

# Entry-Level DAOM

*Faculty & Alumni*

## CATALOG

ACADEMIC YEARS  
FALL 2015 - 2016



**Pacific College of  
Oriental Medicine**

# **Entry Level DAOM (Faculty and Alumni) Policy Catalog Academic Years Fall 2015 – 2016 Pacific College of Oriental Medicine**

## **Mission**

Pacific College improves lives by educating and inspiring compassionate, skilled leaders of patient-centered, traditional East Asian and integrative healthcare.

## **Core Value Statement & Core Values**

All members of the Pacific College community embody the intention of improving lives exponentially by supporting health and wellbeing through our daily actions. We lead by example and by practicing the values of:

- Education
- Compassion
- Collaboration
- Integrity
- Mindfulness
- Critical Thinking

## **Vision**

Pacific College is the recognized leader in delivering integrative and holistic healthcare education to practitioners and the public.

Pacific College is a catalyst for the adoption and expansion of integrative and holistic healthcare principles, practices, and research, empowering individuals to gain and maintain health and enjoy life.

Pacific College is revolutionizing the structure and economics of healthcare by bringing education and integrative healthcare to where people live, learn, and play.

## **Pacific College Clinical Mission Statement**

We, the Pacific College of Oriental Medicine Clinic, a nationally recognized educational facility, provide:

- Exemplary clinical training for our students
- Supportive services for our staff
- Personalized integrative medical treatments for our patients

## **Administrative Mission Statement**

We, the Administration of Pacific College of Oriental Medicine, strive to provide personalized service and guidance to our students, faculty and staff with respect, integrity and compassion.

# **Publication Dates**

## **September 1, 2015 - September 1, 2016**

### **San Diego Campus**

7445 Mission Valley Road  
Suite 105  
San Diego, CA 92108  
619-574-6909  
800-729-0941

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## **INSTITUTIONAL ACCREDITATION**

Pacific College of Oriental Medicine is accredited by the WASC Senior College and University Commission (WSCUC), 985 Atlantic Avenue, Suite 100, Alameda, CA 94501. 510-748-9001.

## **PROGRAM APPROVAL**

The San Diego campus of Pacific College of Oriental Medicine is approved by the WASC to offer the entry-level doctorate of acupuncture and Oriental medicine.

## **COLLEGE STATEMENTS REGARDING DISCRIMINATION, SEXUAL HARASSMENT, DIVERSITY, AND STUDENTS WITH DISABILITIES**

### ***Philosophy***

Pacific College of Oriental Medicine is committed to creating and maintaining a community in which all college community members can work together in an atmosphere free from all forms of harassment, exploitation, or intimidation.

### ***Statement of Non-Discrimination***

The college prohibits discrimination of one person by another for any reason including, but not limited to: veteran status, race, color, religion, sex, national origin, ancestry, age, physical or mental disability, medical condition including genetic characteristics, pregnancy status, marital status, sexual orientation, and gender identity.

### ***Sexual Harassment Prevention***

The college is strongly opposed to sexual harassment and such behavior is prohibited both by law and by Pacific College policy. It is Pacific's intention to take whatever action may be needed to prevent, correct, and if necessary, discipline behavior that violates this policy.

For complete information on the college's Discrimination and Sexual Harassment Policies and Procedures please see the second half of the Pacific College Catalog.

### ***Statement on Diversity***

Pacific College is committed to providing an atmosphere where all human potential is valued. The college strives to recognize and nurture merit, talent, and achievement by supporting diversity and equal opportunity in its education, services, and administration.

### ***Students with Disabilities***

Pacific College provides assistance for students, faculty, staff, and patients with disabilities and does not discriminate on the basis of disability in its programs, benefits, and services, including the admission and retention of students. Under Title III of the Americans with Disabilities Amendments Act of 2008 (ADAAA) and Section 504 of the Rehabilitation Act of 1973 (Section 504), qualified persons with disabilities are entitled to reasonable accommodations, including modifications to the academic requirements, and auxiliary aids and services, to achieve nondiscriminatory access to programs, services, and activities of Pacific College. Section 504 and the ADA define a 'disability,' with respect to an individual, as (1) a physical or mental impairment that substantially limits one or more major life activities, (2) a record of such impairment, or (3) being regarded as having such an impairment."

For more information, see the "Disabled Student Services" section in the second half of the catalog, download the Disabled Student Services Policies and Procedures document from the Pacific College website, and/or contact a Disabled Student Support Services officer:

VP of Graduate Studies, Teri Powers  
619-574-6909 ext. 129

tpowers@pacificcollege.edu  
Student Advisor, Diana  
619-574-6909 ext. 150  
dwallace3@pacificcollege.edu

Campus Director, Jaime Rabin  
619-574-6909 ext. 142  
[jrabin@pacificcollege.edu](mailto:jrabin@pacificcollege.edu)

## ADMISSIONS ELIGIBILITY

### ***Academic Prerequisites:***

Applicants for admission to the doctoral upgrade degree program must have satisfactorily completed a minimum of 90 semester credits at an institution accredited by an agency recognized by the department of education.

