



CALIFORNIA TRINITY SCHOOL OF BUSINESS

Policy Manual

2025 ~ 2026

Approved in February 2025

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Last revised on February 13, 2025

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School Policy Development Guidelines

Purpose

The purpose of these Guidelines is to outline a process for the effective and consistent development, approval, publication, and management of School Policies, and to provide guidance on the elements of an effective policy. Accessible and well-developed policies will also promote efficiency and accountability and minimize institutional risks. These Guidelines are designed to promote expeditious policy development, approval, and management while allowing for robust debate and discussion of draft policies.

Proposing and developing policies

Any of California Trinity School of Business's unit (referred to herein as a Policy Sponsor) may initiate a School Policy. After assessing the need for a policy and determining that the policy is broadly applicable throughout the School, the Policy Sponsor may initiate the policy development process by preparing a New Policy Proposal.

New Policy Proposals should (i) briefly explain the reasons for the proposed policy (indicating how it works, what it conflicts with, or if it negates an existing policy); (ii) summarize the content of the policy proposal; (iii) indicate the stakeholders from the California Trinity School of Business community who will be consulted when developing the policy; (iv) to the extent feasible, identify any cost or resource requirements of the proposed policy.

New Policy Proposals are approved by the Assessment Committee, which will conduct an assessment of the need for the proposed policy, in consultation with the President. Once the proposal has been approved by the Committee, the responsible official who is designated by the Assessment Committee drafts the proposed policy.

Throughout the drafting process, the responsible office is responsible for proactively seeking input on and documenting policy development from the stakeholders identified in the proposal, along with other appropriate members of the California Trinity School of Business community. The Assessment Committee works with the Policy Sponsor and the responsible office to ensure that members of the California Trinity School of Business community who have an interest in the policy's subject matter have an opportunity to collaborate on policy development.

Reviews and Approvals

Proposed policies are subject to review and approval by the Board of Directors. Prior to such review and approval, the responsible office reviews and edits draft policies, with input from the Assessment Committee and the President.

Distribution and Publication

The responsible office, in consultation with the President, shall coordinate the announcement and distribution of new policies or policy revisions. Additionally, the responsible office shall provide notice to stakeholders and other affected members of the California Trinity School of Business when new policies are posted to the School website as a part of publication addendum.

School Policies are published in the Policies Manual. Any of California Trinity School of Business' units shall not maintain any outdated copies or versions of School Policies.

Updates and Amendments

The responsible office shall conduct an initial assessment of any new policy or major policy revision one year after its effective date, and thereafter should review the policy a minimum of once every three years. The Assessment Committee will notify the responsible office when policies are due to be assessed or reviewed. The responsible office is also responsible for updating the policy between scheduled review periods, in order to respond to any changes in applicable law or business practice.

The President may charge a school unit with developing or revising a policy where necessary to ensure compliance with applicable law.

Amendments to existing policies generally are subject to procedures outlined above for adopting new policies. Routine revisions that do not change the substance of a policy (such as changing cross-references, position titles, or contact information in a policy) can be, in consultation with the responsible office, implemented without formal review.

Deaccessioning

The responsible office may deaccession a policy when it is no longer applicable, where it has been changed into guidelines or procedures, or where it would be more effective to integrate it into another policy. Requests to deaccession a policy should be submitted to the Assessment Committee, which when deciding on the request will consider the impact of deleting the policy on other policies and on compliance with applicable law.

Institutional Information

History and Approvals

California Trinity School of Business is a non-profit institution that was established in May 1994. In the Fall of the same year, California Trinity School of Business earned an approval as a degree-granting institution from the Bureau for Private Postsecondary and Vocational Education (BPPE), an agency board, which is the body that regulates all private postsecondary institutions in the State of California.

California Trinity School of Business is authorized by U.S. Immigration and Naturalization Service to process Form I-20, enabling prospective international students to apply for an F-1 Student Visa. California Trinity School of Business is approved by the United States Immigration and Customs Enforcement (ICE) of the Department of Homeland Security (DHS) to accept and enroll foreign, nonimmigrant F-1 students for academic degrees.

Faith Statement

The sole basis of our beliefs is the Bible, God's infallible written Word, the 66 books of the Old and New Testaments. We believe it was uniquely, verbally, and fully inspired by the Holy Spirit and written without error (that is, it is inerrant) in the original manuscripts. It is the supreme and final authority in all matters on which it speaks.

We accept those areas of doctrinal teaching on which, historically, there has been general agreement among all true Christians. Because of the specialized calling of our movement, we desire to allow for freedom of conviction on other doctrinal matters, provided that any interpretation is based upon the Bible alone and that no such interpretation shall become an issue that hinders the ministry to which God has called us.

There is one true God, eternally existing in three persons — Father, Son, and Holy Spirit — each of whom possesses equally all the attributes of Deity and the characteristics of personality.

Jesus Christ is God, the living Word, who became flesh through His miraculous conception by the Holy Spirit and His virgin birth. Hence, He is perfect Deity and true humanity united in one person forever.

He lived a sinless life and voluntarily atoned for human sins by dying on the cross as a substitute, thus satisfying divine justice and accomplishing salvation for all who trust in Him alone.

He rose from the dead in the same body, though glorified, in which He lived and died.

He ascended bodily into heaven and sat down at the right hand of God the Father, where He, the only mediator between God and humanity, continually makes intercession for His own.

Adam and Eve were originally created in the image of God. They sinned by disobeying God; thus, they were alienated from their Creator. That historic fall brought all people under divine condemnation.

Human nature is corrupted. As a result, all people are unable to please God. Everyone is in need of regeneration and renewal by the Holy Spirit.

Salvation is wholly a work of God's free grace and is not the work, in whole or in part, of human works or goodness or religious ceremony. God imputes His righteousness to those who put their faith in Christ alone for their salvation and thereby justifies them in His sight.

It is the privilege of all who are born again of the Spirit to be assured of their salvation from the very moment in which they trust Christ as their Savior. This assurance is not based upon any kind of human merit but is produced by the witness of the Holy Spirit, who confirms in the believer the testimony of God in His written word.

The Holy Spirit has come into the world to reveal and glorify Christ and to apply the saving work of Christ to individuals. He convicts and draws sinners to Christ, imparts new life to them, continually indwells them from the moment of spiritual birth, and seals them until the day of redemption. His fullness, power, and control are appropriated in the believer's life by faith.

Believers are called to live so in the power of the indwelling Spirit that they will not fulfill the lust of the flesh but will bear fruit to the glory of God.

Jesus Christ is the Head of the church, His body, which is composed of all people, living and dead, who have been joined to Him through saving faith.

God admonishes His people to assemble together regularly for worship, participation in ordinances, edification through the Scriptures, and mutual encouragement.

At physical death, the believer enters immediately into eternal, conscious fellowship with the Lord and awaits the resurrection of the body to everlasting glory and blessing.

At physical death, the unbeliever enters immediately into eternal, conscious separation from the Lord and awaits the resurrection of the body to everlasting judgment and condemnation.

Jesus Christ will return to the earth — personally, visibly, and bodily, — to consummate history and God's eternal plan.

The Lord Jesus Christ commanded all believers to proclaim the gospel throughout the world and to disciple people from every nation. The fulfillment of that Great Commission requires that all worldly

and personal ambitions be subordinated to a total commitment to “Him who loved us and gave Himself for us.”

Mission Statement

The mission of California Trinity School of Business is to develop high-character, competent, and skilled business leaders who serve and thrive in the workplace through the integration of faith and learning.

The California Trinity School of Business's mission is appropriate to Christian higher education, consistent with its charter or other operating authority, and implemented in a manner that complies with TRACS’ Standards. The institution’s mission gives direction to its activities and provides a basis for the assessment and enhancement of the institution’s effectiveness.

The mission sets forth the specific educational role of the institution about its intended audience. Educational goals and objectives are formulated that are consistent with the institution's Christian philosophy of education, its TRACS-approved academic level (national norms), and its Biblical Foundations Statement.

Institutional Objectives

California Trinity School of Business (CTSB) aims to foster the following in its student body:

1. **A Lifelong Passion for Learning:** Cultivate a love of learning and intellectual curiosity that inspires students to engage with new ideas, explore diverse perspectives, and embrace academic challenges throughout their lives.
2. **Ethical Leadership and Responsibility:** Instill a deep sense of ethical responsibility, empowering students to make morally sound decisions grounded in Christian principles.
3. **Effective Communication Skills:** Develop students' ability to communicate with confidence, clarity, and competence, preparing them to engage effectively with others in diverse settings.
4. **Critical Thinking and Ethical Decision-Making:** Equip students with the skills to apply critical thinking in learning and decision-making, integrating intellectual rigor with ethical reflection and biblical values.

General Policies

Academic Freedom & Freedom of Expression Policy

California Trinity School of Business is dedicated to maintaining a climate of academic freedom encouraging the sharing and cultivation of a wide variety of viewpoints. Academic freedom expresses our belief in inquiry, informed debate and the search for truth. Academic freedom is necessary in order to provide students with a variety of ideas, to encourage them to engage in critical thinking and to help them understand conflicting opinions.

Academic freedom encompasses the freedom to study, teach, and express ideas, including unpopular or controversial ones, without censorship or political restraint. Academic freedom, rather than being a license to do or say whatever one wishes, requires professional competence, open inquiry and rigorous attention to the pursuit of truth.

California Trinity School of Business' faculty have the right to express their informed opinions which relate, directly or indirectly, to their professional activities, whether these opinions are expressed in the classroom, elsewhere on campus or at school-related functions. In a search for truth and in a context of reasoned academic debate, students also have the right to express their opinions and to question those presented by others.

Employment by the California Trinity School of Business does not in any way restrict or limit the First Amendment rights enjoyed by faculty as members of their communities. Faculty members are free to speak and write publicly on any issue, as long as they do not indicate they are speaking for the institution.

Protecting academic freedom is the responsibility of the school community. Therefore, in a climate of openness and mutual respect, free from distortion and doctrinal obligation, the California Trinity School of Business protects and encourages the exchange of ideas, including unpopular ones, which are presented in a spirit of free and open dialogue and constructive debate.

Statement of Non-discrimination

It is policy of California Trinity School of Business that applicants for admission shall not be discriminated against on the basis of race, color, ethnicity, national origin, religion, gender, age and physical handicap. California Trinity School of Business' admission policy, therefore, is in compliance with the following federal statutes prohibiting such discrimination; Title IV of the Civil Rights Act of 1964 (as amended); Title IX of the Education Amendments of 1972; Section 504 of the Rehabilitation Act of 1973; Age Discrimination Act of 1975 and the Americans with Disabilities Act.

Drug-Free Policy

California Trinity School of Business has a strict Drug-Free Campus policy in accordance with local, state and federal guidelines. Employees and students are expressly prohibited from selling/ possessing/using controlled substances unless for appropriate medicinal use as prescribed by authorized medical practitioners.

It is the policy of the Board of Directors that the learning environment be free of addictive substances. Specifically, all members of the School community, which includes administrators, faculty, staff, students and guests, will abstain from the consumption or use of alcohol, narcotics, and/or misuse of prescription drugs while on School property and on any field trips or projects sponsored by the school.

The specific rules and guidelines are:

1. All employees and students are forbidden to use, possess, transfer or sell illegal drugs or alcohol beverages on school premises or during any such time while on school-sponsored field trips or projects.
2. If an employee or student is taking a prescription or non-prescription drug that may affect job performance and/or safety, the administrator, or any person in charge, may make transportation available for the employee or student to his/her home or the home of a relative.
3. Any off duty employee or student who is arrested for possession, use, under the influence of or selling illegal drugs will be suspended pending the outcome of the judicial proceedings. The employee or student will be discharged or dis-enrolled if subsequently convicted of a drug-related crime.
4. Illegal use and/or possession of drugs are subject to criminal legal sanctions under local, state and federal law. Violation of this policy could lead to suspension, expulsion, termination, and in the context of criminal activity, referral to law enforcement agencies. Employees and students having difficulties with addictive substances can seek confidential counseling from the administration for referral to agencies providing assistance with alcohol- or drug-related problems.

Sexual Harassment Policy

All employees of California Trinity School of Business must refrain from making sexual advances, requests for sexual favors, or verbal or physical conduct of a sexual nature.

Definition of Sexual Harassment

A state of sexual harassment exists when submission to or rejection of such conduct affects the outcome of hiring, continued employment or promotion, academic progress including grades, or when such conduct has the effect of unreasonably interfering with the individual's performance of duties and responsibilities, scholastic performance, or creating an intimidating or hostile work environment.

Enforcement Policy

California Trinity School of Business' policy on sexual harassment is guided by the applicable federal and state laws and regulations that prohibit such conduct. The School has established a committee designated

Grievance Resolution and Sexual Harassment Prevention Committee headed by the President. This committee is entrusted with the task of coordinating all matters involving sexual harassment complaints lodged against a faculty or administrator by students, faculty or staff.

The Board of Directors shall appoint four committee members from the affected groups, two from each equally divided by gender (see above) to the Committee, which will be headed by the President.

When alleged sexual harassment is brought to the attention of the School administration, the President, the chief coordinator in this matter, shall make an investigation and present his findings to the Committee. The Committee shall review and deliberate on the complaint and render a judgment based on the evidence presented (see Committee guidelines). The Committee is empowered to render a final decision. However, if the alleged victim of sexual harassment is dissatisfied with the decision rendered by this Committee, he/she may appeal to the Board of Directors. The decision of the Board of Directors is final. Should the alleged victim of sexual harassment take legal action against the School, this Committee is empowered to recommend the appropriate defense action.

Sexual Assault on Campus

In compliance with the guidelines established by the California Bureau for Private Postsecondary and Vocational Education, California Trinity School of Business has set forth the following sexual assault prevention, reporting and emergency aid procedures:

1. Sexual assault on campus shall include but not be limited to rape, forced oral copulation, forced sodomy, rape by foreign object, sexual battery, or threat of sexual assault.
2. When sexual assault is committed on campus, the victim or witness to the crime shall immediately report to the President (or his/her designee) should such crime take place during the working hours. If the sexual crime occurs other than during working hours, the crime shall be reported to the Los Angeles Police Department with the consent of the victim.
3. The President shall provide the following support to the victim/s:
 - (a) Seek (if requested) emergency medical services for support of the victim;
 - (b) Seek transport for the victim to the appropriate medical service facility for providing necessary medical services with the consent of the victim;
 - (c) Attempt to ascertain the facts in the case for reporting to the Grievance Resolution and Sexual Harassment Prevention Committee;
 - (d) Seek (if requested) names, addresses, and phone numbers of post-trauma counseling services that are available to the victim; and
 - (e) Provide the victim information concerning options: criminal prosecution, civil prosecution and availability of counseling regarding academic difficulties that may arise because of the sexual assault/harassment and its impact on the victim.

