Session	Application deadline for international students	Application deadline for local students	New Student Orientation	Start date	End date
1	Oct. 13, 2021	Jan. 3, 2022	Jan. 6, 2022	Jan. 7, 2022	Mar. 7, 2022
2	Dec. 20, 2021	Mar. 1, 2022	Mar. 8, 2022	Mar. 9, 2022	May 3, 2022
3	Feb. 23, 2022	Apr. 28, 2022	May 5, 2022	May 6, 2022	Jul. 1, 2022
4	Apr. 22, 2022	Jun. 24, 2022	Jul. 1, 2022	Jul. 5, 2022	Aug. 29, 2022
5	Jun. 21, 2022	Aug. 22, 2022	Aug. 29, 2022	Aug. 30, 2022	Oct. 25, 2022
6	Aug. 16, 2022	Oct. 18, 2022	Oct. 25, 2022	Oct. 26, 2022	Dec. 23, 2022

Every session takes eight weeks to complete. Full-time study consists of 20 hours of classroom instruction per week.

Tuition and Fees

Enrollment	Full Time	Part Time		
	20 hours/week 4 courses	15 hours/week 3 courses	10 hours/week 2 courses	5 hours/week 1 course
Tuition per session	\$2,000	\$1,500	\$1,000	\$500
Application Fee* for local students	\$80			
Application Fee* for international students	\$100			
Intent to Report Confirmation Fee**	\$150			
Registration Fee***	\$75			
Health Insurance Fee****	\$434 covers four months			
Textbooks	Estimated at \$45 - \$100 per course			

*Application fee cannot be refunded.

**Intent to Report Confirmation Fee cannot be refunded. When students enroll, this amount is subtracted from their tuition charges.

***Registration fee is due each 8-week session.

****Health Insurance Fee is due at the time of enrollment. After that, it is due every April, August, and December. This fee covers health insurance for four months. If you have other valid U.S. health insurance, and you do not wish to purchase health insurance through SFBU, your insurance plan documents must be uploaded to your student portal before you register for courses.

Applying to the Intensive English Program

To apply for the IEP, applicants must complete and submit the IEP application form online and pay the non-refundable application fee. Please visit our website at <http://www.sfbu.edu/iep/apply>. IEP students must be at least 18 years old by the first day of class, or have a high school diploma or equivalent. Upon receiving your application form and the application fee, an adviser will contact you to discuss the status of your application and the next steps to take. Students must have a proficiency level higher than a true beginner in the English language to be accepted into the IEP. Level 1 is the upper elementary, or CEFR A2, level, within IELTS band 4, and it equates approximately to a TOEFL iBT score of 31 and a TOEFL Essentials band score of 3.5.

Online IEP students must have regular access to an electronic device with video and audio capabilities, and a reliable internet connection.

F-1 International Students: In addition to the general application requirements, international applicants are also required to submit the following documents:

1. Copy of passport
2. A recent financial support document, in English, indicating a minimum amount of \$30,000 available for the student's studies and living expenses in the first academic year at SFBU. An affidavit of support or sponsor letter is also needed if the funds are not in the student's name. The financial support document can be
 - A current bank letter and bank statement; or
 - A loan letter from a lending institution; or
 - A property deed valuation report; or
 - Copies of fixed deposits
3. A student transferring from a U.S. institution is required to submit a photocopy of his/her
 - previous I-20 form;
 - visa; and
 - I-94 (arrival/departure form issued by the U.S. Department of Homeland Security).

