



UNITED STATES UNIVERSITY

IN GOD WE TRUST



# Student Disclosures and Policies Institute

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*United States University*

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ADVANCING EDUCATIONAL DEMOCRACY



## **Institutional Purpose**

### **Education, Faith and Public Service**

United States University advances education, research, public service, and the development of human potential. Its institutional purpose connects intellectual inquiry with character, ethical responsibility, religious liberty, and service to others. In God We Trust expresses the faith orientation identified in the institution's submitted religious affidavit. Learning is approached as a responsibility to the individual, the family, and the wider community.

This handbook establishes student protections and the procedures governing admissions, enrollment, educational participation, financial obligations, records, conduct, and review of institutional decisions. The policies apply to the educational service identified in each student's written enrollment documents. Public resources, publications, community activities, and formal academic enrollment have distinct terms. Access to one does not automatically constitute admission to another.

### **Scope of the Student Relationship**

The student relationship consists of this handbook, the complete program disclosure, the applicable curriculum and calendar, the itemized fee schedule, and the signed enrollment agreement. These documents must identify the same offering and credential. Students may request a readable copy of each document and an explanation of unfamiliar terminology before making a commitment.

USU's broader institutional interests include civic literacy, research literacy, resilience, family learning, publishing, and public service. A subject appearing on an institute website does not by itself establish a degree offering, professional qualification, or external recognition. Academic claims must be supported by the specific program record and applicable authority.

### **Fair Treatment**

Students are entitled to clear information, respectful communication, and a fair opportunity to ask questions. USU does not condition access to a complaint or refund process on praise, silence, a public endorsement, or withdrawal of a good faith concern. Students may retain copies of their own agreements, receipts, evaluations, and correspondence.

## **Institutional Status and Official Disclosures**

### **Religious Exemption Application**

USU submitted an Affidavit for Religious Institution Letter of Exemption dated June 22, 2026. The Commission for Independent Education acknowledged receipt on August 13, 2026 and requested supporting fair consumer documentation. Receipt of the affidavit is the documented





procedural status. This handbook does not represent that an exemption letter, institutional license, or accreditation award has been issued to USU.

The religious pathway described in the application concerns preparation for religious vocations. Institutional recognition, program authorization, professional licensure, accreditation, and eligibility for financial assistance are separate matters. Students receive a written explanation of the status relevant to their selected program before enrollment.

## **Accreditation and External Recognition**

USU makes no accreditation claim through this handbook. Any subsequent accreditation statement must identify the accrediting organization, the institution or program covered, the effective period, and the limits of recognition. A certificate, seal, membership, quality management award, or another institution's recognition does not establish USU accreditation. A new statement must be supported by the actual award and reflected consistently in student disclosures.

## **Professional and Public Identity**

The United States University name and America 250 imagery communicate institutional identity and a commemorative theme. They do not indicate federal ownership, a government appointment, or a government guarantee of educational outcomes. The anniversary dates refer to the United States anniversary and do not represent the age of the university.

Students may request written clarification of any institutional status statement through [policies@usu.edu](mailto:policies@usu.edu). USU must correct a material error in a representation and notify affected students when that error could have influenced an enrollment decision.

## **Programs, Curricula and Learning Resources**

### **Complete Program Disclosure**

Before a program is opened for enrollment, its written disclosure must identify the exact program and award title, educational purpose, intended audience, entry qualifications, mode and language of instruction, program duration, credit or clock hours where applicable, and the sequence of required courses. It must identify learning outcomes, required assessments, materials, technology, faculty or instructional responsibility, support services, and the conditions for successful completion.

The curriculum must show which courses are required, which are electives, the prerequisites for progression, and the relationship of each course to the program outcomes. Any practicum, placement, supervised activity, capstone, thesis, dissertation, or examination must be identified with its duration, evaluation method, cost, and completion standard. A list of program titles alone is not a curriculum.





## **Distinct Learning Formats**

A degree program, institutional certificate, digital badge, webinar, public video library, and purchased book serve different educational purposes. The student's documents must state which type of service is being selected. Instructional hours, continuing education units, and academic credits must be identified separately. They are not interchangeable merely because the same topic or instructor appears in more than one format.

For online instruction, the disclosure identifies scheduled live sessions, independent study, discussion activities, instructor feedback, assessment deadlines, and the period of access to recordings. Students must be informed before payment if a resource requires a separate subscription or if access expires before or after the instructional period.