Advertising and Promotional Practices Policy

As followers of Christ, we are called to uphold the highest standards of integrity, honesty, and transparency in all aspects of our lives, including our institutions' advertising and promotional materials. In alignment with the principles set forth by the Council on Higher Education Accreditation (CHEA) and our dedication to putting Christian ethics into practice, we adhere to the following guidelines

Key Principles:

1. **Focus on Educational Offerings:** Advertisements and promotional materials must primarily highlight the institution's educational programs and services.
2. **Accuracy and Clarity:** All statements must be clear, factually accurate, and up to date, with supporting documentation readily available for review.
3. **Comprehensive Official Publications:** The School Catalog and other official publications should be readily available accurately reflect:
 1. Institutional mission and objectives
 2. Academic calendars
 3. Admission requirements and procedures
 4. Comprehensive grading policies
 5. Basic program details, including course sequences, frequency, and scope
 6. Degree completion requirements and maximum credit hour requirements
 7. Qualified Faculty (Full-Time and Part-Time) and their credentials listed
 8. Qualified Administrators and their credentials listed
 9. Governing Board and their credentials listed included city and state residence
 10. Institutional facilities readily available for school and faculty use
 11. Rules and regulations for conduct
 12. Tuition costs and program fees listed accurately
 13. Statement regarding Financial Aid
 14. Refund policies for students withdrawing from the program
 15. Accreditation status
 16. Nondiscrimination statement
4. **Career Information:** School Catalog and official publications state the career potential and non-accreditation of the institution.

Institutional Responsibilities:

California Trinity School of Business maintains copies of all advertising and marketing materials for review during evaluations. The Admissions Officer is responsible for ensuring these materials align with TRACS Policies and Standards. We also abide by the need to report any instances of misleading advertising or unethical practices, detailing corrective actions taken to prevent recurrence.

Fraud, Waste, and Abuse Policy

California Trinity School of Business is committed to maintaining the highest standards of honesty, integrity, and ethical conduct in all aspects of its operations. Our mission is to earn the trust of the public, our students, and our employees by fostering an environment that reflects our Christian faith. California Trinity School of Business's staff and team are responsible for upholding the integrity of the school. Preventing, detecting, and responding to instances of fraud, waste, and abuse is integral to our mission.

Purpose

The purpose of this policy is to:

1. Promote a culture of honesty and integrity among employees, students, and Board members
2. Prevent and detect instances of fraud, waste, and abuse
3. Ensure compliance with federal and state laws and regulations
4. Protect the university's assets and resources

Scope

This policy applies to all employees, students, and Board Members of California Trinity.

Definitions

1. **Fraud:** An intentional act to deceive, steal, or cheat, usually for the purpose of causing detriment to another and/or bringing about some benefit to oneself or others.
2. **Waste:** An act resulting in the spending, consumption, mismanagement, and use or squandering of institutional assets or resources to the detriment or potential detriment of the university.
3. **Abuse:** Behavior that is lacking or improper and does not align with the biblical principles that are promoted by California Trinity School of Business. It includes the misuse of authority or position for personal financial interest.

Responsibilities

1. **Employees:** All employees are responsible for reporting suspected instances of fraud, waste, and abuse to the Chief Operating Officer.
2. **Chief Operating Officer:** The Chief Operating Officer is responsible for leading investigations into allegations of fraud, waste, and abuse and for recommending disciplinary action to the President.
3. **President:** The President is responsible for reviewing the written report created by the Chief Operating Officer and to make a final decision on the matter.

Investigation Process

1. **Reporting:** All suspected instances of fraud, waste, and abuse must be reported to the Chief Operating Officer.
2. **Investigation:** The Chief Operating Officer will investigate all reported instances of fraud, waste, and abuse. This may include consultation with legal counsels, financial professionals, and other experts. The investigation may include interviews with colleagues, reviewing activities on the

employee in question, and examining all paper and electronic documents. That includes all school computers, email, offices, and work areas.

The Chief Operating may recommend the suspension of the employee with consultation with the school's legal counsel.

3. **Disciplinary Action:** The Chief Operating Officer will prepare a written report upon completion of the investigation. The report may be shared with any of the experts to determine appropriate discipline. If the reports find that fraud, waste or abuse has occurred, the report will contain a recommendation of disciplinary action. The report must be submitted to the President within five (5) business days of the investigation conclusion.

The written report will be submitted to the President. The President will review the report and make any modifications. The President determines the appropriate disciplinary action, which may include termination, based on the findings of the investigation. The President holds the final decision.

Prevention and Detection

1. **Training:** All employees will receive training on fraud, waste, and abuse prevention and detection.
2. **Internal Controls:** The university will maintain internal controls to prevent and detect instances of fraud, waste, and abuse.
3. **Audits:** The university will conduct regular audits to ensure compliance with this policy.

Reporting Requirements

1. **Federal and State Laws:** The university will comply with all federal and state laws and regulations related to fraud, waste, and abuse.
2. **Inspector General Act:** The university will comply with the Inspector General Act of 1978 and the Council of the Inspectors General on Integrity and Efficiency (CIGIE) standards.

Consequences of Non-Compliance

1. **Disciplinary Action:** Employees who engage in fraud, waste, and abuse may face disciplinary action, including termination.
2. **Restitution:** The university may seek restitution from individuals or parties who have caused financial loss to the university.

Review and Revision

1. **Annual Review:** This policy will be reviewed annually to ensure compliance with federal and state laws and regulations.
2. **Revision:** This policy may be revised as necessary to reflect changes in federal and state laws and regulations.

Acknowledgement

1. **Employee Acknowledgement:** All faculty and staff will acknowledge that they have read and understood this policy.

By following this policy, California Trinity School of Business aims to maintain a culture of honesty and integrity and to prevent and detect instances of fraud, waste, and abuse.

Intellectual Property Policy

This policy governs the creation and use of intellectual property at California Trinity School of Business, including that which is protected under copyright, trademark, and patents.

Scope and Applicability

This policy applies to all California Trinity School of Business employees, students, and others involved in the creation, production, and use of intellectual property at California Trinity School of Business.

Policy Statement

A. California Trinity School of Business supports an atmosphere that fosters innovation, progressive instruction, creative expression and the free exchange of ideas. Employees are encouraged to publish and copyright, invent and patent materials and objects of their own creation that will contribute to the advancement of knowledge.

B. Creation of Intellectual Property

1. In the pursuit of academic endeavors and academic freedom, California Trinity School of Business holds that the creation, discovery and dissemination of knowledge are central to the success of the mission of the school and to society as a whole.
2. Faculty, staff and students who create intellectual property in academic endeavors are the sole owners of said property, unless a specific contract is entered into between the creator and the school before the work is begun.
3. Intellectual property created for the administrative functions of the school is the property of the school, unless a specific contract is entered into between the creator and the school before the work is begun.
4. Faculty and staff, at their discretion, may enter into specific contracts, with the school, for work outside their regular employment agreements with the school.
5. Ownership of intellectual property created by contractors and partners who are not regular school employees will be specified in their contractual agreements.

C. Use of Intellectual Property

1. California Trinity School of Business is committed to full compliance with all copyright and patent laws and takes reasonable steps to respect the property rights of authors, inventors, developers, and creators of protected material.

2. It is the responsibility of all members of the California Trinity School of Business community to comply with all copyright laws.

Definitions

1. Academic endeavors are undertakings in the pursuit, creation, and expression of knowledge and understanding, regardless of format. These include, but are not limited to, teaching, teaching methods, learning, researching, accessing and sharing information, publishing, and participating in professional activities. It does not include activities that are generally considered part of the administrative functions of the school.

2. Administrative functions are those that support the operations of the school. Examples include, but are not limited to, producing marketing and promotional materials, writing computer code and applications, developing training materials, producing procedure manuals, writing policy, and all products of school committee and task force work.

3. Copyright, as defined by the U.S. Copyright Office is: A form of protection provided by the laws of the United States for “original works of authorship”, including literary, dramatic, musical, architectural, cartographic, choreographic, pantomimic, pictorial, graphic, sculptural, and audiovisual creations. “Copyright” literally means “the right to copy,” but has come to mean “that body of exclusive rights granted by law to copyright owners for protection of their work.”

Copyright protection does not extend to any idea, procedure, process, system, title, principle, or discovery. Similarly, names, titles, short phrases, slogans, familiar symbols, mere variations of typographic ornamentation, lettering, coloring, and listings of contents or ingredients are not subject to copyright.

4. Fair use is defined by the U.S. Copyright Office as: Fair use of a copyrighted work for purposes such as criticism, comment, news reporting, teaching (including multiple copies for classroom use), scholarship, or research, is not an infringement of copyright. In determining whether the use made of a work in any particular case is a fair use, the factors to be considered shall include —

- a) the purpose and character of the use, including whether such use is of a commercial nature or is for nonprofit educational purposes;
- b) the nature of the copyrighted work;
- c) the amount and substantiality of the portion used in relation to the copyrighted work as a whole; and
- d) the effect of the use upon the potential market for or value of the copyrighted work.

The fact that a work is unpublished shall not itself bar a finding of fair use if such finding is made upon consideration of all the above factors.

5. Intellectual property is defined as inventions, discoveries, technologies, processes, methods, trade secrets, computer software, literary works, instructional materials, publications, literature, art, dramatic

and musical works, and all audiovisual materials including video, film, photographs, and audio programs that are in fixed form, regardless of format.

6. A Patent, according to the U.S. Patent Office, is the grant of a property right to the inventor, issued by the United States Patent and Trademark Office.

7. Specific contracts are written for creation of intellectual property on behalf of the school for work that is mutually determined to be outside the regular work assignment of employees.

Policy Process

1. California Trinity School of Business will make a reasonable effort to inform employees and students about copyright and fair use, so that they can comply with all pertinent laws.

2. No employee of the school, acting as an employee of the school, may duplicate, distribute, and/or otherwise publish protected material without the written permission of the copyright holder, except under those circumstances in which use of copyrighted material qualifies under the fair-use provision of the copyright laws.

3. If an employee does receive copyright permission from the copyright holder, the permission will be filed with the school.

4. Students may not duplicate, distribute, and/or otherwise publish protected material without the written permission of the copyright holder, except under those circumstances in which use of copyrighted material qualifies under the fair-use provision of the copyright laws.

5. Any employee or student who knowingly violates copyright laws or this policy is responsible for his or her actions.

6. The school or an employee may initiate discussion of a specific contract for the creation of intellectual property.

Internal Mass Email Definition, Usage Guidelines, and Best Practices

California Trinity School of Business strives to use all forms of campus communications resources effectively and efficiently.

Email is an efficient, cost-effective, and environmentally friendly way to communicate with large groups of people. However, non-strategic use of mass email can reduce employee productivity and hinder the CTSB's ability to deliver critical messages.

Recognizing these expectations and concerns, the CTSB has created these requirements, guidelines, and best practices to ensure email remains an effective form of communication.

Definition

Email is the University's official means of communicating information to students. Mass email is

any email message sent to an entire campus or large subset (e.g., all students, all staff, all faculty).

All mass emails must follow the CTSB's mass email guidelines and procedures and be consistent with any applicable state and federal laws. These requirements do not apply to units when sending messages within their own unit, school, or college or to emails in which all subscribers signed up voluntarily to receive information.

Appropriate Use of Mass Email

Use of CTSB 's mass email system to send messages to large internal audiences is governed by the following principles:

- The email must pertain to a majority of the desired recipients.
- The message must assist in or support the recipients' ability to conduct their business or education at CTSB.
- The information should be deemed critical enough to distribute to the entire audience.
- If you are not an employee of CTSB, you must first obtain preapproval from the Chief Operating Officer before using CTSB's mass email system.

Inappropriate Use of Mass Email

Unacceptable use of mass email includes:

- Messages sent to any large internal list for the purpose of marketing or advertising of programs, majors, classes, awards, research opportunities, job postings, calls for proposals, products, or events offered or sponsored by other colleges or universities.
- Messages that are not in line with the mission of the CTSB.
- Messages that are personal in nature.

- Solicitations for contributions, charities, or participation in personal activities not related to CTSB's purposes or not sponsored by CTSB.
- Solicitations for non-college businesses operated by college faculty or staff.
- Messages that target audiences that might appear discriminatory or may appear to infringe on privacy.
- Offensive material.
- Messages sent to CTSB email addresses must be consistent with existing school policies.

Official Messaging

In order to share information quickly and efficiently with faculty, staff, and students, the University uses email as its official form of communication. All emails that end in an @CATU.edu address are required to receive official email communications sent by the CTSB. In most cases, there is no option for @CATU.edu email accounts to unsubscribe from official school communications and these emails are not considered spam under applicable laws.

A few examples of official University emails are:

- Messages from the President, Chief Operating Officer, Registrar
- Messages regarding policies
- Alerts and critical information relating to safety, health, or welfare

Best Practices

To keep the amount of mass email at a minimum and to promote readability, follow these best practices:

- A mass email message should be brief, self-explanatory, clear, and concise.
- Avoid sending frequent or repeated messages. Use other communication methods noted below.
- Send collaborative messages with others at the CTSB to avoid redundancy and reduce the number of messages sent.

Alternative Communication Choices

Before deciding on mass email as the choice for any communication, you are strongly encouraged to use alternative communications.