IEP Level Achievement Scale

Level 7 Advanced	CEFR C1	IELTS band 7.0	TOEFL 94-101	IEP710 Listening & Speaking IEP720 Reading IEP730 Writing IEP740 Grammar	Level 7 Student Learning Outcomes
Level 6 Pre-Advanced	CEFR B2	IELTS band 6.5	TOEFL 79-93	IEP610 Listening & Speaking IEP620 Reading IEP630 Writing IEP640 Grammar	Level 6 Student Learning Outcomes
Level 5 High Intermediate	CEFR B2	IELTS band 6.0	TOEFL 60-78	IEP510 Listening & Speaking IEP520 Reading IEP530 Writing IEP540 Grammar	Level 5 Student Learning Outcomes
Level 4 Intermediate	CEFR B2	IELTS band 5.5	TOEFL 46-59	IEP410 Listening & Speaking IEP420 Reading IEP430 Writing IEP440 Grammar	Level 4 Student Learning Outcomes
Level 3 Low Intermediate	CEFR B1	IELTS band 5.0	TOEFL 35-45	IEP310 Listening & Speaking IEP320 Reading IEP330 Writing IEP340 Grammar	Level 3 Student Learning Outcomes
Level 2 Entry Intermediate	CEFR B1	IELTS band 4.5	TOEFL 32-34	IEP210 Listening & Speaking IEP220 Reading IEP230 Writing IEP240 Grammar	Level 2 Student Learning Outcomes
Level 1 Upper Elementary	CEFR A2	IELTS band 4.0	TOEFL 31	IEP110 Listening & Speaking IEP120 Reading IEP130 Writing IEP140 Grammar	Level 1 Student Learning Outcomes

Orientation, Placement Test, Enrollment, and Registration

New IEP students must attend the New Student Orientation before the first day of the IEP session. During or before the orientation, students will take a placement test to identify their level of English proficiency. Students will be placed into a level based on their results. The placement test is free and takes about an hour and a half to complete. The placement test may be waived if the student provides an original copy of a TOEFL or IELTS test report form which is not more than two years old.

After students are placed into an appropriate IEP level, they will meet individually with the ESL Administrator to enroll into the IEP and register for IEP courses. There is a registration fee of \$75. The registration fee and tuition must be paid at the time of registration.

Course Codes

Level	Listening & Speaking	Reading	Writing	Grammar
Level 1	IEP110	IEP120	IEP130	IEP140
Level 2	IEP210	IEP220	IEP230	IEP240
Level 3	IEP310	IEP320	IEP330	IEP340
Level 4	IEP410	IEP420	IEP430	IEP440
Level 5	IEP510	IEP520	IEP530	IEP540
Level 6	IEP610	IEP620	IEP630	IEP640
Level 7	IEP710	IEP720	IEP730	IEP740

Grading System, Progression through the Program, and Repeating Courses:

A letter grade (A, B, C, D, F, or W) will be assigned for each course at the end of every session. Students must earn a grade of C (70%) or better in an IEP course in order to take that course at the next level. Students who pass an IEP course with a grade of C (70%) or better are not eligible to take that course at a lower level.

Each IEP course can be repeated only once without permission from the ESL Administrator.

Letter Grade	Percentage
A	90% - 100%
B	80% - 89%
C	70 - 79%
D	60% - 69%
F	0% - 59%
W	Withdrawal

Incomplete Grades

An IEP instructor may give a student an extension of one week (an incomplete) after the current IEP session ends, if the student was unable to finish the requirements of the course due to an emergency at the end of the session.

Academic Probation

A cumulative GPA of at least 2.0 (C average) must be maintained. IEP students whose cumulative GPA falls below 2.0 will be placed on academic probation for one 8-week IEP session. Students on academic probation who fail to raise their cumulative GPA above 2.0 in that 8-week session will be dismissed from the program.

Textbooks

If they choose to, registered IEP students may purchase the textbooks for each course through the ESL Administrator.