### ***Academic Co-requisites:***

The following courses are co-requisites that must be completed by graduation. These co-requisite credits are not counted towards the degree completion credits.

- Biology (Completed as part of your master's degree program requirements at Pacific College)
- Psychology
- Chemistry

### ***MSTOM Program Deficiencies:***

Pacific College alumni entering before Fall 1996, but after Fall 1993 must transfer, take, or challenge Treatment of Orthopedic Disorders, Clinical Science 1 & 2. (See challenge exam section)

All students who entered before Fall 1993, please see an advisor for your requirements.

### ***Prior Learning Equivalencies for Prerequisite and Co-requisite Requirements***

Pacific College does not accept any prior learning assessment toward graduate level credits. Up to 30 semester units of undergraduate prerequisites and designated co-requisites may be earned a combination of the following assessment techniques:

- College Board Advanced Placement (AP)
- College Board College Level Examination Program (CLEP)
- American College Testing Proficiency Examination Program (ACT/PEP)
- U.S. Armed Forces Institute (USAFI) program
- Defense Activity for Non-Traditional Education Support (DANTES) tests

Equivalency credit for corporate and military training may be assigned according to the recommendations established by the American Council on Education in The National Guide to Educational Credit for Training Programs and The Guide to the Evaluation of Educational Experience in the Armed Forces. PEP, USAFI, DANTES and corporate training credit requires a passing score reference. Students who present a score of 3, 4, or 5 on a College Scholarship Service AP (Advanced Placement) Examination grant three semester units of credit per subject toward the general education requirements and may grant transfer credit toward the corresponding Pacific College course. Unit credit can be granted for passing these exams as indicated, but no letter grade will be assigned or computed in a student's grade point average.

### ***College Board College Level Examination Program (CLEP)***

Credit granted for certain CLEP Subject Examinations and General Examinations in Humanities, Mathematics, Natural Sciences, Social Sciences, and English Composition may be used to fulfill General Education or other undergraduate requirements.

## ADMISSION PROCEDURES

Candidates are accepted for entry each term beginning in January, April-May, or September of each year however applications are accepted continually throughout the year. Prospective applicants are encouraged to apply for admission well in advance of the beginning of classes because class size is limited and classes are subject to closure or cancellation. In addition a technical requirement preparatory process must be completed approximately one month before the start of the term.

To apply for Admission to Pacific College an applicant should send the following to the Office of Admissions:

1. A completed Pacific College Application Form
2. Application fee (\$100)
3. Official master's degree transcripts will be supplied by the Office of the Registrar.
4. Proof of the psychology or chemistry co-requisite course, if completed.
5. Proof of 90 semester units of undergraduate coursework. It is the responsibility of the applicant to ensure that they have met this requirement. Pacific College keeps records of prior education of our master's alumni, however requests may be made to submit documentation.

### ***Notification of Decision***

The Admissions Committee makes all final acceptance decisions. Each applicant is given notification in writing of full acceptance, or placement on a waiting list, or denial, approximately 6-8 weeks prior to the start of the term.

### ***Appeal of Admissions Decision***

An applicant who is denied admission based on not meeting one or more of the criterion required, may appeal the admissions decision in writing within 30 days of denial. The Admissions Committee will consider the Appeal and may offer the applicant a way to demonstrate evidence of meeting any deficiencies for consideration of admission to the following term.

### ***Other Enrollment Documents***

You will be asked to complete the following other documents to complete your student file:

- An Enrollment Agreement (only after your file is complete and you are accepted to the college)
- Honor Code
- Graduation and Employment Data Fact Sheet

### ***Technical Requirement Preparatory Process***

The following is the mandatory technical requirements preparatory process:

1. You will be sent a link to an online [Tech Prep Slideshow](#). Follow all the instructions on each slide. Many slides have links on them, so please be sure to click them. The links go to webpages and videos that are necessary to properly complete the Tech Prep process.
2. Complete the online **eLearning Tech Prep Checklist** (linked from inside the Slideshow) where you will need to enter the information gathered as you go through the presentation. A representative from the eLearning department will follow up with you once the form is received.
3. Attend one of the online new student orientations. You will receive the links to register via email.

**Orientation**

Orientation of new students is conducted fully on-line by the administration before each term. Orientation dates and times and links for registration are communicated to applicants by the Admissions Department upon acceptance to the college.

***Student Responsibility to Stay Informed***

Students are required to be familiar with all rules and regulations set forth in this college policy and procedure catalog, and PCOM Update notices and memos distributed by Pacific College email.

**Financial Aid Information**

Federal financial aid is not available for this program.