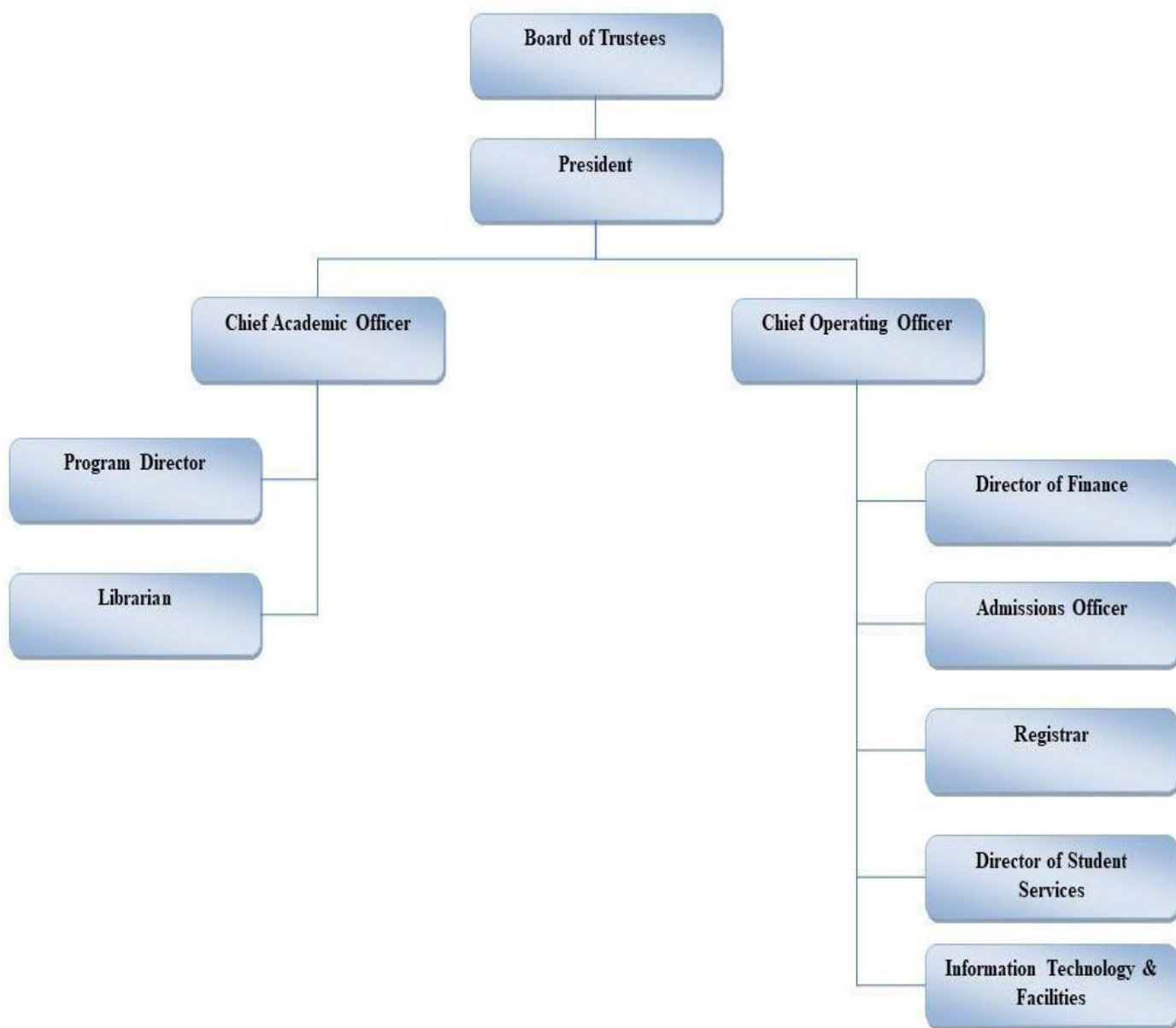
Disciplinary Policy

Accounts and network access may be administratively suspended by the CTSB with or without notice when, in CTSB's judgment, continued use of the school's resources may interfere with the work of others, place the school or others at risk, or violate school policy. Any violation of this policy by a student may lead to disciplinary charges under the appropriate student

disciplinary policy, which may include expulsion or suspension of student status. Faculty and staff violations will be addressed by their respective disciplinary policies and procedures. All known and/or suspected violations will be reported to the COO. Users of CTSB computing facilities are subject not only to school Policies, but also to applicable local, state and federal laws.

Institution-wide Policy

CALIFORNIA TRINITY SCHOOL OF BUSINESS ORGANIZATION CHART



Classification of the Employees

Duties and Responsibilities of Administrators and Staff.

President

The President serves as the Chief Executive Officer and directly supervises all affairs of the School,

including administrative, academic, business, and clinical matters that are delegated to him by the Board of Directors of California Trinity School of Business. The President reviews all operational policies and procedures and reinforces the areas of strength and corrects the weaknesses. He chooses the top administrators and supervises their assignments and functions. He approves all faculty appointments and granting of tenure. He represents California Trinity School of Business in all school-related events and undertakings, both locally and internationally. He may delegate some of his functions to other administrators, as he deems necessary and appropriate.

Duties and Responsibilities:

1. Work with the constituency, administration, and especially the Board in determining the purpose and direction of the school.
2. See that the School is faithful to the fulfillment of its mission.
3. Serve as the sole, official liaison between the Board and the School (but the President or Board may invite other members of the School community to consult with or report to the Board).
4. Recommend appointment of full-time faculty and administrators to the Board.
5. Represent the School to internal and external constituencies as well as to the larger public.
6. Cultivate alumni, constituents, and others as friends of the School.
7. Develop the financial resources needed to accomplish the goals of the School.
8. Promote the cause of the School and initiate necessary communication with peer institutions.
9. Receive and review the reports of the CAO and COO.
10. Perform any other duties pertaining to the office of the President which are not specifically described above but are assigned by the Board of Directors.

Appointment:

The President shall be appointed directly by the Board of Directors for a renewable term of four years. The President is directly accountable to the Board of Directors and works with the Board of Directors to perform all of his or her assigned duties.

Performance Evaluation:

Each year the President goes through a process of evaluation by the Board of Directors based on his or her performance.

Chief Academic Officer

The President appoints the Chief Academic Officer (CAO)/Academic Dean as Division head for Academic Affairs. The CAO is evaluated by the President at the end of each fiscal year according to his/her performance of the following duties and responsibilities:

Duties and Responsibilities:

1. Plan, develop, and implement the curriculum, academic policies and procedures as stated in the School Catalog as well as the Staff and Faculty Handbook.
2. Identify and schedule all courses to be offered each quarter.
3. Determine faculty assignments.
4. Implement all policies for academic, admissions, internship, and graduation requirements.
5. Supervise and evaluate faculty.
6. Develop, evaluate, and refine the instruction at California Trinity School of Business for the purpose of continually improving its educational programs.
7. Together with the Librarian and Assistant Librarian, plan and develop the requirements of the library, as well as other instruction materials/equipment in order to maintain access of students and faculty to adequate learning resources.
8. Oversee the performance of the Student Counselor in support of the opportunities for advancing the well-being and resolution of problems of students.

Appointment

The Chief Academic Officer shall be appointed by the President for a renewable term of two years. The Chief Academic Officer is directly accountable to the President and works with the President to perform all of his or her assigned duties.

Performance Evaluation:

Each year the Chief Academic Officer goes through a process of evaluation by the President based on his or her performance.

Chief Operating Officer

As the principal aide to the President, the COO handles a wide range of matters of institutional importance on behalf of the President. He oversees all operations of the Office of the President, which includes management of staff, budgets, administration, policies, and procedures. Provides coordination and oversight in the development of defined core initiatives for the Office of the President. Serves as the President's primary strategic liaison with School and community constituencies. Plan, direct, or coordinate operational activities at the highest level of management with the help of presidents, other executive staff and department managers.

Duties and Responsibilities:

1. Serves as principal aide to the President; supports the President in dealing with a range of faculty, staff, student, and public affairs issues; directly handles matters of institutional importance on behalf of the President, as appropriate.
2. Determines and formulates policies and provides overall direction of the School within guidelines set up by the President.
3. Designs, establishes, and maintains an organizational structure and staffing to effectively accomplish the organization's goals and objectives, overseas recruitment, training, supervision, and evaluation of unit staff.
4. Serves as the President's primary liaison with the School, government, and/or community leadership on strategic and operational matters pertaining to the specific area of institutional interest.
5. Provides integrated policy analysis and strategic consultation to the President and administration on major issues affecting the School.
6. Interacts with School, industry, government, and community officials and stakeholders in the representation and development of strategic program initiatives.
7. Prepares and/or contributes to the preparation of reports, briefings, presentations, and responses on institutional and strategic issues, as appropriate.
8. Oversee all facets of the daily operations of the organizational unit, ensuring compliance with all relevant laws, regulations, policies, and operating agreements.
9. Research policies to see what changes could be advantageous and which trends might negatively impact the school in the future.

Appointment

The Chief Operating Officer shall be appointed by the President for a renewable term of two years. The Chief Operating Officer is directly accountable to the President and works with the President to perform all of his or her assigned duties.

Performance Evaluation:

Each year the Chief Operating Officer goes through a process of evaluation by the President based on his or her performance.

Program Directors

Under indirect supervision, oversees the operational planning, establishment, execution, and evaluation of a multifaceted program/project typically consisting of a set of closely related subprograms or associated activities. Oversees fiscal, operational, administrative, and human resources management of the program;

seeks and develops outside funding sources, serves as principal point of representation and liaison with external constituencies on operational matters, and provides day-to-day technical/professional guidance and leadership as appropriate to the area of expertise. The program/project is usually focused to a single purpose; may be research or education, and/or services oriented, and is usually funded through contract/grant provisions.

Duties and Responsibilities:

1. Manages and oversees the administrative and daily operations of a school program, ensuring compliance with school, state, and federal policies and regulations.
2. Oversees the supervision of personnel, which includes work allocation, training, promotion, enforcement of internal procedures and controls, and problem resolution; evaluates performance and makes recommendations for personnel actions; motivates employees to achieve peak productivity and performance.
3. Designs and develops or assists with design and development of program(s) or project(s).
4. Provides technical and/or professional coordination and leadership in the execution of day-to-day program/project activities, as appropriate to program objectives and area of expertise.
5. Develops and implements systems and processes to establish and maintain records for the operating unit.
6. Oversees and/or coordinates the collection, compilation, and analysis of program activity data; develops, writes, and presents comprehensive statistical and narrative program reports.
7. Assists in producing, developing, advertising, and marketing project(s) and/or product(s) in various media such as print and video; may assist in developing teaching materials, handouts, news releases, pamphlets, and brochures.
8. Assists in establishing and implementing short- and long-range goals, objectives, policies, and operating procedures.
9. Collaborates with school departments, programs, projects, local and state school systems, and/or community organizations to consolidate resources and enhance programs.
10. Develops or assists with the development and implementation of policies and procedures consistent with those of the organization to ensure efficient operation of the program/project.

Appointment

The Program Director shall be appointed by the Chief Academic Officer for a renewable term of 10 months. The Program Director is directly accountable to the Chief Academic Officer and works with the Chief Academic Officer to perform all of his or her assigned duties.

Performance Evaluation:

Each year the Program Director goes through a process of evaluation by the Chief Academic Officer based on his or her performance.

Librarian

Librarians are responsible for acquiring, organizing, managing and distributing library resources, and ensuring that library provision meets the needs of all its users. Librarianship is a people-focused role, requiring individuals to manage learning resources while keeping the library users' needs in mind.

Duties and Responsibilities:

1. Plan, develop and implement the administrative policies and procedures relevant to the learning resources of the school;
2. Oversee the daily maintenance of the library collection and keeping records of the shelved, borrowed, or otherwise accessed materials to determine areas of interest of the faculty and student body;
3. Recommend areas of needed library materials for expansion, including books, multimedia, periodicals, or other research-supporting materials;
4. Assist faculty/staff and students in the use of these materials;
5. Demonstrate continued professional growth in Library/Information Science knowledge and understanding of technological advances;
6. Recommend to the Chief Academic Officer matters concerning library physical plant maintenance and expansion to better serve the faculty and student body.

Appointment

The Librarian shall be appointed by the Chief Academic Officer for a renewable term of one year. The Librarian is directly accountable to the Chief Academic Officer and works with the Chief Academic Officer to perform all of his or her assigned duties.

Performance Evaluation:

Each year the Librarian goes through a process of evaluation by the Chief Academic Officer based on his or her performance.

Director of Finance

The Director of Finance supervises and responsible for the administration of an institution's business operation, including finances, management, personnel, and contracting for goods, services or property.

Duties and Responsibilities:

1. Oversee all fiscal and operational matters such as budgetary and financial planning, admissions, registration, recordkeeping, advertising and physical plant maintenance.
2. Directs all financial strategy and school planning; conferring with President.
3. Studies and Analyzes opportunities for expansion and projection of future school growth.
4. Drive the financial planning of the company by analyzing its performance and risks.
5. Set targets for and supervise all accounting and finance personnel (management accountants, internal auditors etc.)
6. Oversee all audit and internal control operations.
7. Develop the corporate fundraising strategy and manage relationships with partners and investors.
8. Prepare timely and detailed reports on financial performance on a quarterly and annual basis.
9. Conduct analysis to make forecasts and report to upper executives.
10. Ensure adherence to financial laws and guidelines.

Appointment

The Director of Finance shall be appointed by the Chief Operating Officer for a renewable term of one year. The Director of Finance is directly accountable to the Chief Operating Officer and works with the Chief Operating Officer to perform all of his or her assigned duties.

Performance Evaluation:

Each year the Director of Finance goes through a process of evaluation by the Chief Operating Officer based on his or her performance.

Admissions Officer

The Admission Officer attracts students to the school by directing admissions strategies; promoting the school nationally; directing staff. Accomplishes admissions human resource strategies by determining accountabilities; communicating and enforcing values, policies, and procedures; implementing recruitment, selection, orientation, training, coaching, counseling, disciplinary, and communication programs; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation strategies.

Duties and Responsibilities:

1. Develops admissions organizational strategies by contributing information, analysis, and recommendations to strategic thinking and direction; establishing functional objectives in line with organizational objectives.
2. Establishes admissions operational strategies by evaluating trends; establishing critical measurements; determining production, productivity, quality, and customer-service strategies; designing systems; accumulating resources; resolving problems; implementing change.
3. Develops admissions financial strategies by estimating, forecasting, and anticipating requirements, trends, and variances; aligning monetary resources; developing action plans; measuring and analyzing results; initiating corrective actions; minimizing the impact of variances.
4. Promotes the school and attracts new students by maintaining working relationships with other school departments; working closely with the alumni office and the publications department.
5. Maximizes recruiting and admissions processing by using state-of-the-art recruiting and admissions computer technology.
6. Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
7. Enhances admissions department and school reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Appointment

The Admission Officer shall be appointed by the Chief Operating Officer for a renewable term of one year. The Admission Officer is directly accountable to the Chief Operating Officer and works with the Chief Operating Officer to perform all of his or her assigned duties.

Performance Evaluation:

Each year the Admission Officer goes through a process of evaluation by the Chief Operating Officer based on his or her performance.