## **Changes to an Offering**

An enrolled student receives written notice of a material change in delivery, required cost, learning location, credential outcome, or completion requirements. USU explains the effect on the student and available completion, transfer within USU, or withdrawal options. A materially different program is not substituted without the student's written agreement. An unavailable required component must be addressed through a documented completion arrangement or the refund process.

## **Admissions and Readiness Assessment**

### **Application Review**

Admission is based on the published qualifications for the selected program and a documented assessment of the applicant's ability to complete it. The review considers the academic preparation, language proficiency, relevant experience, and technical access actually required by that course of study. Ability to pay, personal enthusiasm, or access to a public resource does not substitute for readiness assessment.

Applicants receive a description of required evidence and how it will be evaluated. Appropriate evidence may include official educational records, a writing sample, a structured interview, a portfolio, a prerequisite assessment, or verified professional qualifications. Each method must be relevant to the offering and applied consistently. The reviewer records the evidence considered, the criteria used, and the decision.

### **Incomplete Records and Alternative Evidence**

If a record is missing, the applicant receives notice identifying the missing item and the reason it is needed. Where displacement, institutional closure, disaster, or another documented barrier prevents access to an original record, USU may assess appropriate alternative evidence through a





written exception process. An exception must not misstate the applicant's qualification or waive a requirement imposed by an external authority.

An applicant needing an accessible assessment format may request an adjustment before the assessment. Disability disclosure is handled separately from general selection records and is limited to information necessary to evaluate the requested support. A language or technology barrier is assessed in relation to the actual instructional requirements.

## **Decision and Review**

The admission decision is communicated in writing. Conditional acceptance identifies each condition and the date by which it must be met. Enrollment is not represented as unconditional while a material requirement remains unresolved. An applicant may request correction of a factual error or review of an inconsistent application of criteria through the appeal procedure. Reapplication requirements are stated in the decision rather than assumed.

## **Admissions and Credit Transfer**

### **Incoming Credit**

Transfer evaluation is specific to the USU program for which the applicant seeks recognition. Students submit an official transcript or verifiable record, course descriptions, syllabi when needed, the grading scale, and evidence of the originating institution's status. USU evaluates content, level, assessed outcomes, credit basis, recency where relevant, and the relationship to its own curriculum.

Acceptance of a course does not automatically satisfy a prerequisite, a major requirement, or a professional requirement. The written determination identifies the course accepted, the amount and type of credit awarded, the requirement satisfied, and the requirements still outstanding. No credit is counted twice for substantially the same learning. A student receives the determination before relying on it to calculate program length or cost.

### **Prior Learning and Examinations**

Experience alone is not academic credit. Where a program permits prior learning assessment, the published policy specifies eligible learning, evidence, assessor qualifications, assessment method, maximum credit, fees, and exclusions. Payment for evaluation purchases an assessment, not a guaranteed award. Credit is recorded only for learning that has been evaluated against the stated outcomes.

USU must disclose any minimum study that must be completed directly through the institution. A student should not incur an evaluation fee without receiving the applicable limits and an explanation of the consequences of an unsuccessful assessment. A written appeal may address a factual error, omitted evidence, or failure to apply the published standard.



## Outgoing Transfer

Acceptance of USU credits and credentials is determined by the receiving institution. USU does not guarantee transfer, advanced standing, admission, or recognition. Students planning to transfer should obtain a written determination from the intended receiving institution before enrolling. Shared course titles, institutional partnerships, or general statements about educational quality do not establish a transfer agreement.

When an actual articulation agreement applies, USU identifies its parties, covered programs, conditions, and effective period. Records furnished for transfer must accurately identify the award, course outcomes, hours or credits, grades, and applicable institutional status.

## Enrollment and Advance Disclosure

### Time to Review

USU provides the required written institutional disclosures at least one week before enrollment or collection of tuition from a prospective student. The disclosure package includes institutional purpose and status, the program and curriculum, facilities and delivery arrangements, all required charges, fee retention and refund terms, and transfer information. Additional completion requirements and any applicable accreditation scope are disclosed before enrollment.

The student receives a durable copy, not merely a temporary link or an oral explanation. The delivery date, version, and recipient are recorded. If a material correction changes the information needed for an informed decision, USU provides the corrected information and preserves the required review opportunity before proceeding.