## TUITION AND FEES

*Effective September 1, 2015*

### **Tuition**

DAOM (Upgrade Plan-Total).....	\$5,610
Evidence-Informed Practice .....	\$990
Advanced Integrative Diagnosis.....	\$990
Health Care Systems.....	\$990
Inter-Professional Communication.....	\$330
Practice-Based Learning.....	\$990
Application of Inter-Professional Communication .....	\$1,320

### **Books and Supplies**

DAOM (Upgrade Plan) .....	approximately \$700
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### **Other Fees**

Application Fee (not refundable) .....	\$100
Registration Fee, per term (not refundable) .....	\$30
Late Registration Fee (not refundable).....	\$25
Student Council Fee, per term (not refundable after add/drop period) .....	\$10
Drop Fee (no charge through the first week of the term) per transaction, not per course.....	\$10
Request for CEU Certificate (per class).....	\$25
Returned Checks .....	\$25 plus late tuition fee, if applicable
Certified Copy of Documents (PCOM student).....	\$15
Duplicates of Diplomas/Certificates.....	\$25
Transcripts .....	\$5
Late Tuition Fees (plus \$25 after 14 days).....	\$25
Tuition Payment Plan Fee (optional fee paid each term; this plan allows the student, at the discretion of the college, to pay his/her total amount due in 4 equal payments throughout the term) .....	\$25
For library late fees, see library brochure.	
Challenge Examination, per course.....	\$135

### **PLEASE NOTE:**

- Each student must maintain an email account with a provider of their choosing at their own expense, or use the college email system to receive important communications about the college.
- College items lost or broken will be charged at the college's replacement cost, plus expenses.
- Cash is not accepted for tuition and fees.

## ACADEMIC CALENDAR: FALL 2015 - 2016

*\*Tuition payments are due Wednesday of the third week of each term, and then on the 10th of each month, or the next weekday if the 10<sup>th</sup> falls on a weekend or holiday.*

*\*The Drop/Add Period ends on Day 8 of each term.*

<b>SEPTEMBER 8 - DECEMBER 19</b>	<b>FALL 2015 SEMESTER</b>
September 7 (Monday)	Labor Day (College Closed)
September 8 (Tuesday)	Fall 2015 Term Begins
September 15 (Tuesday)	Last day to Drop classes (w/o tuition charges) and \$10 fee Last day to Add classes (unless they begin later in semester)
September 17 (Thursday)	Student Registration Bills Distributed (formerly called "Invoices")
September 19 (Saturday)	Last day to clear Spring '15 I's & IP's, and not have to retake course
September 23 (Wednesday)	First Fall 2015 Tuition Payment Due Date
September 24(Thursday)	Sept Tuition Late Fee #1
October 7 (Wednesday)	Sept Tuition Late Fee #2
October 12 (Monday)	Second Fall 2015 Tuition Payment Due Date
October 13 (Tuesday)	October Tuition Late Fee #1
October 26 (Monday)	October Tuition Late Fee #2
October 28-November 3	Pacific Symposium (CEU Annual Event, San Diego)
October 30 (Friday)	Winter 2016 Schedule due out/registration begins
November 1 (Sunday)	Last day to drop and not receive a failure (14 week classes & clinic)
November 9 (Monday)	Winter 2016 early registration ends
November 10 (Tuesday)	Third Fall 2015 Tuition Payment Due Date
November 11 (Wednesday)	Nov Tuition Late Fee #1
November 24 (Tuesday)	Nov Tuition Late Fee #2
November 26-29 (Thurs-Sun)	Thanksgiving, entire college closed
December 10 (Thursday)	Fourth Fall 2015 Tuition Payment Due Date
December 11 (Friday)	Dec Tuition Late Fee #1
December 24 (Thursday)	Dec Tuition Late Fee #2
<b>December 20 - January 3</b>	<b>Winter Break</b>
December 24 & 25 (Thurs/Fri)	College Closed for the Holidays
December 28 (Monday)	Grades mailed to students
December 31 (Thursday)	New Year's Eve - College closes at 2pm Student Winter Term Schedules Distributed
January 1 (Friday)	New Year's Day (Closed)
<b>JANUARY 4 - APRIL 16</b>	<b>WINTER 2016 SEMESTER</b>
January 4 (Monday)	Winter 2016 Term Begins