Course	Listening & Speaking (Pronunciation included)	Reading (Vocabulary included)	Writing	Grammar
IEP Level 1	<i>Pathways Foundations: Listening, Speaking, and Critical Thinking, 2nd ed.</i> Cengage Learning ISBN 978-1337-40770-0 2018	<i>Pathways Foundations: Reading, Writing, and Critical Thinking 2nd ed.</i> Cengage Learning ISBN 978-1-337-40775-5 2018	<i>Great Writing 1</i> Cengage Learning ISBN 978-1-285-19488-2 2014	<i>Grammar and Beyond Essentials 1</i> Cambridge University Press ISBN 978-1-108-69723-1 2019
IEP Level 2	<i>Pathways 1: Listening, Speaking, and Critical Thinking, 2nd edition</i> Cengage Learning ISBN 978-1-337-40771-7 2018	<i>Pathways 1: Reading, Writing, and Critical Thinking, 2nd edition</i> Cengage Learning ISBN 978-1-337-40776-2 2018	<i>Final Draft 1</i> Cambridge University Press ISBN 978-1-107-49535-7 2016	<i>Grammar and Beyond Essentials 2</i> Cambridge University Press ISBN 978-1-108-69718-7 2019
IEP Level 3	<i>Pathways 2: Listening, Speaking, and Critical Thinking, 2nd edition</i> Cengage Learning ISBN 978-1-337-40772-4 2018	<i>Pathways 2: Reading, Writing, and Critical Thinking, 2nd edition</i> Cengage Learning ISBN 978-1-337-40777-9 2018 + <i>Focus 1</i> Cengage Learning ISBN 978-1-285-17319-1 2014	<i>Final Draft 2</i> Cambridge University Press ISBN 978-1-107-49539-5 2016	<i>Grammar and Beyond Essentials 2</i> Cambridge University Press ISBN 978-1-108-69718-7 2019
IEP Level 4	<i>Pathways 2: Listening, Speaking, and Critical Thinking, 2nd edition</i> Cengage Learning ISBN 978-1-337-40772-4 2018	<i>Pathways 2: Reading, Writing, and Critical Thinking, 2nd edition</i> Cengage Learning ISBN 978-1-337-40777-9 2018 + <i>Focus 2</i> Cengage Learning ISBN 978-1-285-17331-3 2014	<i>Final Draft 3</i> Cambridge University Press ISBN 978-1-107-49549-4 2016	<i>Grammar and Beyond Essentials 3</i> Cambridge University Press ISBN 978-1-108-69717-0 2019
IEP Level 5	<i>Pathways 3: Listening, Speaking, and Critical Thinking, 2nd edition</i> Cengage Learning ISBN 978-1-337-40773-1 2018	<i>Pathways 3: Reading, Writing, and Critical Thinking, 2nd edition</i> Cengage Learning ISBN 978-1-337-40779-3 2018 + <i>Focus 3</i> Cengage Learning ISBN 978-1-285-17336-8 2014	<i>Final Draft 4</i> Cambridge University Press ISBN 978-1-107-49557-9 2016	<i>Grammar and Beyond Essentials 3</i> Cambridge University Press ISBN 978-1-108-69717-0 2019
IEP Level 6	<i>Pathways 3: Listening, Speaking, and Critical Thinking, 2nd edition</i> Cengage Learning ISBN 978-1-337-40773-1 2018	<i>Pathways 3: Reading, Writing, and Critical Thinking, 2nd edition</i> Cengage Learning ISBN 978-1-337-40779-3 2018 + <i>Focus 4</i> Cengage Learning ISBN 978-1-285-17341-2 2014	<i>Sourcework, 2nd edition</i> Cengage Learning ISBN 978-1-111-35209-7 2012	<i>Grammar and Beyond Essentials 4</i> Cambridge University Press ISBN 978-1-108-69716-3 2019
IEP Level 7	<i>Pathways 4: Listening, Speaking, and Critical Thinking, 2nd edition</i> Cengage Learning ISBN 978-1-337-40774- 8 2018	<i>Pathways 4: Reading, Writing, and Critical Thinking, 2nd edition</i> Cengage Learning ISBN 978-1-337-40780-9 2018	<i>New Directions: Reading, Writing, and Critical Thinking, 2nd edition</i> Cambridge University Press ISBN 978-0-521-54172-5 2005 + <i>Writing Clearly, 3rd edition</i> Cengage Learning ISBN 978-1-111-35197-7 2012	<i>Grammar and Beyond Essentials 4</i> Cambridge University Press ISBN 978-1-108-69716-3 2019

Student Services and Facilities

New Student Orientation

All new students must attend the New Student Orientation offered before the beginning of each IEP session. The orientation covers facilities and learning resources information, student services, and important rules and policies. Staff assist students in registering for courses.