### Enrollment Agreement

The agreement identifies the student, the educational service, exact credential, delivery mode, start and anticipated completion dates, financial commitment period, itemized charges, payment dates, cancellation rights, refund policy, and the documents incorporated into the agreement. It states any conditions that must be satisfied before participation or credential issuance.

The agreement records acceptance by both parties and provides the student with a copy. A signature acknowledges the documented terms. It does not waive statutory protections, the right to report a concern, or the right to receive an accurate refund calculation. Optional publicity or research permissions are separate from enrollment acceptance.

### Registration Changes

Students request a course addition, course removal, program change, or leave in writing. USU identifies any academic and financial consequences before the student accepts a change. A new





fee, extended access period, or replacement program requires written terms. A change in payment method does not itself change the refund policy or the scope of instruction purchased.

## **Tuition, Fees and Financial Responsibility**

### **Itemized Charges**

The student receives a complete schedule showing tuition and every mandatory institutional or external charge necessary to complete the selected offering. Application, registration, technology, materials, assessment, proctoring, placement, credential issuance, and other charges must be identified individually where applicable. A charge not imposed is identified as zero or not applicable in the program disclosure. An empty field is not a disclosure.

Optional purchases are clearly identified and require a separate affirmative choice. A book purchase, donation, or public event registration must not be represented as academic enrollment. A scholarship contribution is not a payment toward a particular student account unless its written terms specifically establish that arrangement.

### **Payment and Account Statements**

Written terms identify the currency, payment methods, installment dates, and any processing charge. A payment plan states the total obligation and each installment. An installment is a payment mechanism and does not convert a program charge into a different refund basis. USU issues receipts and maintains a ledger showing charges, payments, assistance, adjustments, and refunds.

Students may request an explanation of an unfamiliar charge. A billing dispute should identify the charge, date, reason for disagreement, and available receipt or agreement. USU reviews the underlying record and provides a written account reconciliation. Reporting a dispute does not require disclosure of a full card number or banking password.

### **Missed Payments and Collection**

Before restricting future enrollment for nonpayment, USU provides notice of the amount, the basis for the charge, a way to dispute an error, and available payment discussion. No collection cost, late charge, or interest is imposed unless lawfully applicable and disclosed in the accepted agreement. A disputed amount is identified as disputed while under review.

Access to a complaint, withdrawal request, or refund review is not blocked by an unpaid balance. Any restriction on release of records must comply with applicable law and be explained in writing. USU does not characterize a purchase as a donation to avoid the student protections attached to the actual transaction.





## Fee Assistance, Sponsorship and Loans

### Accurate Assistance Information

Scholarships, discounts, and sponsored places are available only under their written award terms. Any advertisement of financial assistance must make eligibility conditions clear. A student receives the value, covered charges, duration, renewal conditions, selection criteria, and circumstances affecting the award. An anticipated grant or donor contribution is not credited as a confirmed award.

This handbook does not establish eligibility for federal student aid, veterans benefits, government reimbursement, or a particular lender's product. Eligibility must be supported by the applicable authorization and the student's award documentation. Enrollment personnel may not assure a student that funding will be available based solely on the institution's mission or nonprofit description.

### Sponsors and Employer Payments

The written sponsorship arrangement identifies the payer, amount, payment timing, permitted use, and responsibility if payment is delayed or denied. USU informs the student of an unresolved sponsorship issue before treating the student as responsible for a balance. A sponsor receives only the information authorized by the student or otherwise lawfully permitted.

Withdrawal may affect a scholarship or sponsor payment. USU provides a reconciliation identifying the institutional refund and any repayment required by the award terms. A student is not promised a cash refund for an amount never paid on the student's behalf. Where a payer must receive returned funds, the accounting identifies that recipient.

### Borrowing and Repayment

Before a student accepts a loan arranged through an institutional process, the student receives the lender's terms, principal, interest or annual percentage rate, charges, estimated payment schedule, repayment start, and consequences of delinquency. USU explains the difference between a loan, a grant, and a tuition discount. Borrowing creates obligations under the loan agreement even when a student does not complete the program or obtain employment.

A loan disclosure is separately acknowledged and retained. Any applicable federal aid return calculation is handled separately from the institutional tuition refund. The student receives both explanations when both apply. USU does not provide a false assurance that a refund automatically cancels every debt owed to an outside lender.