January 11 (Monday)	Last day to Drop classes (w/o tuition charges) and \$10 fee Last day to Add classes (unless they begin later in semester)
January 13 (Wednesday)	Student Registration Bills Distributed
January 16 (Saturday)	Last day to clear Fall '15 I's & IP's, and not have to retake course
January 20 (Wednesday)	First Winter 2016 Tuition Payment Due Date
January 21 (Thursday)	January Tuition Late Fee #1
February 3 (Wednesday)	January Tuition Late Fee #2
February 10 (Wednesday)	Second Winter 2016 Tuition Payment Due Date
February 11 (Thursday)	February Tuition Late Fee #1
February 24 (Wednesday)	February Tuition Late Fee #2
February 26 (Friday)	Spring 2016 Schedule due out/registration begins
February 28 (Sunday)	Last day to drop and not receive a failure (14 week classes & clinic)
March 7 (Monday)	Spring 2016 early registration ends
March 10 (Thursday)	Third Winter 2016 Tuition Payment Due Date
March 11 (Friday)	March Tuition Late Fee #1
March 24 (Thursday)	March Tuition Late Fee #2
April 11 (Monday)	Fourth Winter 2016 Tuition Payment Due Date
April 12 (Tuesday)	April Tuition Late Fee #1
<b>April 17 - May 1</b>	<b>Spring Break</b>
April 25 (Monday)	April Tuition Late Fee #2
April 26 (Tuesday)	Grades mailed to students
<b>MAY 2 - AUGUST 13</b>	<b>SPRING 2016 SEMESTER</b>
May 2 (Monday)	Spring 2016 Term Begins
May 9 (Monday)	Last day to Drop classes (w/o tuition charges) and \$10 fee Last day to Add classes (unless they begin later in semester)
May 11 (Wednesday)	Student Registration Bills Distributed
May 14 (Saturday)	Last day to clear Winter '16 I's & IP's, and not have to retake course
May 15 (Sunday)	Graduation Ceremony at the La Jolla Museum of Contemporary Art All Fall 2015, Winter 2016, & Spring 2016 Graduates: all programs
May 18 (Wednesday)	First Spring 2016 Tuition Payment Due Date
May 19 (Thursday)	May Tuition Late Fee #1
June 1 (Wednesday)	May Tuition Late Fee #2
June 10 (Friday)	Second Spring 2016 Tuition Payment Due Date
June 13 (Monday)	June Tuition Late Fee #1
June 24 (Friday)	June Tuition Late Fee #2 Fall 2016 Schedule due out/registration begins

June 26 (Sunday)	Last day to drop and not receive a failure (14 week classes & clinic)
July 5 (Tuesday)	Fall 2016 early registration ends
July 11 (Monday)	Third Spring 2016 Tuition Payment Due Date
July 12 (Tuesday)	July Tuition Late Fee #1
July 25 (Monday)	July Tuition Late Fee #2
August 10 (Wednesday)	Fourth Spring 2016 Tuition Payment Due Date
August 11 (Thursday)	August Tuition Late Fee #1
August 12 (Friday)	Fall 2016 Application Deadline
<b>August 14 – September 5</b>	<b>Summer Break</b>
August 23(Tuesday)	Grades mailed to students
August 24 (Wednesday)	August Tuition Late Fee #2
<b>SEPTEMBER 6 – DECEMBER 17</b>	<b>FALL 2016 SEMESTER</b>
September 6 (Tuesday)	Fall 2016 Term Begins
September 13 (Tuesday)	Last day to Drop classes (w/o tuition charges) and \$10 fee
	Last day to Add classes (unless they begin later in semester)
September 14 (Thursday)	Student Registration Bills Distributed
September 17 (Saturday)	Last day to clear Spring '16 I's & IP's, and not have to retake course
September 21 (Wednesday)	First Fall 2016 Tuition Payment Due Date
September 22 (Thursday)	September Tuition Late Fee #1
October 5 (Wednesday)	September Tuition Late Fee #2
October 10 (Monday)	Second Fall 2016 Tuition Payment Due Date
October 11 (Tuesday)	October Tuition Late Fee #1
October 24 (Monday)	October Tuition Late Fee #2
October 26-November 31	Pacific Symposium (CEU Annual Event, San Diego)(tentative dates)
October 28 (Friday)	Winter 2017 Schedule due out/registration begins
October 30 (Sunday)	Last day to drop and not receive a failure (14 week classes & clinic)
November 7 (Monday)	Winter 2017 early registration ends
November 10 (Thursday)	Third Fall 2016 Tuition Payment Due Date
November 11 (Friday)	November Tuition Late Fee #1
November 24 (Thursday)	November Tuition Late Fee #2
November 24-27 (Thurs-Sun)	Thanksgiving, entire college closed
December 12 (Monday)	Fourth Fall 2016 Tuition Payment Due Date
December 13 (Tuesday)	December Tuition Late Fee #1
<b>December 18 – January 1</b>	<b>Winter Break</b>
December 26 (Monday)	December Tuition Late Fee #2
December 27(Tuesday)	Grades mailed to students

December 30 (Friday)