Registrar

The Registrar maintains the academic records of all students and plans, and implements the registration process for classes. He or she works with other administrators to coordinate times and locations for class meetings and resolve scheduling conflicts. Other responsibilities include keeping records of all college classes and curriculum prerequisites, determining students' graduation eligibility, planning commencement activities and preparing information such as honors lists, transcripts and class rankings.

Duties and Responsibilities:

1. Maintain student records as required by state, federal or other regulatory agencies;
2. Collect grade and attendance logs sheets of students from the faculty and record them; ensure that each grade and attendance sheet (class record) submitted by faculty members is complete and accurate.
3. Directs the daily operations of the Registrar's Office; establishes and implements short and long-range department goals, objectives, policies, and operating procedures; monitors and evaluates program effectiveness; effects changes required for improvement.
4. Recommends and participates in the development and implementation of school policies and procedures regarding student registration, records, class schedules, instructional space scheduling, and graduation requirements.
5. Maintains and upgrades the School's academic information infrastructures including academic records archives, on-line student database, electronic databases and information systems.
6. Develops and publishes major School information documents including, but not limited to, School Catalogs and class schedules.
7. Recommends and participates in the development of school policies and procedures; may serve on strategic-planning and assessment committees.
8. Upgrades professional knowledge, evaluates new technologies, and recommends implementation as appropriate.

Appointment

The Registrar shall be appointed by the Chief Operating Officer for a renewable term of one year. The Registrar is directly accountable to the Chief Operating Officer and works with the Chief Operating Officer to perform all of his or her assigned duties.

Performance Evaluation:

Each year the Registrar goes through a process of evaluation by the Chief Operating Officer based on his or her performance.

Director of Student Services

The Director of Student Services is responsible for planning and implementing social, cultural, and recreational activities of student groups, scheduling events to prevent overlap, inputting data into the central calendar, meeting with student and faculty groups to plan activities, coordinating new student orientation, advising student groups on their financial status, and counseling student organizations. The Director of Student Services will assess the functions of the Student Affairs Office including budget allocations to student organizations.

Duties and Responsibilities:

1. Support the educational, social, cultural, recreational, and welfare needs of students at California Trinity School of Business.
2. Organize, coordinate and support the student government and its officers in its various activities.
3. Direct, manage, and promote activities related to students' cognitive, emotional, social, and academic success, as well as the effectiveness of programs.
4. Coordinate the scheduling and conduct of surveys throughout the Division.
5. Ensure appropriate collaboration between staffs of the Division and other offices at California Trinity School of Business.
6. Assist Division leadership in evaluating students needs.
7. Provide a high level of collaboration within and beyond the Division.
8. Create an annual research/assessment agenda if it is necessary.

Appointment

The Director of Student Services shall be appointed by the Chief Operating Officer for a renewable term of one year. The Director of Student Services is directly accountable to the Chief Operating Officer and works with the Chief Operating Officer to perform all of his or her assigned duties.

Performance Evaluation:

Each year the Director of Student Services goes through a process of evaluation by the Chief Operating Officer based on his or her performance.

Information Technology (IT) Administrator

The Information Technology Administrator is responsible for managing a School's day-to-day IT systems and networks. This includes keeping licenses and other legal documents up-to-date, monitoring ongoing contracts with suppliers, completing statutory forms and ensuring compliance with quality standards and service level agreement. The IT administrator ensures that hardware is available and accounts set up for new employees and will take the lead in training people on software updates and new systems.

Duties and Responsibilities:

1. Determine software, computer and network requirements of the school.
2. Propose and recommend IT solutions to enhance business processes within the school.
3. Facilitate planning and implementation of IT-related projects.
4. Perform selection, recommend and assist in the purchase of software, computer, network equipment, web and cloud-based platforms and services.

5. Setup, install, manage and maintain various IT assets that include software, computers, network equipment, databases, email, web, learning management systems, and cloud-based applications and services.
6. Maintain and manage social network accounts of the school
7. Maintain, manage, organize and backup files on file servers.
8. Maintain network security standards.
9. Perform necessary upgrades and troubleshooting.
10. Perform database administration of school and student data
11. Perform data analysis and generate reports as necessary.
12. Manage and maintain school
13. Perform graphics design work as necessary.
14. Printing of staff and student identification cards.
15. Train users on hardware, software, web, and cloud-based tools and applications.

Appointment

The Information Technology Administrator shall be appointed by the Chief Operating Officer for a renewable term of one year. The Information Technology Administrator is directly accountable to the Chief Operating Officer and works with the Chief Operating Officer to perform all of his or her assigned duties.

Performance Evaluation:

Each year the Information Technology Administrator goes through a process of evaluation by the Chief Operating Officer based on his or her performance.

Academic Policies

Admissions Policy

The School admits qualified local and international students who exhibit potential and aptitude to successfully complete the selected academic programs. Students seeking admission must submit all application requirements, including official academic transcripts, or records of all previous education at higher educational institution(s) they attended.

The School does not discriminate on the bases of race, color, ethnicity, national origin, marital status, religion, gender, age, physical disability, or any other legally protected status.

General Admission Requirements

The following general admissions requirements apply for local, out-of-state, and international students:

1. Completed Admission Application Forms which can be obtained from the admissions office or downloaded from the school website at www.catu.edu.
2. One (1) color passport size photograph.
3. Official Transcript forwarded directly to CTSB's Admission Office.
 - a) For Graduate program applicants, an official transcript from college (or university) previously attended indicating a completion of at least a Bachelor or an equivalent undergraduate degree.
 - b) Applicants who have completed degree outside of the United States are required to submit a credential evaluation report. You may use any agency from NACES or AICE list.
4. Letter of recommendation.
5. Entrance essay.
6. Payment of non-refundable application and registration fees.

Specific admission requirements for international students are discussed in a separate section.

After all application materials have been submitted and all official transcripts of previous college/university work have been received by the School, and applicable fees paid, the applicant's application will be evaluated by the Admissions Officer. If the applicant is accepted for admission, a letter of acceptance is forwarded to the applicant.

Transfer of Credit Policy

The School allows transfer of credit for up to a maximum of 8 quarter units. Students will need to apply for an Approval for Transfer Credit, and along with their transcripts, provide a course syllabus or catalog course description from their previous school. The Chief Academic Officer will then conduct an assessment to determine a match of equivalent or corresponding CTSB courses. The School does not grant credit to prior experiential learning.

Registration and Enrollment

Students are required to register for classes each quarter during the announced registration period and to pay tuition and related fees. Students must register for the required minimum number of quarter units, as applicable for their course within the announced registration period. A late registration fee will be assessed for registrations made beyond the registration period. No late registrations will be accepted beyond the Add-Drop period. Academic or administrative departments may place an Academic Hold on a student's record, which will restrict the student from performing certain actions until the hold is resolved and removed. Depending on the type of hold, this may prevent the student from enrolling in courses. Please review CTSB's Academic Hold policy in General Financial.

Credit Hour Definition

California Trinity School of Business awards academic units based on quarter credit hours. One unit of credit for each 50-minute class session per week. For each credit in the graduate program, students are expected to complete a minimum of two hours of academic work (study, preparation, etc.) outside of class each week. The policy on academic credits is based on those generally accepted in degree-granting institution of higher education. A quarter at CTSB typically consists of 10 weeks excluding final exam week. Student at CTSB are advised to limit their job and social commitments in order to give their coursework adequate attention.

Class Location and Class Size

All graduate classes are held six days a week, Monday through Saturday, on the campus premises of *California Trinity School of Business at 2333 Beverly Blvd., Los Angeles, CA 90057*. The maximum number of students in a typical classroom or laboratory instruction is 25 students.

Add and Drop Policy

Students can add and drop a course during the first week; or change grading basis through the end of the last day of the second week without charge. After the second week of instruction, a fee is charged to make a change.

Anything submitted or requested as an exception to a published deadline is subject to an additional penalty fee (included where applicable).

Action	Allowable Change Period and Fee					Method to Apply
	Week 1	Week 2	Week 3	Week 4	Week 5 -11 or Graded Course	
Add/Drop course	\$0.00	\$5.00				Add/Drop Form
			\$50.00			By petition and CAO/COO Approval
Late Registration	\$0.00	\$5.00				Registration Form
			\$50.00			By petition and CAO/COO Approval
Change Grading Basis	\$0.00	\$0.00				Add/Drop form
			\$10.00	\$10.00	\$35.00	By petition and CAO/COO Approval

Evaluation

The School conducts quarterly evaluations of student progress, taking into consideration the minimum GPA allowable, the minimum successful units completion (% of courses attempted) and the percent of maximum time frame allowable. Students who complete their programs in a shorter time framework are subject to the same criteria based on the percentages of maximum time frame allowable.

The following Standards of Satisfactory Academic Progress apply to all graduate students in the degree program. Students must meet the minimum standards set forth below, or they shall be deemed to be out of compliance in meeting the Standards of Satisfactory Academic Progress criteria.

Satisfactory Academic Progress (SAP)

Continuing students are expected to meet the academic standards required by the Bureau for Private Postsecondary Education. CTSB adheres to a program for tracking the Satisfactory Academic Progress (SAP) of all students.

For the purpose of determining Satisfactory Academic Progress, students must maintain satisfactory quantitative as well as qualitative academic progress. The Satisfactory Academic Progress Requirements of CTSB are:

- **Maximum Time Frame** – students must complete their degree within a maximum period of 150% of the published length of the academic program.
- **Minimum Pace of Progression** – students must complete 66.67% or two-thirds (2/3) of all attempted courses. To calculate the Pace of Progression, divide the cumulative number of credits successfully completed by the cumulative number of credits attempted.
- **Minimum GPA** – students must maintain a cumulative GPA of 3.0 for the MBA program at the end of each term.

Unsatisfactory Academic Progress

If the student's progress, measured at the end of each term, is determined to be unsatisfactory, the school may place the student on academic probation. The student will be advised of the performance necessary to reestablish SAP.

Re-establishing SAP

The *Academic Recovery Plan* must be structured so that the student reestablishes SAP prior to exceeding the Maximum Timeframe. The student's performance against the academic plan will be analyzed at the end of each term or module. The student on the Academic Recovery Plan will be advised at the end of each term or module to ensure that they understand their performance during this time and how it compares against the plan.

The student may reestablish satisfactory academic progress at any time if s/he successfully completes a term with a cumulative GPA at or above 3.0 and a pace at or above 66.67%. The student who reestablishes satisfactory academic progress is advised that they no longer need to be on an academic plan.

Academic Probation Policy

Any student whose cumulative grade point average falls below 3.0 (B) on a 4.0 scale, or whose attendance rate for the previous 2 quarters all fall below 80% will be placed on academic probation. No record of this status will be placed on the student's permanent record. Probation begins with the quarter following notification. A student who receives a *Notice of Academic Probation* is required to consult with the Chief Academic Officer and submit a plan for improving his/her grade point average. During this period, the Chief Academic Officer will closely monitor the student's academic activities

and/or attendance to determine the cause of unsatisfactory academic performance and recommend remedial measures. Academic probation may be removed when a student improves his/her grade point average to 3.0 or higher, or, if probation is due to attendance, improves attendance rate. A student will be dismissed or terminated from the program, if, at the end of the quarter on probation, the student has not improved his/her academic performance or, if probation is due to attendance, has not attended at least 80% of the classes.

Attendance Policy (Classroom)

Students are required to attend at least 80% of the scheduled class meetings to be eligible to take the final examination, unless an acceptable reason is given and approved by the faculty in charge of the course. If a student misses a final examination due to an unforeseen circumstance, a make-up examination may be arranged, subject to the prepayment of make-up examination fee.

Excusable Absences

Absence may be excused for childbirth, documented illness, injury, death in the family, or other emergency situations. Students should call Student Services as soon as possible on the first day of absence and give an estimate of the duration of the absence.

Tardiness

Two incidences of tardiness (over 30 minutes) are the equivalent of one absence.

Excessive Absence

Excessive absence is defined as absence in excess of 30% of scheduled classroom hours in academic courses. To receive credit for the course, all work missed due to absence or tardiness must be made up to the satisfaction of the instructor. Instructors will normally arrange for make-up examinations in case of excused absences. Instructors are not required to provide make-ups for exams missed due to unexcused absence or lateness, unless the reason for absence or lateness is acceptable; otherwise, a failing grade may be assigned.

Grading Policy

Grades are based on the completion of courses and final exam. Grades are reported at the end of the quarter within two weeks by instructors. Passing grades are A, B, and C or D unless otherwise specified in the course descriptions. The grading system adopted by CTSB is as follows:

Letter Grade	Description	Percentage	Grade Point	Academic Standing
A	Excellent	95.00 - 100.00	4.0	
A-	Superior	90.00 - 94.99	3.7	
B+	Very Good	87.00 - 89.99	3.3	
B	Good	83.00 - 86.99	3.0	Satisfactory grade for graduate level programs
B-	Satisfactory	80.00 - 82.99	2.7	
C+	Satisfactory	77.00 - 79.99	2.3	
C	Average	73.00 - 76.99	2.0	Students on the 52 unit curriculum must earn a minimum C as a passing grade
C-	Below Average	70.00 - 72.99	1.7	
D+	Below Average	67.00 - 69.99	1.3	
D	Below Average	63.00 - 66.99	1.0	Students on the 68 unit previous curriculum may earn a minimum D as a passing grade
D-	Minimal	60.00 - 62.99	0.7	
F	Failure	0.00 - 59.99	0.0	
P	Pass with Credit		0.0	Credit is granted but grade is not included in computing the GPA
NP	No Pass		0.0	No credit is granted and grade is not included in computing the GPA
I	Incomplete		0.0**	
TC	Transfer Credit		0.0	Credit is granted but grade is not included in computing the GPA
W	Withdrawal		0.0	
AUD	Audit		0.0	
R	Repeated Course		0.0	

Graduate Students may take up to sixteen quarter units (i.e. 4 courses) of elective courses attempted towards the completion of the degree program on a Pass/No Pass basis. Students should consult with the Registrar or Chief Academic Officer regarding the choice of "P/NP" grading for courses in the major.

After initial registration in an elective course, in order to change the grading basis (e.g., to "P/NP"), students must submit a registration form to the Admin Office of the School Registrar by the end of the second (2nd) week of an academic quarter. Graduate students can change grading basis on optionally graded courses with no fee during weeks 1 - 2 of the term. In weeks 3 - 4, students are charged a per-class change fee of \$10. In weeks 5 - 11, students are charged a per-class change fee of \$35. Please consult the Admin Office fee schedule for current fees. Once a course is graded, students may request a change in grading option, only by petition and based on approval by the CAO/COO.