## Cancellation, Withdrawal and Refunds

### How to Give Notice

A student may cancel or withdraw by sending a clear written request to [policies@usu.edu](mailto:policies@usu.edu). The request identifies the student and offering and states the intention to stop enrollment. A particular form, an explanation of private circumstances, or an in person visit is not required for notice to be effective. USU records the receipt date and acknowledges the request within five business days.

For a requested future withdrawal, the student identifies the intended date. Otherwise, the effective date is the date notice is received, or an earlier substantiated date when evidence establishes that instruction or access ended. An administrative withdrawal uses documented academic activity and faculty or platform records rather than the later date on which an account is processed. The student receives the effective date and the separate date on which USU determined the withdrawal.

### Cancellation and Initial Payments

Cancellation within three working days after signing the enrollment agreement cancels the student's obligation, except an actual assessment for used materials that cannot be returned. USU's additional institutional policy grants a full refund of tuition and institutional fees when cancellation occurs before instruction begins. If USU does not accept the applicant or cancels the offering before it begins, tuition and institutional fees are returned in full.

Any permitted material deduction must identify the item, the disclosed price, delivery, use, and reason it cannot be returned. Unused returnable materials are credited upon return. No admission or registration charge may be treated as nonrefundable for a Florida student in excess of the applicable \$150 limit. The cancellation protection takes priority over a general nonrefundable label.

### Prorated Tuition Policy

After instruction begins, USU applies straight line proration throughout the entire financial commitment period. There is no early cutoff after which every remaining instructional charge automatically becomes earned. The calculation uses the published period for which tuition was charged. An installment plan does not change that period. Separately charged future periods that have not begun are refunded in full.

The fraction earned equals elapsed instructional days through the effective withdrawal date divided by the total instructional days in the disclosed commitment period. Both counts exclude scheduled institutional breaks and days on which USU could not provide the contracted instruction. The same counting method is used in the numerator and denominator. The fraction



cannot exceed one. For an independent study offering, the access period and its counting method must be disclosed before enrollment.

Earned tuition equals the disclosed tuition charge multiplied by that fraction. The unearned amount is credited to the account. Separately charged continuing services are prorated over their service period. A discrete service already completed may be retained only at its disclosed price, subject to the cancellation protection and applicable law. USU does not make instruction nonrefundable by relabeling it as an access fee.

### **Calculation Example**

If tuition is \$1,000 for 100 instructional days and withdrawal is effective after 25 instructional days, earned tuition is \$250 and the tuition credit is \$750. If the student paid \$600, the tuition refund is \$350. If the student paid \$200, the remaining earned tuition is \$50. These amounts illustrate the calculation only and are not USU's fee schedule. Actual calculations also identify permitted material adjustments and the proper payer.

### **Payment of Refunds**

USU issues refunds due within 30 calendar days of determining withdrawal. The written statement identifies the relevant dates, commitment period, charges, payments, calculation, adjustments, net refund or balance, and recipient. Refunds normally return to the original payer and payment method when available. A failed transfer is documented and an alternative payment arrangement is promptly requested. Routine administrative delay does not cancel the obligation.

Dismissal is evaluated under the same refund calculation. A disciplinary decision does not automatically forfeit unearned tuition. Federal aid or veterans benefit rules control the treatment of those funds when applicable, and USU reconciles any additional return requirements separately. A student may challenge a calculation through the financial appeal process without delaying payment of an undisputed refund.

## **Interrupted Study, Leave and Institutional Closure**

### **Individual Circumstances**

Illness, bereavement, caregiving, military obligations, displacement, disability, disaster, and family transition may affect participation. Students may request an extension, adjusted attendance, an incomplete, a temporary leave, or withdrawal. A brief description of the educational barrier is sufficient to start the conversation. Sensitive documentation is requested only when necessary and should be submitted through a secure method.

The written decision specifies the authorized adjustment, dates, remaining work, contact, and effect on fees and completion. An extension does not silently create an additional charge. A



leave does not indefinitely suspend a refund calculation or prevent a student from withdrawing. The student receives clear information about any effect on an external sponsorship or benefit.

## **Emergency Education and Resilience**

Educational continuity support may include an alternative assignment, accessible materials, recorded instruction where available, or a revised completion schedule. Each arrangement identifies what can actually be delivered. A student is not required to disclose a detailed trauma history to request an initial continuity review. A safe contact method may be used when ordinary correspondence creates a privacy concern.