MySFBU

All current students have a MySFBU student portal account where they can see course-related information, check their financial and attendance records, access library resources, update their personal contact information, and submit online requests to administrative staff.

Non-Academic Counseling

The Student Services Office offers assistance with personal and interpersonal issues such as relationships, cultural differences, assertiveness, self-esteem, coping with university life, academic performance, test anxiety, reentry adjustment, and determining life goals. If a student needs a professional counselor, the Student Services Office will help the student find a suitable counselor.

Professional Development Seminars

Professional development seminars are intended to enhance students' cultural, communicative, and technical abilities for their professional lives. Seminar information is posted on the SFBU website and social media pages as well as the digital display board on campus.

Toastmasters Club

Students interested in improving their public speaking skills are welcome to join the on-campus Toastmasters Club. The club holds weekly meetings, and is supervised by a designated administrator. A number of students in the club have won awards in regional competitions.

Student Health Insurance

All students must have health insurance coverage for each IEP session that they are enrolled and during session breaks. Students who are enrolled in a 100% online modality do not have to follow this health insurance requirement. The SFBU student health insurance plan is provided by Aetna Student Health Insurance. Detailed information is on the SFBU website: <https://www.sfbu.edu/admissions/student-health-insurance>.

Facilities

SFBU's campus is located in a peaceful, high-technology research & development and business area in Fremont, California. The university is accessible from public transportation as well as highways I-880 and I-680. Multiple free parking areas provide smooth traffic flow and easy building access. Campus facilities include computer labs, library services, study areas, and a student lounge. Each classroom has energy-efficient LED lighting, temperature control units, and an LCD projector connected to the instructor's computer, which can access the campus network system as well as the internet. SFBU regularly contracts with nearby sports facilities for students to access at minimal cost.

Health, Security, and Safety

The university campus sites comply with all local and state fire and safety codes and regulations: NFPA 25, CFC, Cal OSHA, and the City of Fremont. Building and classroom occupancies are within the guidelines of CBC/IBC/CFC 1006.2, 1004 codes.

Computer Networks

High-capacity servers, advanced workstations, modern PCs, and wireless and wired network connections for high-speed internet access are provided on campus to students to support teaching and learning.

The University Library and Digital Campus

SFBU's physical collection contains books, periodicals, and audio/visual materials; online resources include ProQuest research database and O'Reilly Books Online.

Housing

Students are responsible for making their own housing arrangements, but the university provides a limited number of student housing units, mostly university-owned condominiums, within two miles of the instructional buildings. Living in university-owned student housing is optional. Because of the limited number of units, SFBU cannot guarantee housing; it is generally assigned on a first-come, first-served basis. Student housing commitments are for two IEP sessions, and students are eligible to live in student housing for a maximum of six IEP sessions. To live in student housing, a student must be a regularly-enrolled, full-time SFBU student. Students may reserve their housing by submitting a housing application and paying the rent and deposit. Please visit <https://www.sfbu.edu/student-life/housing> for important housing-related deadlines.

Non-university housing in the local area is available in the form of house and apartment rentals, but local housing is highly competitive, with rent for a one-bedroom unit costing more than \$2,000 per month. SFBU advises students living outside of university housing to begin their housing search as early as possible in order to find suitable accommodations. Students may contact the SFBU housing office at housing@sfbu.edu with questions related to both on-campus and off-campus housing.

For more information, please see <https://www.sfbu.edu/campus> or the Student Life and Facilities sections of the catalog: <https://www.sfbu.edu/academics/catalog>.

Policies and Procedures

IEP Admissions Policy

SFBU admits all qualified individuals into the university without regard to race, religion, sex, ethnic origin, or disability. SFBU makes education available to all individuals who meet the qualifications for entrance into SFBU.