A student who satisfactorily completes a "P/NP" course will receive a "P" grade. Credit will be granted. However, no grade points are assigned and it is not computed in the GPA. "P" grades are equivalent to a "C" grade or higher.

A grade of "NP" (no pass) will be assigned when the requirements for credit in the course have not been satisfied with a level of "C" or higher. "NP" grades are given for "C-" and below. No credit is granted, no grade points are assigned and the "NP" is not computed in the GPA.

Incomplete Grades (I)

A grade of Incomplete is assigned when work is of passing quality but incomplete for good cause as determined by the instructor. "Good cause" may include illness, serious personal problems, an accident, death in the family or other situation deemed to be of equal gravity, and does not include extensions of time granted for convenience.

If faculty issues a grade of "I," the remaining coursework must be finished by the last day to the next quarter. If the course is not completed, the "I" will automatically lapse to an "F".

As School regulations require that a student must have a grade point average of 3.0 or higher, the effect of this regulation is to regard Incomplete Grades as "F" in determining whether a student has met all degree requirements.

Transfer Credit (TC)

Students must apply for transfer credit within the first (2) quarters of matriculating in CTSB. A maximum of two courses completed with a minimum grade of "B"(3.0) in graduate status at institutions other than CTSB may apply to a master's program at CTSB. If an applicant has completed an MBA program from another institution, then that student is no longer eligible for transfer admissions, and therefore cannot apply for transfer credit for those courses. CTSB will grant unit or subject credit for equivalent work completed at another institution towards a CTSB graduate degree program. Transferred courses will appear with a "TC" on the student's transcript. All transferable credit attempted will be counted as unit and course credit, and will not be counted into the student's cumulative GPA at CTSB.

Courses accepted for transfer must be reported on an official transcript (academic record) which must be provided to the CTSB Admin Office in a sealed envelope (or electronically submitted from the transfer campus' registrar's office) from the original college/university of enrollment, bearing the institution's official seal and registrar's signature. CTSB does not award credit posted to a third-party institution's transcript. Credit is only considered from the original institution's official academic record.

CTSB does not award credit for: work or volunteer experience, vocational or technical training, and personal enrichment courses; remedial academic or pre-baccalaureate courses, especially in English and mathematics. Courses completed at unaccredited/non-regionally accredited institutions may be reviewed on a case-by-case basis.

Course Changes (Withdrawal)

Students who officially withdraw from a course between weeks 1-2 of a regular academic quarter will not receive any notation on their transcript. Students who withdraw from a course between weeks 3-4 of a regular academic quarter will receive a non-punitive notation of "W" on their transcripts, indicating the withdrawal. Students cannot withdraw from a course after the fourth week of a regular academic quarter. It is the student's responsibility to withdraw officially from a course or all courses. Failure to attend a course does not constitute a

withdrawal. Students who stop attending courses without officially withdrawing will receive a grade of "I" (incomplete), which is calculated to an "F" grade.

Audit Courses (AUD)

Students who wish to audit a class may do so if they have previously taken and passed a course at CTSB. Audited and other non-credit courses are not included in fulfilling the requirements for SAP.

Repetition of Course (R)

With the consent of the Academic Advisor and/or the Chief Academic Officer, any student may repeat a course in which a grade of C, D, F, or No Pass is assigned up to a maximum of eight units.

In such repeated courses, only the most recently received grade and corresponding grade points shall be used in calculating a student's grade point average, but all units attempted and grades received shall remain part of the student's permanent record. Any repeated course must be taken for a letter grade.

For courses graded on a Pass/No Pass basis only, or for courses where the student elects P/NP grading, the repeated course may be taken on a P/NP basis as well.

Academic Honesty

All students at CTSB are expected to adhere to the highest standards of academic honesty in the performance of all academic work. Students will be subject to disciplinary action for committing any form of academic dishonesty, including but not limited to, cheating, plagiarism and the use of materials prepared by another.

Violators will be subject to severe disciplinary action, subject to academic probation, suspension, or dismissal. The use of commercially prepared term or research papers, in whole or in part, for completion of any course requirements, will be considered the most serious offense, and will include criminal penalties by the State of California for the sale or distribution of such materials.

Make up, Missing Classes, Assignments, or Examinations

Unavoidable situations may occur that require a student to miss one or two days of a particular class, or portions of a class. If a student is unable to attend classes or to complete all assignments for a class on time, the student must inform the professor and the CTSB office of the situation as soon as possible. If this initial communication is in person or over the telephone, it must be followed up as soon as possible in writing.

Once the professor and/or Chief Academic Officer are informed, they will then discuss the situation and determine the steps needed to make up the missed classes or work. If more than a small part of the course is missed (e.g., multiple assignments or examinations), then the student may need to be dropped from the course. However, if the professor determines that the student is in good standing and has a legitimate

reason for missing no more than a small part of the course, the student may be assigned an Incomplete. Otherwise, the student may be assigned a grade of F for the course.

The Chief Academic Officer has the ultimate authority and responsibility for determining the appropriate makeup of missed classes, assignments, and examinations. It may not be possible to make up the missed requirements and the student's grade may be negatively impacted. The Chief Academic Officer or professor is under no obligation to provide a makeup option, especially if more than a small part of the course is missed (e.g., multiple classes, assignments, or examinations). Students may only make up two courses listed as Incomplete during their degree study at CTSB. If the student is no longer matriculated at CTSB and requests to make up an Incomplete Grade for course credit, the student must do so within one (1) year of the accepted extension filing or from the enrollment date of the course.

1. If the student misses an examination for legitimate reasons, possible alternatives include: taking the exam early, taking the exam remotely, taking the exam with the next offering of that class, or retaking the course. Proctoring, shipping, faxing, or other administrative fees, if applicable, would be at the student's expense.
2. If a student misses a paper or other assignment for legitimate reasons, possible alternatives include: finding an approved substitute and date for submission with the professor or retaking the course.
3. If a student misses one or two classes for legitimate reasons, the student should discuss the possible makeup requirements with the professor or the Chief Academic Officer, which can range from getting notes from the student's classmates to making up the class material in some other way.
4. A student may receive a grade of F if a professor feels the missed classes, assignments, and/or exams warrant a failing grade.
5. Unless otherwise governed by rules established by the professor, if a student misses three or more class sessions, he or she will be dropped from the course and required to retake the course in its entirety.

Leave of Absence (LOA)

A leave of absence (LOA) is a temporary interruption in a student's program of study and should only be requested in case of emergencies and extenuating circumstances including but not limited to medical reasons, jury duty, military service, incarceration, or death of a family member.

1. To request an LOA, the student must submit a written request form via hard copy or through email to the Registrar's Office. The written request should include the reason for the LOA and the amount of time needed. All LOA's must have prior approval by the Chief Operating Officer (COO) or Registrar.
2. In the rare event the student is unable to submit the Leave of Absence Request Form, the student must verbally communicate with the COO or Registrar and follow-up with electronic communication via email.
3. A LOA request shall be reasonable in duration, preferably not to exceed 90 calendar days.

California Trinity School of Business (CTSB) highly discourages any requests for an additional leave of absence. However, CTSB may grant only one (1) more additional LOA within a 12-month period, in the event that an unforeseen circumstance arises, such as medical reasons, military service, or jury duty. The LOA, together with any additional leaves of absence, must not exceed a total of 180 days in any 12-month period.

4. Students on a LOA remain in Active Status; therefore, they are still obligated to maintain payments due to CTSB.
5. Students must return on or before the day they are required to from their Leave of Absence. Failure to do so will result in being dropped from the program.

If a student anticipates being unable to enroll for the next quarter, he or she should apply to the Registrar Office for a LOA. Medical disability or military service LOA may justifiably extend the time limit for completion of degree requirements. Students who fail to re-register after thirty days of an approved LOA, will be regarded as withdrawn from California Trinity School of Business and subject to current admission policy requirements.

Voluntary Leave

A student who has registered for and completed any course credits may request a voluntary leave of absence for a maximum of four quarters. Retroactive leave of absences will not be granted. Students who have exceeded more than fourth quarter of leave will be administratively withdrawn effective at the end of the fourth quarter.

Medical Leave

A student may request a medical leave if he/she experiences health situations interfering with successful full-time or part-time study. Students who are hospitalized during the quarter or who miss classes for more than two weeks due to health issues are advised to take a medical leave from the term in progress.

Military Leave

A student who is a member of the U.S. military, National Guard or other armed forces reserve unit who is called or ordered to active duty elsewhere may be granted a Military Leave of Absence for the period of active duty. Supplemental documentation such as a copy of the orders to report or proof of active service must be attached.

Annual Vacation (only applicable to F-1 International Students)

An annual vacation quarter is a quarter stay in the U.S. while not registered at full-time status. F-

1 international students are eligible for annual vacation if a F-1 international student has completed three (3) consecutive quarters prior to the vacation, and the student intends to register for the following quarter. An annual vacation may be requested for any quarter, except the final quarter. During the vacation quarter, F-1 international students may either enroll part-time or not at all. The Annual Vacation must have prior approval by the Chief Operating Officer (COO) or Registrar.

Students Transferring to Another School

It is strongly recommended that students discuss their options with school administrators prior to initiating any transfer and follow the protocols for withdrawing from CTSB.

Transferring from CTSB to another university is the student's responsibility. Since all universities have different criteria for accepting students, it is beyond CTSB's ability to determine what credit might be given for course work completed at CTSB.

All transfer-out students should submit the Withdrawal Form and Transfer-Out/Exit Survey to the Admissions Office at admin@catu.edu.

Expiration of Course Credit

Students are expected to complete the CTSB MBA program within three (3) years of the start date. If a student must leave CTSB due to outside extenuating circumstances and re-matriculates at a later date to complete the degree, the course credits previously taken at CTSB will expire five years after the date the course(s) were completed. Therefore, if the program is not completed or designation is not earned within five years, the course credits will expire, and the course must be repeated to meet the program requirements, where applicable. The Registrar's Office will review each course's completion date to determine which have retained or expired credit. Transfer credits from courses taken externally are subject to the same rules based on the date the credits were posted to a student's transcript.

Transferability of Credits Earned at Our Institution

The transferability of credits earned at CTSB is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the degree you earn in the MBA program is also at the complete discretion of the institution to which you may seek to transfer. If the credits or degree that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending CTSB to determine if your credits or degree will transfer.

Student Records

Transcript and Document Requests

Current and formerly enrolled students can request for official documents such as official transcripts, enrollment verification, or duplicate diploma by submitting a Document Request form and filing the appropriate processing fee to the Registrar's Office. Official transcripts are sealed and given to the student or mailed to the institution as requested. Students must accompany the request with evidence

that an “official school record verification” is required. Academic or administrative departments may place an Academic Hold on a student's record, which will restrict the student from performing certain actions until the hold is resolved and removed. Depending on the type of hold, this may prevent the student from ordering transcripts and verifications. Please review CTSB’s Academic Hold policy under General Financial Section.

Graduation with Distinction

A student may be awarded a master’s degree with distinction by attaining a GPA ranked in the top ten percent (10%) of all graduates within the academic school year of graduation. The notation “Awarded With Distinction” will be posted on the degree transcript and will appear on a diploma certificate, but not on the MBA degree diploma.

Policy on Retention of Student Records

California Trinity School of Business maintains all pertinent student records will be kept for 5 years from the student’s date of completion or withdrawal. A record is considered current for 3 years following a student’s completion or withdrawal. In addition to the hard copies of the student records, CTSB stores digitized copies of transcripts and issued degrees indefinitely. Permanent records of transcripts, and the degree or certificate granted, and the date on which that degree or certificate was granted will be kept.

For all student records, CTSB can immediately reproduce exact, legible printed copies of the digitized records. The digitized record can be accessed with any Internet connected computer at any time by the administrative staff with an access code. CTSB also has administrative staff that can access the digitized student records to always be present during normal business hours, 9:30 am to 6:00 pm.

Any person authorized by the Bureau for Private Postsecondary Education (BPPE) or other pertinent governmental agencies has immediate access to the digitized student records to copy, inspect, and investigate records during normal business hours, 9:30 am to 6:00 pm.

If CTSB closes, it and its owners will store and keep safely in California, all records required to be maintained by BPPE. The repository of the records will make these records immediately available for inspection and copying, without charge during normal business hours by any entity authorized by law to inspect and copy records.

1974 Privacy Act

California Trinity School of Business complies with the Family Education Rights and Privacy Act of 1974 (also known as “Buckley Amendment”). Any questions about the availability of student records or the release of such records should be addressed to the Registrar’s Office.

A student’s academic records, grades, and personal information, as in compliance with the 1974 Privacy Act (as known as Public Law 93-380, Section 438) may not be provided to third parties without his/her written consent. Permission must be given by the student for the information in his/her file to be used as reference checks for credit or employment evaluation by third parties, and the

student must file with the School Registrar a declaration to this effect that will be kept in the student's file. The provision to release financial data or related information to authorized state and/or federal agencies is not a violation of the 1974 Privacy Act.

Legally, authorized officials of State or Federal agencies may have access to student records for audit or evaluation of educational programs.

Access to Student Records

Access to students' records will be permitted to all the pertinent administrators, faculty and staff during the normal business hours under the following conditions:

1. When performing their assigned duties, such as academic, personal or job placement advising;
2. When evaluating student's graduation requirement;
3. When complying with a judicial order or subpoena;
4. When authorized federal or state officials are conducting official business, such as qualitative assessment of CTSB's educational programs by the state regulatory and/or accrediting agency; and
5. When access to student's records are given written consent by the student.

Students may obtain copies of their unofficial transcripts from the Registrar's Office. Official transcripts are only sent directly to other schools/agencies. No one outside of the institution shall have access to, nor will the School disclose any information from a student's academic records without written consent of the student.

Student Directory Information

In compliance with applicable laws and regulations, CTSB regards the following information about students enrolled at CTSB as public information and may be included in the Student's Directory unless specifically requested by the student that such information not be disclosed in the CTSB's Student Directory:

- Student's name.
- Student's local address and contact information.
- Student's class standing.

Those students who do not wish to disclose the above information in the Student Directory should contact the Registrar's Office.

Financial Policies

Budget Policy and Procedure

The annual budgeting process begins in the second week of January when the Director of Finance sends the Preliminary Budget Request Worksheets to all administrators who are authorized to manage California Trinity School of Business funds.