Education about emergencies and resilience is distinct from emergency response, clinical care, housing placement, or legal representation. An immediate threat to life or safety requires the appropriate local emergency service. The institutional policy mailbox is not an emergency dispatch service.

## **Institutional Interruption**

If USU cannot deliver a required component, students receive notice describing the interruption, affected work, expected duration where known, and available options. An alternative provider or location is identified accurately and requires written arrangements. A student may decline a materially different substitute and receive the applicable refund for undelivered instruction.

If an offering closes, USU supplies a written completion or discontinuation plan, a records contact, and an account reconciliation. A potential transfer destination is not described as guaranteed acceptance. Student records and refund responsibilities continue to require an identified custodian and responsible institutional contact.

## **Academic Participation and Progress**

### **Course Expectations**

Each course provides a syllabus identifying outcomes, required work, assessment weights, attendance or engagement requirements, feedback arrangements, and deadlines. Students receive the standard before they are assessed against it. A course using live instruction identifies time zones and any recording or attendance alternative. A course using independent study identifies the expected milestones and access period.

Logging in alone does not establish completion of an assessed activity. Participation records distinguish viewing a resource, contributing to a discussion, submitting an assignment, and demonstrating mastery. Students may ask for correction when a platform record omits completed work. System problems are considered with the available evidence rather than treated automatically as academic failure.



## Feedback and Improvement

When performance falls below a published standard, the student receives notice of the concern and the available academic support. An improvement plan identifies the unmet outcome, required action, available assistance, review date, and consequence of not meeting the plan. The student may respond to a factual error in the record.

An academic warning, restricted progression, or academic dismissal must be linked to a disclosed standard. Completion time limits, repeat limits, and any minimum grade requirements are published in the applicable program disclosure. USU does not impose a previously undisclosed exit condition after a student has completed the advertised work.

## Absence and Late Work

A student anticipating an absence or delay should communicate as early as practicable. The instructor applies the published late work and attendance rules and records any exception. An authorized accommodation or emergency adjustment is considered before a penalty is applied. A late submission rule must identify the consequence clearly, including whether a resubmission or alternative assessment is available.

## Assessment, Grades and Completion

### Transparent Evaluation

Assessments measure the stated learning outcomes. The syllabus identifies whether evaluation uses letter grades, percentages, competency judgments, pass or fail, or another scale. It also identifies the minimum successful performance on required tasks. Students receive sufficient information to understand the calculation of their result and may request clarification of an apparent arithmetic or recording error.

For a program using grade points, the program disclosure identifies the scale, the method of calculating the cumulative average, the treatment of repeat attempts, and the minimum average for completion. For a program without a grade point average, the disclosure states that fact and identifies the actual completion standard. A general handbook reference does not replace a program's numerical requirements.

### Incomplete Work and Reassessment

An incomplete requires a written plan identifying unfinished work, the completion date, evaluator, and result if the work is not submitted. An incomplete is not an indefinite extension of access. Reassessment, repeated coursework, and additional assessment fees are governed by published terms. The student receives those terms before accepting a reassessment arrangement.



An assessment concern is first presented to the instructor when appropriate. A formal grade appeal identifies the course, assessment, challenged outcome, and the published criterion or procedure alleged to have been applied incorrectly. Review distinguishes academic judgment from a factual, procedural, or discriminatory error. A different evaluator considers an appeal when the original evaluator's conduct is itself at issue.

## **Exit Requirements and Award Review**

Any exit examination, practicum, capstone, thesis, dissertation, minimum average, or required external examination is disclosed before enrollment. The disclosure identifies attempts permitted, scheduling, charges, passing standard, and consequences of noncompletion. An institutional award is issued only after the completion review verifies the requirements actually applicable to the student. Honorary recognition is identified separately from an earned academic award.

## **Certificates and Institutional Credentials**

### **Accurate Award Records**

A certificate or institutional credential identifies the issuing institution, learner, exact award title, issue date, and basis of achievement. A participation record is distinguished from an assessed completion award. Digital badges and verification pages must communicate the same scope as the underlying record. An expired external authorization cannot be presented as current merely because a certificate remains accessible online.

Each offering identifies whether its outcome is a USU certificate, a degree, a continuing education record, or another specific institutional credential. Abbreviations such as USO or USC may be used only when the full credential name, issuer, requirements, and meaning have been expressly defined in the program disclosure. An abbreviation alone does not establish academic credit or governmental standing.