**JANUARY 2 - APRIL 15**

**MAY 1 - AUGUST 12**

**SEPTEMBER 5 - DECEMBER 16**

College Closed for New Years

**WINTER 2017 SEMESTER**

**SPRING 2017 SEMESTER**

**FALL 2017 SEMESTER**

## BOARD OF TRUSTEES/ADMINISTRATIVE STAFF

### BOARD OF TRUSTEES

Jack Miller, LAc, MA  
Robert Baizer, MBA  
Daniel Neuwirth, MBA  
Brian D. Lawenda, MD  
Terry Blatnick, BA

Clarisse Croteau-Chonka, PhD  
Benjamin Kligler, MD  
Tara Cotes, PhD, RN, FAAN

### GRADUATE PROGRAM ADVISORY COMMITTEE

Bertram Furman, LAc  
Mark Kastner, LAc  
Pamela Richter, Pharm. D, LAc  
Joanne Odenthal, PhD  
Karen Garman, EdD, MAPP

### INSTITUTIONAL ADMINISTRATION

Jack Miller, LAc, MA ..... President  
Elaine Gates-Miliner, BA ..... Chief Compliance Officer  
Malcolm Youngren, MA, MEd..... Chief Operating Officer  
Stacy Gomes, EdD ..... Vice President of Academic Affairs  
Beatrice Smith ..... Director of Financial Aid  
Greg Russo, MS, (candidate) ..... Manager of Information Technology  
Todd Luger, MS, MAcOM..... Vice President of eLearning  
Gail Vogt, BA..... Vice President of Marketing  
Teri Powers, DAOM, LAc..... Vice President of Graduate Studies  
Karen Siddall, MBA..... Director of Human Resources  
Aida Aliyeva, PhD, (candidate)..... Institutional Research Analyst

### CAMPUS ADMINISTRATION

#### San Diego

Jaime Rabin, DAOM, LAc ..... Campus Director  
Stacy Gomes, EdD ..... Director of Education  
Teri Powers, DAOM, LAc..... Vice President of Graduate Studies  
Deborah Reuss, MA, HHP, NCBTMB..... Academic Dean, Massage Programs  
Gregory Lane, LAc..... Director of Clinical Services  
Nayeli Corona, AA..... Registrar

## APPLICANT STATUS

### Full Acceptance

Full acceptance indicates that the applicant has fulfilled all admission requirements at the time of acceptance into the program.

### Acceptance with Administrative Deficiencies

When an applicant has demonstrated the necessary qualifications for acceptance, but has not provided all application items, e.g. official transcripts, essay, they may, at the discretion of the Admissions Committee, be allowed to begin classes. However, such students will not be allowed to continue in the program for more than one term. Applicants who are granted Acceptance with Administrative Deficiencies enroll at their own risk. If they cannot resolve the administrative deficiencies within the indicated time frame, they may be disqualified from the program with no refund for completed or in-progress courses.

## GENERAL TRANSFER CREDIT POLICY

### NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at Pacific College of Oriental Medicine is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the degree or certificate you earn in any Pacific College of Oriental Medicine program is also at the complete discretion of the institution to which you may seek to transfer. If the credits or degree or certificate 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 Pacific College of Oriental Medicine to determine if your credits or degree or certificate will transfer. Currently, the College does not have any articulation or transfer agreements with any other college or university.

1. All credits earned in the PCOM MSTOM program will be transferred in to fulfill the requirements of the DAOM-EL program. For students who started their program prior to Fall 1996, course deficiencies must be satisfied by the time of graduation.
2. The additional required DAOM-EL courses for the PCOM alumni upgrade program are not eligible for transfer credit.
3. Transfer credit is officially recorded on the student's Pacific transcript only upon completion of the program, even if previously recorded unofficially for administrative purposes.
4. Courses taken at Pacific College branches are interchangeable and not considered transfer credit.
5. Coursework transferred is not included when computing grade point average.

### Challenge Examinations

Students may only challenge, if eligible, coursework needed to satisfy master's degree deficiencies. A student who passes a challenge exam will receive credit for the respective course or courses. No grade will be entered on the student's transcript.

In order to take an academic Challenge Examination the student will:

1. Email the San Diego Registrar: [ncorona@PacificCollege.edu](mailto:ncorona@PacificCollege.edu)
2. Pay the challenge exam fee.
3. Take the examination on-line. Instructions will be sent to the applicant.

Students who pass a challenge exam will not be required to take the course, and credit will be granted. Students failing a challenge exam will be required to take the course at normal tuition rates at one of the three PCOM campuses. All challenge examinations must be completed in order to graduate.

## **Auditing Classes**

Students may choose to audit a class for which they already have credit, for a reduced fee. (See fee pages, or ask the Academic Dean or Student Advisor.)

Auditing classes outside a student's major or minor program coursework, for which a student does not have credit, is also possible, but the fee is the full tuition amount. Academic Dean or Student Advisor approval is required.

Auditors must be respectful of the privilege of auditing a class by allowing credit students primary access to teachers and class question/answer time. Auditing is on a space-available basis only.