After Preliminary Budget Request Worksheets are due, the budget committee (President, Chief Operating Officer and Director of Finance) will have about two weeks to develop the preliminary budget. The preliminary budget will include proposed allotments to each department requesting funds.

To develop the preliminary budget, these administrators will review prospective enrollment, revenue, key needs, major expenses and the total amount of funds requested through Preliminary Budget Request Worksheets. The total of funds for all departments cannot exceed 85% of the anticipated income from tuition, donations and other sources.

By February 15th, the Director of Finance will send a Preliminary Budget Response Memo to each department that requested funds.

During mid-February, the budget committee will complete their final proposal for the upcoming year's budget. This budget will be submitted to the President (if the President delegated his or her authority and participation in this process) by the end of February. Unless the President requests further work on the budget, it will be submitted to the Board of Directors by March 1st. The Board will vote on this proposed budget at their stated meeting.

Tuition and Fees

Students are required to pay tuition at registration each quarter. Cash, credit cards, and checks are accepted in the amount due. Courses are offered in both day and evening sessions with the same tuition charged. For tuition and fees of a specific program, refer to the program's section on Financials. CTSB reserves the right to change tuition. Changes to tuition are announced to the students via email at least one quarter prior. The announcement will be posted on the school's website. Any new tuition rate will be in effect for the upcoming quarter. Any changes in the tuition will likewise be updated in the catalog or catalog addendum.

Student Tuition Recovery Fund (STRF) Fee

Effective **April 1st, 2024**, the Student Tuition Recovery Fund (STRF) assessment rate has been changed to zero (\$0) per one thousand dollars (\$1,000) of institutional charges for each quarter. The fee is charged to California residents only.

Holds

Holds prevent students from accessing services at California Trinity School of Business. They may be placed on student records for a variety of reasons and must be removed by the initiation department. A student may have holds placed on the student record that could affect registration, enrollment, graduation, campus services, and/or release of academic transcripts for the following reasons:

- Failure to comply with admission or academic provisions.
- Failure to settle financial obligations with the School.
- Failure to respond to official notices.

All students, including those who are graduating, withdrawing from the quarter, or are out due to leave of absence, should continue to monitor their school account balance for charges that may be assessed. California Trinity School of Business has authority to withhold registration privileges for any student with an outstanding balance due on their account. Failure to pay your financial obligations in full will result in a hold being placed on your records. All students must contact the Administration Department to resolve a hold on their account.

Tuition Payment Plan Policy

CTSB offers a Tuition Payment Plan to help students manage the cost of education financing. At the start of each quarter, the student can arrange to setup a Payment Plan specifying the monthly installment payment amount and dates when payments are due.

The following are the policy guidelines for the tuition payment plan:

- Students who arrange to pay in 3 (three) monthly installments will be assessed a one-time processing fee of \$50 (non-refundable) at the start of the quarter.
- Payments received more than 5 (five) days past the due date will be assessed a late fee of \$50.00.
- Student's account balance must not be delinquent and prior quarter charges must be paid.
- Current quarter tuition and fees must be billed.
- Only a maximum of three installment payments are allowed per quarter.

Note: Payments specified in the payment plan are subject to change by adding/dropping courses and changes in financial aid.

Cancellations, Withdrawals and Refund Policy

Tuition Refund Policy

The student has the right to cancel the enrollment agreement and obtain a refund of all charges paid through attendance at the first session, or the seventh day after enrollment, whichever is later.

The student has the right to withdraw at any time from the course of instruction after the cancellation period and receive a pro-rata refund for the unused portion of the tuition and other refundable charges if student reaches 60% completion or less of the period of attendance. The amount of the refund is determined by deducting the application fee from the total tuition charge, then dividing the remainder by the number of hours in the period of attendance to calculate the hourly charge. The refund is the amount in excess of what the student owes for total hours of instruction completed, including the application fee.

A student should send either through postal mail, hand deliver or fax a written notice of cancellation or withdrawal addressed to the School Registrar at California Trinity School of Business 2333 Beverly Blvd, Los Angeles, CA 90057. The cancellation or withdrawal will take effect by the student's written notice or by the student's conduct, including, but not necessarily limited to, a student's lack of attendance.

Any refunds due will be made by the School within 30 calendar days from the effective date of cancellation or withdrawal.

In order to ensure that students are fully informed of their rights and procedures for recovering tuition refunds, a copy of the School's Cancellation/Withdrawal Policy is provided to each student upon registration. In compliance with the applicable California Education Code (Section 94919), the School's cancellation/withdrawal and refund policy is also fully disclosed in the enrollment agreement.

If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.

withdrawing from enrollment. In compliance with the applicable California Education Code, California Trinity School of Business' cancellation/withdrawal and refund policy is fully disclosed on the reverse side of the enrollment agreement.

Student Tuition Recovery Fund (STRF) Statement

(a) A qualifying institution shall include the following statement on both its enrollment agreement and school catalog:

"The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.”

(b) In addition to the statement required under subdivision (a) of this section, a qualifying institution shall include the following statement in its school catalog:

“It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 N. Market Blvd. Ste. 225, Sacramento, CA 95834, Telephone: (916) 574-8900 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollecting may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.”

Student Loan Responsibilities

CTSB does not offer any state or federal loan guarantees; no loans of any kind are offered at this school. If the student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund. If the student receives federal student financial aid funds, the student is entitled to a refund of the money not paid from federal financial aid funds.

Student Services Policies

Code of Conduct and Disciplinary Policies

Students are expected to conduct themselves in an ethical manner and to abide by the regulations of CTSB. A student who violates CTSB regulations and the following student code of conduct may require CTSB to impose such penalties as deemed appropriate from verbal warning to dismissal. Any such disciplinary action will follow the established due process. Students will be informed in writing of the nature of the charges against them and will be given a fair opportunity to refute them.

The **Student Code of Conduct** includes the following:

1. Cheating is defined as and includes the use of study aids, examination files, other related materials, and receiving unauthorized assistance during any academic exercise;
2. Fabrication is the falsification or invention of any information in an academic exercise;
3. Facilitating academic dishonesty is intentionally helping or attempting to help another student to commit an act of academic dishonesty;
4. Plagiarism is intentionally or knowingly representing the words, ideas, or work of another as the one's own in any academic exercise.

Student Behavior

The school will take appropriate action against any disruptive student behavior. “*Disruptive behavior*” is defined as:

1. Preventing other students from learning;
2. Preventing the teacher from teaching;
3. Hurting, offending or threatening teachers, students or staff.

The Chief Academic Officer or the Admissions Director has the authority to expel a student at any time if their behavior disrupts class instruction. Disruptive behaviors that are not allowed at school may include, but are not limited to: showing disrespect or being impolite to teachers, students or staff. These can be in any of the following forms:

1. Bothering other students, teachers and staff physically or verbally.

2. Not cooperating in class.
3. Not allowing other students to participate in class.
4. Not bringing the textbook and materials to class.
5. Sleeping in class.
6. Placing another person in fear of imminent physical or bodily harm.
7. Intentionally or carelessly engaging in conduct that threatens or endangers the health or safety or causes physical harm to any persons on campus.
8. “Harassment” – any actions, threats, gestures and/or words directed toward another person which have the purpose or which tend to incite a breach of peace, create a hostile environment, or cause emotional distress to that person because of humiliating, degrading, intimidating, insulting, coercive, ridiculing or alarming nature of the conduct. It frequently, but not always involves a pattern of conduct.
9. Repeatedly speaking one’s native language during class.
10. Being violent or any form of violence, threats, or sexual harassment may result in expulsion from the program immediately.
11. Having or showing sexually explicit or violent images in any form in class.

The behaviors above are not acceptable and may be dealt with in the following manner:

1. A verbal notice from the Professor or Administrative Official.
2. A written Student Warning notice or discussion with an Administrative Official.
3. Expulsion if the disruptive behavior is found to be continuing.

Disciplinary Policies

Students are obligated to comply with the course requirements set by the instructor. The instructor will report to the Chief Academic Officer any acts of academic dishonesty committed by a student who will then be required to see the Chief Academic Officer for advice. In case the student continues his/her dishonest conduct, a hearing will be convened with the student, the instructor will report the incident to the Chief Academic Officer and President. A recommendation in writing with the reasons supporting the action will be provided to the student. A decision to expel, suspend, or give a less severe disciplinary action to the student will be made by the Chief Academic Officer, and students have the right to appeal.

Student Obligations

For students to remain in good standing at the School, they must:

1. Maintain academic standards, attend classes, and meet all financial obligations.
2. Be courteous and respectful in dealing with faculty, administrators, and fellow students.
3. Adhere to the federal, state, and municipal laws of the U.S., as well as to the rules and policies of the School.

Cheating And Plagiarism Policies

Cheating is the act of obtaining or attempting to obtain credit for work by use of dishonest, deceptive, or fraudulent means. **Plagiarism** is the act of taking ideas, words, or specific substances of another and offering them as one's own.

One or more of the following actions are available to any faculty member who suspects a student of cheating or plagiarizing. The choice of action taken is guided by the extent to which the faculty member considers the cheating or plagiarism reflective of the student's lack of scholarship or lack of academic performance in the course.

- Review no-action.
- Oral reprimand with emphasis on advising aimed at preventing further occurrences.
- Requirement that the work be repeated.
- Assignment of an "F" grade for the specific work in question.
- Assignment of an "F" grade for the course.
- Referral to the Chief Academic Officer and/or the appropriate committee.

A student accused of cheating or plagiarism is entitled to appeal the decision and may petition for due process.

Drug, Alcohol and Tobacco Policies

CTSB strongly supports the goals of a "Drug-Free Schools and Campuses" and a "Drug-Free Workplace." It is CTSB's policy that no person shall manufacture, distribute, possess, or use illegal drugs, a controlled substance, on its premises or as a part of any of its activities. A controlled substance includes, but is not limited to, marijuana, cocaine, cocaine derivatives, heroin, "crack," amphetamines, barbiturates, LSD, PCP, and substances typically known as "Designer Drugs" such as "ecstasy" or "eve." Possession of paraphernalia associated with illegal use, possession, or manufacture of a controlled substance is also prohibited. The President has designated the Director of Student Services to act in all matters pertaining to the enforcement of this policy with regard to students and faculty to act in all matters pertaining to this policy in regard to staff. Whenever possible or reasonable School personnel will advise offenders and make available sources of rehabilitative services. At the discretion of the administration, the School may impose the following sanctions:

1. A warning to the student, staff member, or faculty member.
2. Administrative suspension of the student or suspension of employment of the staff or faculty member.
3. Administrative dismissal of the student or termination of employment of the staff or faculty member.

School policies concerning the possession and consumption of alcoholic beverages do not contravene federal, state, or municipal law. The "drinking age" in the State of California is 21 and older. Gatherings on School premises or as part of School activities, at which alcoholic beverages are to be served, must receive prior approval from the President.

It is the policy of CTSB that smoking is prohibited while in the School building. Any smoking is to be done well away from the office building. Violations of the smoking policy may result in suspension or termination of academic status or employment.

Student with Disability Policy

CTSB is committed to complying with all the mandates set forth in Section 504 of the Rehabilitation Act and Americans with Disabilities Act. Disabled students may make any request for reasonable accommodations to the Director of Student Services and are required to provide medical certification of their disability. In certain circumstances, early registration may be available for students with disabilities. Students who wish to file any complaint should follow the Grievance Resolution Procedures.

Complaint and Grievance Policy

Students can initiate a complaint, or otherwise, dispute or appeal a disciplinary action or decision made by the school by filing a *Student Complaint Form* and following a formal procedure. Prior to filing a formal complaint, it is recommended that the student first resolve the issue with the parties involved. Complaints are classified as either academic or non-academic.

Academic complaints

Academic complaints concern faculty, students, or to report any violations of the following policies described in this catalog:

- Academic Policies such as grades, tardiness, attendance, SAP, academic probation, academic dishonesty, among others.
- Student Code of Conduct and Student Behavior
- Drug and Alcohol Policy
- Sexual Harassment Policy
- Disciplinary Policies

The Chief Academic Officer investigates, resolves and decides on all academic complaints.

Non-academic complaints

Non-academic complaints concern staff or administrative-related issues, application of policies or procedures, Student Services, or school facilities. The Chief Operating Officer investigates, resolves and decides on all non-academic complaints.

Right to Dispute or Appeal

For fairness and objectivity, a student who is a recipient of a decision from a previously filed complaint, or who is the subject of a disciplinary action or administrator order for violation of any of the following policies listed below, has the right to file a dispute or an appeal:

- Student Code of Conduct Violation
- Disruptive Student Behavior
- Academic Dishonesty
- Drug, Tobacco and Alcohol Policy Violation
- Sexual Harassment Policy Violation

The Board of Directors will review and decide on complaints that have been decided on by either the Chief Academic Officer or the Chief Operating Officer. The Chief Academic Officer will review and decide on disputes and appeals to disciplinary actions initiated by the school against the student, and, if necessary, elevate the case to the Board of Directors.

Complaint, Dispute and Appeal Procedure

The *Student Complaint Form* and filing procedure requires the following information:

1. Documentation in writing of the nature of the complaint, dispute or appeal. For complaints include dates, time, location, and names of parties involved.
2. A brief statement on the ruling sought.
3. If applicable, statement of a witness who can provide testimony to the complaint.
4. Submit any information, evidence or documents to support the complaint, dispute or appeal.

Complaints, disputes and appeals will be reviewed and/or investigated by the respective school officials, and a response along with a decision will be given based on the following timeframe.

Type of complaint	Deciding Authority	Timing for decision
Academic complaints	Chief Academic Officer	14 business days
Non-Academic complaints	Chief Operating Officer	14 business days
Disputes and Appeals to disciplinary actions imposed on students	Chief Academic Officer	14 business days
Disputes and Appeals to decision for previously filed complaints academic/non-academic	Board of Directors	30 calendar days

Depending on the type of the academic complaint, a conference may be conducted to hear all parties involved prior to a decision. School officials will aim to resolve all complaints, disputes and appeals in a manner that is fair and just to all parties involved.

Student Evaluation of Instruction Policy

To sustain a high quality of instruction at the School, students are expected to evaluate each class in which they are enrolled. Evaluation forms are distributed toward the end of each quarter. The evaluation forms are anonymous and collected and returned to the Administration by a designated staff.

Student evaluations are tabulated, and the results are analyzed by the Chief Academic Officer and distributed to the individual instructors.