### **Verification and Corrections**

Students may request a correction to a misspelled name, erroneous completion date, or incorrect award description. USU verifies the underlying record and retains a record of the correction. A replacement must not create a qualification that the student did not earn. A request from an employer or other recipient is evaluated under the records release policy.

If a material concern arises about the basis of an award, the student receives notice and an opportunity to respond before a final revocation decision, subject to lawful interim protective action. The decision identifies the evidence, grounds, and appeal process. A revoked award is not left publicly verifiable as valid without an appropriate status correction.





## Official Professional Disclosures

### Regulated Practice

Education in a topic does not itself authorize professional practice. A program that relates to a regulated occupation must identify the relevant licensing authority, jurisdiction, educational requirements, and the relationship of the USU offering to those requirements. Any unmet requirement must be stated clearly before enrollment. Students relocating to another jurisdiction should request a new review of the applicable professional requirements.

Religious counseling education must be distinguished from preparation for a regulated mental health license. Religious education must be distinguished from state teacher certification. Public legal education does not confer bar admission or authority to represent a client. Medicine or neuroscience content does not confer a medical license. Emergency education does not confer an emergency medical qualification unless the precise external recognition is supported and disclosed.

### Employment and Placement

This handbook makes no guarantee of employment, placement, salary, promotion, market demand, admission elsewhere, or recognition by an employer. The program disclosure must describe any actual placement service and its limits. General career information, introductions, and interview preparation are distinct from an arranged placement. A placement requiring an outside organization's consent is subject to that organization's decision.

Student outcomes used in advertising must identify the population, period, method, and basis of the claim. Testimonials do not replace reliable outcome information. The name of a public figure, organization, military service, or institution must not be used to imply an unconfirmed partnership or endorsement.

## Student Records and Privacy

### Records Stewardship

USU limits student information to legitimate educational, administrative, financial, and lawful purposes. Education records may include applications, enrollment agreements, assessments, progress, credentials, financial transactions, and related correspondence. Access is limited to authorized persons who need the information for their assigned responsibilities. Vendors receive only the access required for the service and must be subject to appropriate confidentiality and security arrangements.

USU provides institutional rights to request access, correction, and authorized release. FERPA protections apply where the federal law applies to the institution and records concerned. This





handbook does not assert that participation in a federal funding program has been established. Applicable legal rights control if they provide greater protection than this institutional procedure.

## **Access and Correction**

A student requests inspection by identifying the records sought and a safe contact method. USU verifies identity using proportionate measures and arranges access within 30 calendar days as its institutional service standard, subject to any shorter legal deadline. Records about another person are protected through appropriate redaction. A student is informed if a requested item is not maintained or cannot lawfully be disclosed.

A correction request identifies the disputed entry and supporting basis. USU responds in writing, ordinarily within 20 business days, with the correction or reasons for denial and the appeal route. A records correction procedure addresses inaccurate or misleading records. A challenge to academic judgment follows the grade appeal procedure. A denied factual correction may be accompanied by a retained student statement where appropriate.

## **Consent and Disclosure**

An authorization identifies the records, recipient, purpose, expiration, and student signature. It may be withdrawn prospectively. USU does not treat payment by a parent, sponsor, or employer as blanket authority to release an adult student's records. The rights of a minor, guardian, or eligible postsecondary student are assessed under applicable law and any controlling order.

USU does not publish a public student directory by default under this policy. Photographs, testimonials, recorded contributions, and public credential profiles require a clear permission basis. A student may decline optional publicity without losing ordinary educational access. A legal demand or safety exception is reviewed for scope, documentation, and any applicable notice requirement.

## **Security and Retention**

Students should use secure channels for sensitive records and avoid sending passwords, full payment credentials, or unnecessary medical details by email. A suspected privacy incident should be reported promptly. USU evaluates the event, limits further exposure, preserves evidence, and provides notifications required by law.

Records are retained according to the applicable retention schedule and legal obligations. A pending access request, complaint, investigation, or legal hold suspends routine destruction of relevant records. A deletion request does not require destruction of a record that must lawfully be retained. Students may request an explanation of the retention basis and obtain copies of their own records through the access process.





## Student Support and Accessibility

### Requesting Assistance

Students may contact [policies@usu.edu](mailto:policies@usu.edu) for academic guidance, policy clarification, accessibility, continuity support, or referral to the appropriate responsible person. The initial request should describe the educational barrier and the requested assistance. USU identifies a contact and explains the next step rather than requiring a student to navigate multiple offices without direction.