## **REGISTRATION AND PAYMENT**

### **Registration Procedures**

Continuing students may register for the next term, without late fees, at any time up to the 9th week of the term. Continuing students get first priority to register for classes before newly accepted students. Newly accepted students may register for courses without late fees at any time prior to the beginning of the term but are encouraged to register early to avoid being closed out of classes.

Registration fees for any term are due with the student's first tuition payment, rather than at the time of registration.

### **Late Registration**

Continuing students who have not registered during the official registration period will be assessed a Late Registration Fee in addition to the regular registration fee.

### **Registration Bill Payment Procedures**

Students will receive a Registration Bill and promissory note the second week of the term. The Registration Bill lists the classes, tuition, and fees charged. Please contact Olympia Rendon ([orendon@pacificcollege.edu](mailto:orendon@pacificcollege.edu)), Bursar, to report any errors or omissions. **NOTE- IF, AND ONLY IF** you want to set up a four payment plan, you will need to send back the signed promissory note (see **Tuition Payment Plans**, below)

Once the student receives a Registration Bill, payment may be made over the phone by calling the SD Campus Information Center (Front Reception Desk at the SD Campus), 619-574-6909. You may also make a payment in person. Full payments will be due by **Wednesday, September 23<sup>rd</sup>, 2015**.

### **Tuition Payment Plans**

Tuition and fee payments are due and payable on the third Wednesday of start of a term. However, Pacific offers students the option of paying tuition in four equal monthly payments over the course of the term. Students who have selected this method are responsible for a Finance Handling Charge for the term. Choosing this option does not obligate the student to use this method of payment in subsequent terms. Payments are due as follows (subject to modification): Regardless of when a course first meets, the first tuition payment is due by the third Wednesday of start of a term, and the three subsequent payments are due on the 10th calendar day, or the first business day thereafter if the 10th falls on a weekend, of the second, third, and fourth months of the term. Any pre-payment of tuition is subject to the refund policy and any tuition increase. A Promissory Note must be created by Wednesday of week 3 of each term with the Bursar and signed by the student.

Students setting up a four payment plan, in accordance with the dates below, need to send back the signed promissory note. In addition to sending back the promissory note, call the SD Campus Information Center (Front Reception Desk at the SD Campus), 619-574-6909, and make a first payment over the phone or make a payment in person. There is a \$25 administrative fee to set up a payment plan, which is included in the amount on the promissory note (that is why the total payments on the promissory note will be \$25 more than the Registration Bill).



## **Late Payment Fees**

If a student is late in making payments, they are charged a late fee when the payment due date is missed plus an additional late fee 14 days after the payment due date is missed. This continues each month a student owes the college a payment until the end of the term. Students with a balance due may not be allowed to attend subsequent terms.

## **Account Balance**

A student's previous account balance must be cleared prior to attending classes in a subsequent term. Account balances remaining after a term ends may be subject to a 9% annual interest rate. Any future credits to the student's account will be applied first toward any balance due. Transcripts will not be issued for any student who has any outstanding financial balance or, at the discretion of the Campus Director, may be issued if courses not paid for in full are removed from the student transcript. These courses and grades may be reinstated after payment of tuition due. Students who drop out of the institution with an outstanding balance are reported to a credit reporting agency after an attempt has been made to contact the student for repayment.

## **GENERAL GRADUATION REQUIREMENTS**

1. Satisfactory completion of all co-requisite coursework.
2. Satisfactory completion of all PCOM Master's additional coursework if required.
3. Satisfactory completion of all required DAOM-EL coursework.
4. Satisfaction of all financial obligations to the institution.
5. Administrative recognition of complete academic file.

## **PROGRAM LEARNING OUTCOMES**

**The Entry-Level Doctor Of Acupuncture and Oriental Medicine (DAOM -EL) is designed to accomplish the following Program Learning Outcomes:**

1. Demonstrate personal and professional ethical standards, safety, and sound judgment.
2. Explain the etiology of disease from a traditional Oriental and biomedical perspective and recommend disease prevention strategies.
3. Evaluate patients following an evidence-informed, critical thought process.
4. Recognize signs and symptoms necessitating referral to appropriate healthcare providers and implement emergency procedures when necessary.
5. Establish treatment principles based on critical analysis with measurable outcomes.
6. Formulate, administer, and evaluate treatment plans based on evidence as well as patient needs.
7. Interact appropriately and skillfully with other members of the healthcare team and within a healthcare system.
8. Demonstrate knowledge of biomedicine and diagnostic tools.
9. Demonstrate leadership and teamwork through clinical and research-based collaboration with other healthcare professionals.
10. Demonstrate an ability to contribute to the knowledge base of the profession.
11. Demonstrate the skill of practice-based learning and professional development.
12. Demonstrate competency in Chinese herbal medicine (DAOM).