Sexual Harassment Policy

CTSB declares that it will not tolerate any sexual harassment by any instructor or student on another person. Alleged victims may file a written complaint to the Administrative office. Within two weeks of receipt of the complaint, CTSB shall give a written response to the complainant as the progress of the case. If any instructor or student is formally accused by an alleged victim, CTSB may hold an administrative hearing after giving notice due to the accused. CTSB may take a range of actions to deal with the offender above and beyond the civil/criminal penalties the offender is liable for:

1. Verbal or written reprimand
2. Suspension for a period from the School
3. Dismissal from the School

Faculty Policy

Employment Policy

Recruitment of qualified faculty is the responsibility of the Chief Academic Officer/Academic Dean who makes the final decision on hiring. However, consent of the Chief Operating Officer is required if the position/s to be filled are to be held concurrently with major administrative posts.

A. General Regulations:

- All applicants are reviewed by the School's Administrative Department.
- All teaching positions are required an average grade of above B (3.0) or equivalent.

- Graduated from an accredited College or School.
- Each application submitted must have Curriculum Vitae, official transcript, and related documents.

Types of Faculty

A. Main Positions

1. Adjunct Professor:

- Someone who does not have a permanent position at the academic institution; this may be someone with a job outside the academic institution teaching courses in a specialized field; or it may refer to persons hired to teach courses on contractual basis (frequently renewable contracts); it is generally a part-time position, although the number of courses taught can vary from a single course to a full-time load (or even an overload); these positions are generally not obligated to participate in administrative responsibilities at the institution often expected of other full-time professors, nor do they generally have research responsibilities.
- Required degree: Masters Degree level or high number of years of hands-on experience in a specialized field with certification.

2. Full-time Professor:

- Required degree: Doctorate and Ph.D. level
- Three years as an adjunct professor, outstanding loyalty and responsibility, both to the daily tasks of its position and to the broader achievements which are the mark of professional merit.
- Available to teach Masters, Doctorate and Ph.D. levels; and research project operation.

Criteria and Standards for Selection of Faculty

When the need for employing a faculty member arises, the Academic Dean is entrusted with the task of searching for new faculty members. All faculty vacancies will be announced in the appropriate media and/or distributed to the institutions of postsecondary education offering similar educational programs. Faculty must have the requisite education and adequate experience related to the course/s to be assigned. Following are the specific requirements:

Faculty instructing the MBA program will normally hold the degrees of Doctor of Business Administration, PhD., Masters in Business Administration, or comparable credentials;

- For those prospective faculties who obtained their degree from outside the United States, their credentials will be accepted as long as supportive documents indicate equivalency.

All prospective faculty members are required to submit the following:

- (a) Resume/Curriculum vitae.
- (b) Proof of degree/s attained (transcripts, diplomas).

- (c) Certificates of professional licensure (if applicable).
- (c) Samples of course syllabi (if applicable).
- (e) Synopsis of publication or any research work done (if applicable).
- (f) Completed the California Trinity School of Business employment application.

Prior Work Verification Procedures

Verification of prior work experience must be obtained through the interview and hiring process. Official verification of prior work experience for employees must be obtained from previous employers and must be received before employee's hiring date. All submission of official verification of prior work experience must meet the CTSB guidelines in order to receive credit. This includes but not limited to written or verbal verification from previous employers.

All current faculty members will continue to be reviewed for continuation of employment based on course evaluations (completed anonymously by students), faculty evaluation (completed by the Academic Dean), coupled with the availability of courses that are offered per quarter.

The Academic Dean of California Trinity School of Business may fill any currently existing adjunct faculty position. With the consent of the COO and/or the President of the School, shall make the final decision on the selection of tenured faculty after careful evaluation of all relevant documents, results of peer and student evaluation of the lectures delivered by the candidate (if applicable), and any recommendations from references. Each faculty contract is subject to renegotiation at the time of contract expiration.

Faculty Compensation and Course Loads

This is proprietary information presented to each faculty member upon hiring and advancement.

Duties and Responsibilities

Faculty members are required to observe the Faculty Code of Conduct. They are expected to commit themselves to fulfilling the mission, purpose and objectives of the School by performing their assigned duties and responsibilities, and by rendering instruction in their respective field with the highest professional standards.

Selection Process & Contract Procedures

In compliance with California Trinity School of Business's non-discrimination policy of providing equal opportunity to all applicants, applications are accepted from all qualified individuals and evaluated objectively irrespective of race, color, ethnicity, national origin, gender, religion, age or handicap. An application for a vacant position is evaluated on the basis of the candidate's qualifications.

The COO makes the final decision on the hiring of all faculty member appointments with the rank higher than adjunct professor. Demonstrated teaching ability will be given substantial weight in any decision in offering employment.

Adjunct professors are normally contracted on a part-time, quarterly basis and will not be eligible for employee benefits. Upon employment, each faculty member will be provided with a copy of this California Trinity School of Business Faculty Handbook.

Length of Contract

Position Length of Contract:

Adjunct Professor - Every quarter (unlimited renewals)

Full-time Professor - Every year (five years total or tenure)

All employment is at-will. California is an at-will employment state. Under the at-will presumption, a California employer, absent an agreement or statutory or public policy exception to the contrary, may terminate an employee for any reason at any time.

*Under **California Labor Code 2922** an employment, having no specified term, may be terminated at the will of either party on notice to the other. Employment for a specified term means an employment for a period greater than one month.*

Curriculum Development

Continuous development and improvement of curriculum and instructional methods should be an objective of every faculty. However, the existing curricula, as described in the current edition of the California Trinity School of Business Catalog and California Trinity School of Business Faculty Handbook, may not be substantially altered by any faculty member of the School without Board approval. Even so, faculty members are encouraged to participate in curriculum development, to suggest changes at the quarterly Faculty meetings, which will direct those suggestions to the CAO/Academic Dean and President.

Policy on Curriculum Change

All proposed curriculum changes that may materially impact on the School's existing core curriculum shall be reviewed by the Academic Dean and Board.

Upon approval by the Board, the curriculum may be revised to ensure that the School's preparation of its graduates meets or exceeds the standards set by the State of California.

Procedure for Curriculum Change

Proposals for curriculum changes may originate from the faculty, administration, Student Association, or from outside the School. All proposals shall be abstracted by the proponent/s, pointing out suggested

costs/benefits, and submitted to the CAO/Academic Dean.

These proposals then go through the following process:

- (a) Review by the CAO/Academic Dean for curricular potential;
- (b) Review by the Board to evaluate fiscal viability and manpower needs for execution of the proposed change/s; and
- (c) Recommendation by the Board for final approval.

Voluntary Resignation

In case voluntary resignation is contemplated, a written notification of resignation should be submitted to the immediate supervisor. For administrators and faculty, such a letter should be submitted to the CAO/Academic Dean.

Although a 30-day prior written notice of resignation is desirable, two weeks prior notice will be accepted. Faculty whose contract is longer than one year must submit a written notice of resignation at least sixty days prior to its date of going into effect. An employee who fails to communicate with his/her immediate supervisor after being absent from work for more than five working days shall be considered as having voluntarily resigned and may require a reinstatement process. Any faculty or administrator who fails to communicate through the proper chain of responsibility his/her reason/s for absence for a period longer than ten working days shall be considered as having voluntarily resigned. Exception to the above could occur when the individual in question was involved in a serious accident requiring hospitalization or other involuntary confinement that prevented him/her from notifying the School.

Salary Policy for Faculty

It is the responsibility of the COO to establish guidelines for faculty compensation that are comparable to the prevailing scale for similar positions among the business schools of in the school's service area targeting the same population.

The annual compensation and benefits for each position or classification shall be based on the level of responsibilities associated with that position and the level of funding budgeted for each fiscal year. The salary for full-time faculty, hired longer than on quarterly basis, shall be negotiated and determined annually.

Disciplinary Actions

In determining appropriate disciplinary actions (exclusive of civil/criminal penalties which may apply), ranging from a written warning, through to suspension without pay and termination of employment, the following factors will be considered:

1. Seriousness of the offense.
2. Extenuating circumstances, if any.
3. Employee's past work record, including annual evaluation/s (TSF204).
4. Possible impact on the mission, purpose and objectives of the School; and
5. Impact on the reputation of the School and morale of other employees.

Suspension and Termination Policy

Disciplinary action can take several joint or mutually exclusive forms, depending on the nature and seriousness of the offense, and the conditions of its occurrence.

Letter of Warning

Department heads and supervisors have the power to take disciplinary action such as writing a letter of official warning on the following offenses:

- (a) Being consistently late without an acceptable excuse;
- (b) Repeated absences without prior authorization or notification to the appropriate superior;
- (c) Failure to carry out assigned duties and responsibilities;
- (d) Leaving the workplace without sufficient reason; and/or
- (e) Willful failure to observe the employee code of ethics and safety rules.

A second offense may result in suspension of up to three days without pay. A third offense may be subject to more severe disciplinary action including termination of employment.

Suspension and Termination

The following offenses may warrant lengthy suspension without pay, or termination when such misconduct is not a first offense:

- (a) Refusal to follow direct written or verbal instructions without justifiable or acceptable reason;
- (b) Possession, use, transfer and/or sale of controlled substances banned by federal and state law enforcement agencies;
- (c) Willful destruction, misuse or theft of School properties.
- (d) Willful falsification of any school records, including student grades.
- (e) Possession, use, transfer and/or sale of firearms/explosives on School premises.
- (f) Sexual harassment; and/or
- (g) Any actions that can be considered a serious conflict of interest with the School's mission, purpose and objectives.

Disciplinary action for the above offenses is serious. Action may also be taken by the respective division heads against any employee in their charge whose job title and job description may not necessarily be stated in this handbook; e.g., research assistant. Disciplinary action against senior administrators and faculty can be taken by the COO or CAO of the School.

Suspension Pending Investigation

When the offense is serious, warranting an immediate discharge, the offending employee will be suspended immediately while the case is investigated. This employee shall receive the result of the final

action by registered mail within fourteen calendar days. If the employee's offense warrants termination, he/she will be so notified and will not be paid for the period during which he/she was suspended. If the employee is not discharged but is given disciplinary suspension, the time used for investigation will be counted as part of the disciplinary time off, for a period of up to thirty days. Any additional administrative time off that was required to complete the investigation in excess of thirty days will not be paid. If an employee is not terminated nor finally suspended, he/she will be reinstated and paid for the period of his/her suspension during the period of investigation.

Mediation

The Grievance Resolution and Sexual Harassment Prevention Committee shall serve as the arbiter or mediator when an appeal of a decision is submitted to the School by the sanctioned employee. The decision rendered by the Grievance Resolution and Sexual Harassment Prevention Committee shall be final. Faculty may appeal to the Board of Directors for a hearing. The Board of Directors shall hold a hearing within thirty calendar days from the date the appeal is delivered to the President. The decision of the Board is final.

Grievance Resolution Procedures

California Trinity School of Business aims to resolve all complaints and disputes related to employment and promotion of faculty, administrators and staff, or student complaints in a manner that is most fair and just to all parties involved. For this purpose, the School has established the Grievance Resolution and Sexual Harassment Prevention Committee composed of faculty, administrators, staff and student representatives.

Issues Not Subject to Grievance Procedures

- (a) There shall be no grievance procedure for falsification of information provided in the application form, supporting documents, or resume which played a vital role in the student's admission or employee's hiring;
- (b) There shall be no grievance procedure for employee termination due to financial exigency; and
- (c) There shall be no grievance procedure for expulsion/termination of any employee or student convicted of a felony while employed/enrolled.

Employment/Promotion Dispute

If a dispute arises regarding employment or promotion other than for items (a), (b), or (c) stated above, the affected individual has the right to appeal to the Grievance Resolution and Sexual Harassment Prevention Committee for a hearing. A formal appeal to the committee must be made in writing within ten working days from the date of the incident, and a formal appeal also submitted to his/her immediate supervisor.

When submitting a formal appeal to the Grievance Resolution and Sexual Harassment Prevention Committee, individuals are advised to prepare the following information and supportive documents:

- (a) Nature of the problem or dispute.
- (b) The date/s the alleged problem or dispute occurred.
- (c) The name of the individuals involved in the dispute.
- (d) Copies of all relevant supportive documents; and
- (e) A brief statement concerning the ruling sought from the Committee.

Responsibilities and Procedures of the Grievance Resolution and Sexual Harassment Prevention Committee

- (a) Within five working days of the receipt of a written grievance, the Grievance Resolution and Sexual Harassment Prevention Committee shall notify the complainant of its receipt of the Grievance;
- (b) A committee hearing shall be set up within ten working days of the receipt of the written grievance to determine the merits of the complaint; and
- (c) Within five working days after the hearing, the committee shall give a written decision to the complainant.

Appeal Process

If the ruling rendered by the Grievance Resolution and Sexual Harassment Prevention Committee is not satisfactory to the complainant, faculty and administrators shall have the right to make a formal appeal to the Board of Directors within ten working days from the date of ruling delivered by the Grievance Resolution and Sexual Harassment Prevention Committee. The Board of Directors must render a final decision on this appeal within thirty working days from the date it was received.

Termination Dispute

If a faculty member is to be terminated for reasons other than criminal wrongdoing and/ or items (a) or (b) above, he/she will have the right to appeal to the Board of Directors for a hearing. This formal appeal to the Board of Directors regarding a termination dispute must be made by the subject administrator or staff within ten working days after the receipt of official notice of termination. The notice of termination shall be given in writing and hand-delivered by either the Vice President, Administrative Dean or Academic Dean to the individual, who will sign a receipt for accepted delivery. If this is impossible due to the absence of the terminated party or if the party refuses to sign a receipt of accepted delivery, this letter of termination may be sent to the terminated individual via registered mail at his/her last known address. The Board of Directors must render a final decision on this appeal within thirty working days from the date it was received.

Facility and Equipment Policies

Facilities Management Policies and Procedures

California Trinity School of Business facilities management, through the Facility Management Officer, is tasked to maintain the school's physical resources to provide a healthy and safe educational environment for the campus community through its various services classified into either Building Services, Building Operations and Security.

Building Services

Building services ensures overall cleanliness of campus space with cleaning staff assigned to perform scheduled routine duties: maintain the appearance of offices, classrooms, hallways, computer laboratory, lobby entrance, faculty and student lounges, elevators, stairways and restrooms by performing housekeeping duties; such as dusting, vacuuming, sweeping, wet mopping, scrubbing, waxing floors, carpet cleaning and trash removing. Cleaning and trash removal are performed on a daily basis.