An accessibility request is considered individually in relation to the student's needs and essential learning requirements. Possible adjustments include accessible documents, communication alternatives, assessment arrangements, or scheduling modifications. USU documents the agreed support, implementation responsibility, and review process. A denial identifies the reason and available appeal route.

### Dignity and Confidentiality

Students are not required to share a personal history with peers to receive a confidential support review. Information about disability, health, safety, or family circumstances is limited to those who need it for the decision or implementation. The person evaluating an academic outcome should receive the information needed to implement an adjustment, without unnecessary private detail.

Requests involving language access identify the language and communication needed. USU explains what translated or interpreted support is actually available. Automated translation is not represented as a verified legal or academic translation. A misunderstanding caused by an inaccurate institutional translation receives a documented correction and appropriate student review.

## Student Conduct and Academic Integrity

### Community Standards

Students must respect others' safety, privacy, learning, and lawful participation. Prohibited conduct includes threats, harassment, discrimination, stalking, deliberate disruption, impersonation, falsified records, unauthorized access, and retaliation. Disagreement, criticism, or a good faith complaint alone does not constitute misconduct. Conduct standards apply to institutional digital spaces and activities within the institution's responsibility.

Academic integrity requires accurate attribution and honest representation of work. Plagiarism, fabricated sources or data, unauthorized collaboration, and substitution of another person's work are prohibited. Course instructions identify permitted assistance, collaboration, and artificial



intelligence use. An instructor must not impose an undisclosed prohibition retrospectively. Students remain responsible for the accuracy and attribution of submitted work.

## **Artificial Intelligence and Research**

An assignment may permit specified tools while requiring disclosure of their use. Confidential student, patient, client, or research information must not be uploaded to an external tool without authority. A detector score alone is insufficient to establish academic misconduct. USU considers the work, assignment instructions, explanation, and other relevant evidence.

Research participation involving people requires the appropriate review, consent, and oversight for the activity. A classroom exercise is not described as authorized human subject research without an actual authorization. Students retain attribution for their original contributions subject to the written terms applicable to the work. Publication permissions and any transfer of intellectual property are documented separately from ordinary course enrollment.

## **Complaints and Resolution**

### **Access to the Process**

A complaint may concern instruction, cost, records, discrimination, accessibility, representations, or another institutional service. Informal discussion is optional where it is appropriate. It is not required where the concern involves safety, harassment, retaliation, or the person who would receive the informal complaint. A student may submit a complaint directly to [policies@usu.education](mailto:policies@usu.education).

The complaint should identify the issue, relevant dates, available supporting information, and requested resolution. USU accepts a clear written complaint without requiring a particular form. Anonymous reports may be reviewed, although anonymity can limit fact finding and an individualized response. A person raising a good faith concern is protected from retaliation even when the concern is not substantiated.

### **Review and Written Outcome**

USU acknowledges receipt within five business days. The reviewer identifies the issue, checks for a conflict of interest, gathers relevant information, and gives affected persons a reasonable opportunity to respond. Information is shared only as needed for fair review and lawful responsibilities. A complainant is informed if another procedure is more appropriate.

USU aims to provide a written outcome within 20 business days after receiving sufficient information. If more time is needed, the student receives the reason and a revised response date. The outcome describes the finding, reasons, corrective action relevant to the student, and appeal route. The institution does not promise absolute confidentiality where fair review or law requires disclosure.





## External Contact

Students retain the right to contact an appropriate external authority. The Commission for Independent Education may be contacted at (850) 245 3200, 325 West Gaines Street, Suite 1414, Tallahassee, Florida 32399. Its website is [www.fldoe.org/policy/cie](http://www.fldoe.org/policy/cie). This contact does not imply that USU has received a license or exemption determination. External deadlines and jurisdiction are determined by the authority concerned.

## Disciplinary Procedures and Appeals

### Notice and Response

Before a final disciplinary determination, USU provides written notice describing the alleged conduct, relevant policy, potential consequences, and how to respond. The student has at least ten business days to submit a response unless a longer period is appropriate. An immediate protective restriction may be imposed when necessary to address a documented safety or system security concern, with prompt notice and review.