### **Entry-Level Doctor of Acupuncture and Oriental Medicine Program for PCOM Alumni**

Pacific College has designed a pathway for PCOM MSTOM alumni to earn the entry-level Doctor of Acupuncture and Oriental Medicine (DAOM EL). Our graduates, in large part, met the above outcomes in their entry-level master's program, but need additional training in evidence-informed practice, systems-based medicine, collaborative care, advanced integrative diagnostics, and practice-based learning to establish equivalency to the entry-level doctorate. To earn it, all candidates must complete the following 15 units coursework, plus the pre- and co-requisites as described above.

## MODEL CURRICULUM

COURSE #	COURSE	UNITS
WS800	Evidence-Informed Practice	3
WS810	Advanced Integrative Diagnosis	3
CL820	Healthcare Systems	3
BU805	Inter-Professional Communication	1
OM806	Practice-Based Learning	3
CL830	Application of Inter-Professional Communication	2
<b>Totals</b>		<b>15</b>

Students may request a certificate for continuing education for the following classes (administrative fee applies per course; Contact Director of Career Services, San Diego campus):

- Healthcare Systems
- Advanced Integrative Diagnostics
- Evidence-Informed Practice

## CHART CODES

CHART CODES	DEFINITION/DESCRIPTION
<b>Units/Hours</b>	Didactic courses: 15 academic hours equal 1 semester unit Hands-on courses and labs: 30 academic hours equal 1 semester unit Independent study: 45 academic hours equal 1 semester unit Clinical training: 30 academic hours equal 1 semester unit
<b>100 – 200</b>	Lower division courses
<b>300 – 400</b>	Upper division courses
<b>500 and above</b>	Graduate level courses

## GRADING SYSTEM

Students receive letter grade symbols in all academic and clinical courses. Grade symbols are assigned and measured at the completion of each term.

Grades are normally submitted by the instructor within seven days following the final examination. A computer-printed term grade report is issued by the Office of the Registrar within seven to ten business days of receiving all grades.

### Evaluation of Courses

Student input is valued to improve the course content and assess teaching and learning at the college. Evaluations are submitted anonymously, and no identifying student information is available to instructors. Course evaluations are necessary to remain in compliance with the college's accreditors.

### Challenging a Grade Received

There is a presumption that grades assigned are correct. It is the responsibility of anyone appealing an assigned grade to demonstrate otherwise.

Students should seek first to resolve any discrepancy with the instructor. If unresolved, the student should seek advice from the Registrar, Student Advisor, or Academic Dean for the appropriate procedure. A student requesting a change of grade or a student who did not receive a grade must notify the administration in writing within 30 days of the end of the term.

## Extenuating Circumstances

Throughout this section of the catalog the terms “extenuating circumstances” may appear. For clarification, extenuating circumstances are typically limited to serious illness, complications of pregnancy, labor or delivery, deaths in the family, military deployment, unforeseen immigration issues, natural or human-caused disasters, and study-abroad trips (with at least one month of advanced notice).

## Authorized Incomplete Grade

The symbol “I” (Incomplete Authorized) indicates that a portion of the required coursework has not been completed and evaluated in the prescribed time period due to unforeseen but fully justifiable reasons and that there is still a possibility of earning credit. Students must submit a Petition for Incomplete Grade at least 72 hours before the final class and receive approval by their instructor and the Academic Dean. An Incomplete shall not be assigned when the only way a student can make up the work would be to attend a major portion of the course when it is next offered. An “I” may not be assigned when the student’s GPA in the class is less than 70%. An “I” will be allowed for missing a final exam only in extenuating circumstances.

A student receiving an “I” must make up the specified deficiency and receive a grade by the end of the second week of the next term, or the “I” automatically becomes an “F” on the first day of the third week of the term and the course must be retaken at normal tuition rates. It is the student’s responsibility to ascertain that the instructor has delivered the final grade to the administration before the third week of the term begins.

## Academic Grading System

A plus/minus system is used at Pacific at the discretion of the instructor. The grades A+, C-, F+, and D are not used. In general, “A” indicates outstanding achievement and is available for the highest accomplishment. “B” indicates average and satisfactory performance. “C” is minimally passing. “F” is failing. “P” indicates passing and is not calculated in the grade point average.

When a student average includes a “0.5”, the grade will be rounded up to the next whole number. The grades A+, C-, D, and F+ are not used. F is used to indicate a failing grade.