IEP applicants must

1. Be at least 18 years of age by the first day of class, or have a high school diploma or equivalent
2. Provide a copy of their passport or government-issued ID
3. Complete the IEP application form, available online
4. Submit the application fee
5. Achieve a minimum score on level placement exam, given by SFBU free of charge

Online IEP students must have regular access to an electronic device with video and audio capabilities, and a reliable internet connection.

Appeal Procedure for Initial Placement

If an incoming student feels that his or her placement was inaccurate due to a specific issue such as the student's illness or stress, he or she has the option of taking the assessment(s) again.

If students are already enrolled in an IEP course, but feel that their placement is too high or too low, they may speak with the ESL Administrator, who will ask them to retake the placement assessment. Likewise, if an instructor believes that a student has been inaccurately placed, the student can be referred for retesting.

Attendance Policy

Students who miss one class meeting are required to meet with the ESL Administrator. Students who miss a total of five hours or more of any one course will be referred to Counseling. These students may be withdrawn from that course, based on the decision of the Attendance Committee.

Notice to F-1 International Students:

International students with F-1 immigration status must follow immigration rules. In general, students must maintain a full course of study to keep their immigration status. Failure to do this will lead to withdrawal from the University and automatic termination of the SEVIS record.

Classroom Policies

- Students are expected to arrive to class on time and stay for the entire class meeting.
- Digital devices may not be used in the classroom unless permitted by the instructor. In online courses, students must use a digital device to attend livestreamed class meetings, but other devices are not allowed unless permitted by the instructor.
- When interacting with instructors and classmates in online class meetings or during the instructor's office hour, students are required to have their cameras on and their faces in view. Students' faces must match photographs on official course lists.
- Students may receive an academic warning from their instructor by email for unacceptable performance. Multiple academic warnings may result in dismissal from the program.

Academic Integrity Policy (Short Version)

For SFBU's full Academic Integrity Policy, please see the Catalog on the SFBU website:
<https://www.sfbu.edu/academics/catalog>.

Academic integrity means being honest in schoolwork. Plagiarism and cheating are common forms of academic dishonesty.

Plagiarism: taking someone else's ideas, writing, images, charts, or designs and presenting them as one's own work without giving credit to the source of the information. Students must give proper credit to the originator of materials that they used in academic work. Using copyrighted materials without the creator's permission is also not acceptable.

Cheating: trying to get credit for academic work in dishonest ways. This can include

- a. Copying (either in part or completely) course work such as homework assignments, tests, projects, reports, data, etc. from someone else
- b. Allowing or helping another person to copy your course work
- c. Working together with other people on course work without permission from the instructor
- d. Submitting work used in another course either from the previous or the current session, without permission from the instructor
- e. Submitting work that another person did
- f. Using unauthorized (not allowed) materials during a test
- g. Sharing information during a test
- h. Taking a test or attending a class for another person, or having someone take a test or attend a class for you
- i. Taking or getting unauthorized copies, including photos, of course materials for you or someone else to use

Students should understand the differences among collaborating, helping, and cheating. Working together (if allowed by the instructor) to reach a common goal or helping other students to learn and be able to complete the work by themselves is honest and good. Giving answers or doing the actions in the list above is dishonest.

Consequences depend on how many times the student cheated or plagiarized, and how serious the action was. The result could be

- a. A warning from the instructor, and a note in the student's academic records
- b. No credit or score for the assignment or test
- c. An "F" grade for the entire course
- d. Requirement to perform community service
- e. Dismissal (being removed) from the university

For international students, the consequence may negatively affect their immigration status, and possibly result in leaving the university and the United States.

Full-time and Part-time Course Load

Students are considered full time if they are enrolled in all four courses of a level in the IEP at the same time. Students enrolled in fewer than four IEP courses are considered part time.

Adding and Dropping Courses

Students may add an IEP course during the first week of class before the second class meeting. It is not possible to add an IEP course after it has had two class meetings.

Students may drop an IEP course up through the end of week 6. After the end of week 6, it is not possible to drop an IEP course.