The reviewer considers relevant information from the student and other sources. A support person may assist the student with communication subject to privacy and orderly process. A person with a material conflict does not make the final determination. The written outcome identifies the findings, evidence relied upon, sanction, effective date, and appeal deadline.

### Proportionate Outcomes

Outcomes may include education, correction of work, warning, an improvement agreement, restricted access, suspension, or dismissal. A sanction is related to the seriousness, circumstances, prior relevant findings, and protection of the learning community. Restrictions do not eliminate the student's refund, records, or review rights. Financial consequences are calculated under the applicable refund policy.

### Appeal Procedure

A student may appeal an admission, transfer, academic, financial, records, complaint, or disciplinary decision within 15 business days after receiving it. The appeal identifies the decision and the basis: material factual error, new relevant evidence, failure to follow procedure, conflict of interest, or disproportionate action. A reasonable extension may be requested where access, disability, emergency, or delayed notice prevents timely filing.

An appeal is assigned to a person who did not make the challenged decision. USU acknowledges the appeal within five business days and aims to decide it within 20 business days after the file is complete. Any extension is explained in writing. The outcome states whether the decision is affirmed, modified, or returned for further review and gives the reasons. An appeal does not suspend a legally required refund or prevent access to an external remedy.



## Digital Learning, Communications and Facilities

### Technology and Access

Each online offering identifies the required device, browser, internet access, software, microphone or camera if necessary, and any additional costs. Students receive instructions for accessing materials and requesting technical assistance. Mandatory third party services and the information shared with them are disclosed before enrollment. A technical requirement must be connected to the activity for which it is used.

Students protect account credentials and may not share paid access or impersonate another learner. USU does not require a student to disclose an account password to a staff member. When a platform fails, students should retain available evidence and report the problem. USU evaluates deadline adjustments where the failure materially prevents participation.

### Recordings and Communication

A live session identifies whether it will be recorded, the purpose, who may view it, and the access period. Students receive a way to raise a privacy or accessibility concern. Recordings are not reused in advertising without an appropriate permission. A student may retain personal notes but may not distribute another participant's private information or protected course content without authority.

Official notices are sent to the contact address maintained in the student record. Students may request an accessible format or a safe alternative contact method. Deadlines are expressed with a date, time, and time zone when timing matters. A business day means Monday through Friday excluding United States federal holidays. Calendar days include weekends and holidays unless stated otherwise.

### Facilities and Safety Information

The program disclosure identifies the actual instructional environment and any required physical attendance. An administrative mailing address does not establish the availability of classrooms, laboratories, housing, clinical facilities, or public access. Before a physical activity, students receive the location, equipment requirements, accessibility arrangements, supervision, and relevant safety instructions.

Where crime reporting or physical safety reporting laws apply, USU provides the required reports and notices through an accessible institutional channel. An absence of a report is not represented as evidence that no incident occurred. A student should request clarification before relying on an advertised facility or service that is not described in the written program materials.





## **Publications, Advertising and Policy Maintenance**

### **Consistent Representations**

Websites, brochures, social media, videos, advertisements, enrollment communications, and award records must accurately describe the same educational service. Costs, status, duration, outcomes, and eligibility must remain consistent across formats. A public resource must not imply that a particular degree, app, placement, or service is operational solely because its name appears in a navigation menu.

Books and digital publications identify price, delivery format, access conditions, and applicable purchase terms. A purchase does not automatically confer enrollment or an academic award. Donations are separately identified and do not purchase academic standing. A tax deductibility statement requires the applicable organizational and transaction basis.

### **Version Control and Student Notice**

Each handbook and program disclosure carries an edition or publication date. USU retains the documents supplied to the student and a record of material changes. A later website update does not silently replace the financial terms previously accepted by the student. Corrections affecting an enrollment decision are communicated directly to affected students.

The institutional policy contact is [policies@usu.edu](mailto:policies@usu.edu). Questions about fees, records, access, complaints, or appeals may be directed there for assignment to the responsible person. General institutional correspondence remains available through [connect@usu.edu](mailto:connect@usu.edu). The website is [usu.edu](http://usu.edu). A student may request a downloadable copy of the applicable policy documents.

## **Academic Requirements and Fee Schedule**

Academic Programs and Student Information supplies the current tuition schedule, service charges, GPA scale, incomplete deadlines, graduation and honors criteria, semester calendar, and course load limits. Those specific provisions govern the corresponding subjects alongside the procedures in this handbook.