Daily tasks and scheduled routine duties to maintain the appearance of offices, classrooms, hallways, laboratories, lobbies, lounges, elevators, stairways and restrooms by performing the following housekeeping duties:

- General sweeping, mopping and buffing of class rooms, offices and hallways throughout the campus, based on rotation schedule.
- Periodic vacuuming, scrubbing and waxing of selected areas.
- Trash removal daily in offices and classrooms.
- Restrooms cleaned daily.
- All building closets stocked with supplies.
- Support California Trinity School of Business events at auditorium after hours.
- Commencement set up and detailed cleaning.

Building Operations

Building Operations involves ongoing preventive maintenance on equipment to prevent emergencies and equipment breakdowns. Preventive measures include inspections, testing, lubrications, cleaning, filter, belt changes, etc. Work is performed according to manufacturer's recommended maintenance procedures. Preventive maintenance also includes those mandated by government regulations, insurance requirements and building codes. Many of these, such as fire alarm testing, life safety, emergency lights and elevators are designed to ensure the safety of building occupants. Facilities Manager may outsource such services to external contractors.

Building operations **routine maintenance** involve:

- Ceiling tiles: replace broken or missing.
- Install and remove door stops.

- Light bulb replacement (blown lamps).
- Paint: Parking lots, walkway, offices, corridors and classrooms.
- Repair carpet and vinyl.
- Roof leaks.
- Toilets and sinks: leaking, repairing flush valves, loose seats.
- Water leaks: hot/cold water pipes, etc.

Facilities Management can handle building operations requests that may involve:

- Furniture assembly.
- Hang banners.
- Hanging: pictures, shelves, door signage, whiteboards, monitors, TVs, etc.
- Install cabinets.
- Mount TVs, projectors and screens.

Other services that are handled or outsourced by the Facilities Manager may include:

- Electrical.
- Commencement Setup.
- Lighting.
- Painting.
- Plumbing.
- Preventive Maintenance.
- Renovation of facilities.
- Utilities.

Life Safety

As part of Building operations, the facilities manager handles the following **Life Safety** items:

- **Elevators** - Passengers possibly trapped in elevator, not working, lights out, phone not working, inspections (weekly and monthly), etc. (If trapped in elevator, simply press the phone button and you will be connected to our 24-hour Elevator hotline server.
- **ADA Door operators, parking, sidewalks, evacuation chairs, etc.**
- **Emergency Lighting** - Exit lights, egress lights, generator power for lights, parking lights, streetlights, walkway lighting, etc.
- **Fire Prevention** - Fire alarms, fire extinguishers, fire pumps and hose, etc.

Any personal appliances or equipment such as: microwaves, heaters, refrigerators, coffee pots, etc. must be approved by Building Operations prior to placing for inspection to see if the circuits can handle the power required. This is to prevent any safety issues such as fire hazards.

Inspections – The Facilities Manager conducts inspections in-house to ensure a safe campus environment.

- ADA – Doors, walks, parking
- Elevators
- Emergency Lights
- Exit Lights
- Fire Alarms
- Fire Extinguishers
- Outdoor Lighting – Conducted bimonthly
- Roofs
- Safety Walks
- Student Classroom Readiness – Conducted prior to start of each semester.

Some semi-annual and annual inspections on campus require state or local officials to inspect and must be outsourced. Examples are listed below:

- Elevators
- Fire Alarms in Buildings
- Fire Doors
- Fire Extinguishers
- Fire Hydrants

School Safety Policy

It is the policy of the California Trinity School of Business to maintain a work and academic environment free of physical and health hazards to the greatest extent possible. California Trinity School of Business faculty, staff, and department heads share responsibility for the maintenance of a safe work environment.

California Trinity School of Business staff are defined as anyone receiving compensation from the School for performance of services and include all staff, administrators, part time, temporary, occasional, and student workers.

California Trinity School of Business Staff and faculty must be made aware that there will be no reprisals for reporting safety or health hazards.

Safety Policy Implementation procedure

Individual faculty and staff are responsible for performing their work in a safe manner and for reporting any unsafe equipment, working condition, process or procedure or any injury to their supervisors immediately.

The Facilities Management officer is responsible for assisting supervisors in developing and implementing the School's various environmental health and safety programs.

Supervisors are responsible for:

- Knowing the requirements of and ensuring compliance with the School's injury and illness prevention program.
- Knowing the safety requirements for all tasks in their unit or area.
- Ensuring that new faculty and staff are properly instructed in safe performance of their duties, and keeping all subordinates informed of required safety practices.
- Ensuring that the workplace is free of unnecessary hazards.
- Ensuring that an injured student, faculty or staff receives proper and immediate medical treatment.
- Promptly notifying the department of Public Safety of accidents involving faculty, staff members and of physical facilities or equipment involved in the accident.
- Promptly and thoroughly investigating the circumstances of any accident.
- Promptly initiating corrective action in all cases of deliberate and/or continued violation of safety rules.

CTSB Record Retention Schedule

Schedule A—Admissions Data/Documents for Applicants Who Do Not Enter

Acceptance letters	3 yrs after application term
Application for Admission	3 yrs after application term
Correspondence, relevant	3 yrs after application term
Personal statement(s)	3 yrs after application term
Letters of recommendation	3 yrs after application term
Transcripts - high school	3 yrs after application term
Transcripts - other Universities	3 yrs after application term
Advanced placement records	3 yrs after application term
Entrance examination reports/test scores (e.g. ACT, SAT)	3 yrs after application term
Military document	3 yrs after application term
Recruitment materials	3 yrs after application term

Copies of International Student documents, if available:

Statement of Financial Responsibility (shows evidence of adequate financial resources)	3 yrs after application term
Financial certification forms	3 yrs after application term
Proof of health insurance documentation	3 yrs after application term
U.S. sponsorship letters	3 yrs after application term
I-20 (certification of eligibility for F-1 visa status)	3 yrs after application term
Copy of I-94 card (document issued to non-immigrant; also know as Arrival-Departure Record)	3 yrs after application term
Copy of passport/visa	3 yrs after application term
Statement of Educational Cost (show estimate of total school year costs)	3 yrs after application term
TOEFL score	3 yrs after application term
Copy of Employment Authorization (work permit), if granted	3 yrs after application term
Copy of Alien Registration Receipt Card (evidence of admissibility as a permanent resident)	3 yrs after application term

Schedule B—Admissions Data/Documents for Applicants Who Enroll, but do not complete a semester

Application for Admission	5 yrs after application term
Readmission forms	5 yrs after application term
Acceptance letters	5 yrs after application term
Correspondence, relevant	5 yrs after application term
Personal statement(s)	5 yrs after application term
Transcripts - high school(s)	5 yrs after application term
Transcripts - other Universities	5 yrs after application term
Advanced placement records	5 yrs after application term
Letters of recommendation	5 yrs after application term
Entrance examination reports/test scores (e.g. ACT, SAT)	5 yrs after application term
Placement test records/scores	5 yrs after application term
Military document	5 yrs after application term
Health/physical readiness report	5 yrs after application term
Student Handbook review statement	5 yrs after application term
Emergency notification information	5 yrs after application term
Student information sheet	5 yrs after application term
Recruitment materials	5 yrs after application term

Copies of International Student documents, if available:

Statement of Financial Responsibility (shows evidence of adequate financial resources)	5 yrs after application term
Financial certification forms	5 yrs after application term
Proof of health insurance documentation	5 yrs after application term
I-20 (certification of eligibility for F-1 visa status)	5 yrs after application term
Copy of I-94 card (document issued to non-immigrant; also know as Arrival-Departure Record)	5 yrs after application term
Copy of passport/visa	5 yrs after application term
Statement of Educational Cost (show estimate of total school year costs)	5 yrs after application term
TOEFL score	5 yrs after application term
Copy of Employment Authorization (work permit), if granted	5 yrs after application term
Copy of Alien Registration Receipt Card (evidence of admissibility as a permanent resident)	5 yrs after application term

Schedule C—Registration and Academic Process Records

Academic records (e.g. including narrative evaluations, competency assessments, grade reports)	Permanent
Change of grade forms (update documents)	Permanent
Transcript/class list with grades	Permanent
Name change authorization	Permanent
Photo	Permanent
Hold or encumbrance authorizations	Until release
Academic action authorizations (e.g., dismissal)	5 yrs after graduation or date of last attendance
Advance placement or other placement tests records/scores	5 yrs after graduation or date of last attendance
Applications for admission or readmission	5 yrs after graduation or date of last attendance
Correspondence, Relevant	5 yrs after graduation or date of last attendance
Curriculum change authorization/academic petition	5 yrs after graduation or date of last attendance

Degree audit records	5 yrs after graduation or date of last attendance
Fee assessment forms	5 yrs after graduation or date of last attendance
Grade report	5 yrs after graduation or date of last attendance
Health/physical readiness report	5 yrs after graduation or date of last attendance
Military documents	5 yrs after graduation or date of last attendance
Payment contracts	5 yrs after graduation or date of last attendance
Transfer credit evaluations	5 yrs after graduation or date of last attendance
Student ministry semester report	5 yrs after graduation or date of last attendance
Scholarship/award letters	5 yrs after graduation or date of last attendance
Notice of academic probations, dismissal	5 yrs after graduation or date of last attendance
Tuition and fee charge	5 yrs after graduation or date of last attendance
Withdrawal authorization	5 yrs after graduation or date of last attendance
Personal data information forms, most recent	5 year after graduation or date of last attendance
Registration forms, most recent	5 year after graduation or date of last attendance
Enrollment verifications	5 year after graduation or date of last attendance
Graduation authorization/application for graduation	5 year after graduation
Transcript request	5 year after submitted
Audit authorization	5 yrs after date submitted or date of last attendance
Change of course (add/drop)	1 yr after date submitted or date of last attendance
Class schedule (student)	1 yr after graduation or date of last attendance
Disciplinary action documents	After graduation or 5 yrs after date of last attendance, if student did not graduate (Filed is separate folder from academic record)
FERPA documents	See Family Education Rights and Privacy Act Data/Documentation retentions schedule
Financial aid document	See Federal Aid Record Retention schedule
International Students (in addition to the above items):	
Statement of Financial Responsibility (shows evidence of adequate financial resources)	5 yrs after graduation or date of last attendance
Financial certification forms	5 yrs after graduation or date of last attendance
Proof of health insurance documentation	5 yrs after graduation or date of last attendance

I-20 (certification of eligibility for F-1 visa status)	5 yrs after graduation or date of last attendance
Copy of I-94 card (document issued to non-immigrant; also know as Arrival-Departure Record)	5 yrs after graduation or date of last attendance
Copy of passport/visa	5 yrs after graduation or date of last attendance
Statement of Educational Cost (show estimate of total school year costs)	5 yrs after graduation or date of last attendance
TOEFL score	5 yrs after graduation or date of last attendance
Copy of Employment Authorization (work permit), if granted	5 yrs after graduation or date of last attendance
Copy of Alien Registration Receipt Card (evidence of admissibility as a permanent resident)	5 yrs after graduation or date of last attendance

Schedule D—Certification Data/Documents

Veterans Administration certifications	5 yrs after graduation or date of last attendance
Financial aid assistance records	See Federal Student Financial Aid (SFA) Record Retentions Requirements

Schedule E—Publications, Statistical Data/Documents, and Institutional Reports

Catalog	Permanent
Course Syllabi	Permanent
Commencement programs	Permanent
Graduation list	Permanent
Degree statistics	Permanent
Enrollment statistics	Permanent
Grade statistics	Permanent
Race/ethnicity statistics (student body, faculty, and administrative staff)	Permanent
Yearbook	Permanent
Schedules of classes	10 years
Recruitment brochures/materials	5 years

Schedule F—Family Education Rights and Privacy Act Data/Documents

Request for formal hearings	Permanent
Hearing panel's written decisions	Permanent
Request and disclosure of personally identifiable information	Permanent
Student statements on content of records regarding hearing panel decisions	Permanent
Written decisions of hearing panels	Permanent
Student's written consent for record disclosure	Until termination by the student or permanent
Waivers for rights of access	Until termination by the student or permanent
Student request for nondisclosure of directory information	Until termination

Schedule G—Federal Student Financial Aid (SFA) Record Retention Requirements

1. SFA Program Records	
Program Participation Agreement	3 years from award year
Accrediting and licensing agency review, approval and reports	3 years from award year

State agency reports	3 years from award year
Audit and review reports	3 years from award year
Self-evaluation reports	3 years from award year
Other records pertaining to financial responsibility and standards of administrative capability	3 years from award year
 2. SFA Fiscal Records	
Records of SFA program transactions	3 years from award year
Bank statements for accounts containing SFA funds	3 years from award year
Records of students accounts	3 years from award year
Ledgers identifying SFA transactions	3 years from award year
Federal work-study payroll records	3 years from award year
Records supporting data on required reports, such as:	
SFA program reconciliation reports	3 years from award year
Audit reports and school responses	3 years from award year
Pell grant statements of accounts	3 years from award year
Accrediting and licensing agency reports	3 years from award year
 3. SFA Recipient Records	
The Student Aid Report (SAR) or Institutional Student Information Record (ISIR)	3 years from award year
Application data submitted to the Department of Education or lender by the school on behalf of the student	3 years from award year
Documentation of student's eligibility	3 years from award year
Financial aid history for transfer students	3 years from award year
Documentation of student's program of study and course enrolled in	3 years from award year
Data used to verify applicant's data	3 years from award year
Documentation related to receipt of aid, such as: amount of grant, loan, FWS award; and calculations used to determine aid amounts	3 years from award year
Date and amount of disbursements	3 years from award year
Documentation of initial or exit loan counseling	3 years from award year
Reports and forms used for participation in the SFA program	3 years from award year
Documentation supporting the school's calculation of its completion/graduation or transfer-out rate	3 years from award year
 4. Requirements for Specific Aid	
Campus-based aid (Perkins loan, SEOG, and Federal Work Study)	3 years from award year
Pell Grant	3 years from award year
Fiscal Operation Reports (FISAP)	3 years from award year
Perkins repayment records	3 years from award year
Perkins original promissory notes	Until loan is satisfied or documents are needed to enforce obligation
 FFEL and Direct Loans:	
Borrower's eligibility records	3 years from award year
All other records/reports	3 years from award year

Excerpt from CTSB Policy Manual p. 67

Schedule H—Complaint and Grievance Documents

Academic Complaints
Non-academic Complaints

5 years after filed
5 years after filed