IEP Appeals for Grade Changes

Grades assigned by each course instructor follow the individual policy stated in the published course syllabus. A grade submitted by an instructor is considered final and may be changed only for the following reasons:

1. Error in recording a score for a student product (exam, quiz, essay, project, presentation, etc.)
2. Miscalculation of a score, including the cumulative score for a session
3. Omission of valid student products that were submitted in time

No other reason can be used to appeal a grade. All appeals for grade changes must be submitted to the ESL Administrator no later than the end of the add/drop period of the following session. A grade will not be changed after one session from the date it was assigned unless the course has been repeated.

Student's Right to Cancel and Refund Policy

IEP students have the right to cancel the enrollment agreement and obtain a refund of charges paid if notice of cancellation is received by SFBU through attendance at the first class meeting, or the 7th day after enrollment, whichever is later. Students shall provide notice of cancellation in writing through the MySFBU Student Portal using the following navigation links: My Requests > Non-Academic > Transfer Out/Withdrawal. Cancellation shall be effective when successfully submitted.

Students who withdraw by the end of the first class meeting in a period of attendance, or 7 days after enrollment, whichever is later, will receive a full refund. Following the first class meeting and up through completion of 75 percent of the period of attendance, students may withdraw from SFBU and obtain a pro rata refund of unearned institutional charges. The application fee is non-refundable.

SFBU shall refund any credit balance on the student's account within 45 days after the date of the student's completion of, or withdrawal from, the student's educational program.

A withdrawal may be effectuated preferably by the student's written notice or by the student's conduct, including, but not necessarily limited to, a student's lack of attendance, as further detailed below.

A student is deemed to have been withdrawn when any of the following occurs: (1) the student drops all courses enrolled in a period of attendance, (2) the student submits a written notice to withdraw through the portal, as described in the cancellation section, (3) SFBU terminates the student due to misconduct, unsatisfactory academic performance, or overdue fees, (4) the student fails to return from a leave of absence, or (5) the student misses a total of five hours or more of any course, based on the decision of the Attendance Committee.

A student that drops one or more courses, but not all courses, will receive a pro rata refund of tuition for the dropped courses.

Student Grievance Policy and Procedure

SFBU takes grievances regarding the institution seriously. Students have the right to file a grievance that concerns SFBU, whether such grievances are with personnel, the course of study, general university policies, or other related matters. This policy describes the grievance procedure available to students.

1) INFORMAL RESOLUTION

SFBU highly encourages students to attempt to informally resolve concerns directly with the aggrieving party or department. Students are particularly encouraged to informally resolve academic matters, such as those involving course policies, with their instructor, or, if their instructor is not available, with their respective dean (IEP students should speak with the ESL Administrator), prior to filing a grievance. Grade appeals may be made as described in the section of this catalog entitled “Grading Policy and Academic Standards.”

Even after initiating the formal grievance process, students are encouraged to seek informal resolution of their concerns. A student whose concerns are resolved may withdraw a formal grievance at any point in the process.

With regard to appeals of disciplinary action and all other grievances, including those related to harassment and discrimination, no student is obligated to attempt informal resolution and may bring a formal grievance to the administration as outlined in this policy.

2) TIMING

Academic grievances and appeals of disciplinary action must be received by the administration within 30 days of the close of the academic term in which the first incident giving rise to the grievance occurred or the notice date of the disciplinary action.

There is no deadline for other types of complaints.

3) GRIEVANCE PROCEDURE AND RESOLUTION

All grievances and supporting documentation shall be submitted in writing to the SFBU Compliance Department. The grievance should be made using the SFBU Grievance Form, which is available on the SFBU website.

Please note that if a grievance is being filed in order to appeal disciplinary action, the grievance must include a description of the basis of appeal. Failure to state the basis of the appeal in the initial grievance may result in denial of the appeal. The following are the only valid bases of appeal: (i) new evidence which could reasonably be expected to cause the individual(s) reviewing the grievance to overrule prior disciplinary action, (ii) failure to follow published SFBU policies in a way that materially disadvantaged the student; (iii) demonstrated bias or discrimination and (iv) the sanction imposed is substantially disproportionate to the severity of the violation.

The grievance may be sent via email to compliance@sfbu.edu or delivered in person to the front desk of the SFBU Administrative Building during normal business hours. If the grievance is regarding SFBU Compliance or its personnel, then the grievance may be sent to the Executive Vice President via in person delivery to the front desk of the SFBU Administrative Building during normal business hours. In such case, complainant should specify that the grievance is regarding compliance or its personnel.

Intake personnel, generally a member of SFBU Compliance, will review the form. If the form is complete, intake personnel will, within 5 business days of receipt, acknowledge receipt of the grievance and forward it to the appropriate party for review and resolution. Matters are generally forwarded as follows:

- a. Academic matters are forwarded to the Chief Academic Officer, or the Chief Academic Officer’s designee.
- b. Appeals of disciplinary action are forwarded to the Executive Vice President, or the Executive Vice President’s designee.
- c. All other complaints are assigned to a member of SFBU Compliance.

Depending upon the type and complexity of the grievance, the appropriate party may, in their discretion, adjudicate the matter or assign the matter to a Grievance committee.

Within 60 days of receipt of the grievance, SFBU shall provide a written response to the grievance via email. If further investigation is needed, the complainant will be provided with a written response to the grievance within 10 business days after completion of the investigation.

The complainant may appeal SFBU's resolution by filing a statement of appeal that clearly describes the basis of appeal within 5 business days of the date of the written response. The President of SFBU, or the President's designee, shall adjudicate the appeal within 30 days of SFBU's receipt of complainant's statement of appeal.

If a complainant has exhausted all grievance procedures provided under SFBU's policies, the complainant may contact:

The WASC Senior College and University Commission (WSCUC), 985 Atlantic Avenue, Suite 100, Alameda, CA 94501, 510.748.9001.

4) NO RETALIATION

No member of the SFBU community shall be subject to adverse action by SFBU based upon the reasonable good faith filing or participation in a grievance.

5) MAINTENANCE OF RECORDS

Records for student complaints are maintained for at least 6 years. Records for grievances made by nonstudents are maintained in accordance with applicable university policy.

Filing a Complaint against a CEA Accredited Program

A program or institution that is accredited by the Commission on English Language Program Accreditation must continue to meet the *CEA Standards for English Language Programs and Institutions* throughout its period of accreditation. To ensure such compliance, CEA provides the public the opportunity to report any evidence that the standards are not being met.

Why to file:

- An accredited program must continue to meet the *CEA Standards*. Complaints may be filed for non-compliance.
- An accredited program must report any substantive change that affects its eligibility for accreditation. Complaints may be filed for failure to report substantive change.

Who may file:

Students, faculty members, staff members, and others outside the program who may have knowledge of an alleged failure by an accredited program to maintain the *CEA Standards*, may file.

How to file:

An accredited site must have a copy of the *CEA Standards* available for public view. If you have a concern, ask the site for a copy. The *CEA Standards* are also available at <https://www.cea-accredit.org/about-cea/standards>

- Complaints for non-compliance with the *CEA Standards* must be written and signed, must refer to a specific standard, and must document the nature of the non-compliance.
- Complaints for failure to report a substantive change must be written and signed and should explain how, in process or content, the program has substantively changed from when it was accredited.

Adjudication of complaints:

CEA sends a copy of the complaint to the program for response. The complaint is adjudicated by the CEA Standards Compliance Committee, which reviews the complaint and the program's response. Complaints must contain the name, address, and telephone number of the complainant on a separate page and should be mailed to the address below. If you have questions, please contact CEA.

Commission on English Language Program Accreditation 1001 North Fairfax Street, Suite 630, Alexandria, VA 22314 (703) 665-3400 <https://www.cea-accredit.org/>

For more information, please refer to the SFBU Catalog at <https://www.sfbu.edu/academics/catalog>

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