<b>Grade</b>	<b>Grade Points</b>	<b>Grade</b>	<b>Grade Points</b>
A	4.0	C+	2.33
A-	3.66	C	2.0
B+	3.33	F	0.0
B	3.0	I	n/a
B-	2.66	P	n/a

## Administrative Grading System

<b>Grade</b>	<b>Points</b>	<b>Explanation</b>
IP	n/a	In Progress (Satisfactory)
W	n/a	Official Withdrawal
WF	0.0	Unofficial or Late Withdrawal Failure
RD	n/a	Report Delayed
Au	n/a	Audit (No Credit)
T	n/a	Credit by Transfer
CH	n/a	Credit by Challenge
NP	n/a	Non- Proficient - issued by administration for failure of 1 <sup>st</sup> or 2 <sup>nd</sup> comprehensive exam section(s). (Formerly “NG-No Grade”)
P	n/a	Proficient - issued by administration for passing the 1 <sup>st</sup> or 2 <sup>nd</sup> comp exams.
RF	n/a	Failure Grade Replaced
RC	n/a	C Grade Replaced
RM	n/a	Requirement Met

## **Calculation of Grade Point Average (GPA)**

Your grade point average (GPA) is calculated by dividing the total amount of grade points earned by the total amount of credit hours attempted. Your grade point average may range from 0.0 to a 4.0.

P/NP (Pass/No Pass) courses are not factored in the student's GPA. I (Incompletes) and W (Withdrawals) do not receive grade points and do not have an effect on the GPA.

## **Withdrawal Grade**

The symbol "W" indicates that the student was permitted to drop a course after the second week and before 60% of instruction is complete because of a verified, serious and compelling reason. The administrative symbol "W" for withdrawal cannot be assigned by a faculty member.

## **Withdrawal Failure**

Students who drop a course after 60% of the course has been presented earn a grade of "WF" (Withdrawal - Failure). A "WF" grade counts as an "F" (0.0) when calculating grade point averages and other academic requirements. There is no refund for the course and it must be repeated at normal tuition costs.

## **Administrative Transcript Notations**

Administrative transcript notations may be entered on transcripts for the following reasons:

- Disciplinary Actions
- Academic Probation
- Academic Disqualification
- Readmission
- Withdrawal
- Leave of Absence

## **Make-up Examination Rules**

Eligibility for make-up exams is limited to those with extenuating circumstances. (See section above) Make-up exams are subject to approval and arrangement with the faculty member involved. Make-up exam fees are applicable (*See Fee Schedule*). Faculty is under no obligation to excuse a student from an exam and may assign a failing or lower grade to a missed exam. Excessive use of the make-up exam policy may require meeting with the Academic Dean or Student Advisor.

Students must notify the instructor at least 72 hours prior that they will miss an exam and the reason.

*Failed Examinations:* Students are not permitted to retake any failed exam in academic courses without the permission of the Instructor and the Academic Dean. Such permission is granted only in the case of extenuating circumstances.

## **Repeated Courses/Forgiveness Policy**

Courses in which a "Fail" or "Withdrawal Failure" grade is earned must be retaken at normal tuition rates the next time the course is offered. The student may not progress to the next sequential course in the respective series until the "F" or "WF" has been remedied. When a student repeats a course in which an "F" or "WF" has been earned, only the new grade will be calculated in the student's GPA. A student may repeat a course in which a "C" was earned and replace it with a new grade only when such replacement is required to raise the GPA to allow further progress in a program. The cost of retaking a course is used in calculating a student's cost of attendance only if it is required or recommended by the Student Advisement Committee or Student Advisor as long as the student is otherwise making satisfactory progress.

## COURSE COMPLETION REQUIREMENTS

The successful completion of a course at Pacific College indicates the student has met minimum attendance and grade requirements in addition to fulfilling all financial obligations.

### Minimum Attendance Requirements

Regular attendance is a requirement for getting the most from your education at Pacific. Students must attend 75% of the hours scheduled for any given academic course or a grade of "F" is assigned and the course must be retaken at normal tuition rates. Faculty may establish attendance requirements in excess of 75% with the approval of the Academic Dean. Students who attend less than 75% of the class hours may petition for an "Incomplete" grade if extenuating circumstances exist. Unless a student can demonstrate extenuating circumstances to the Academic Dean as well as the instructor of the class, there is no provision for making up missed time in courses and the student's attendance may be considered in assessment of grades.

Students may miss more than two classes in a row only for extenuating circumstances.

A student may automatically be dropped from a class after exceeding the maximum absences allowed according to the length of the class, unless working with a Student Advisor, and a grade of WF is assigned.

The following are guideline examples:

- 45-credit hour course - 3 missed classes
- 37.5- credit hour course - 2 missed classes
- 30- credit hour course - 2 missed classes
- 22.5- credit hour course - 1 missed class
- 15- credit hour course - 1 missed class

### Tardiness Policy

Students arriving 15 minutes late to class or leaving 15 minutes early may be marked tardy for the class. Three tardies are counted as one full absence. Arriving 30 minutes late or leaving 30 minutes early is equivalent to a full absence.

### Minimum Grade

A grade of "C" (2.0) or higher must be earned in each academic course. A student receiving a grade below "C", "WF" or an "F" is responsible for retaking the course in the following term, or the next time the course is offered, at normal tuition rates.

### Basic Technology Requirements

Students are required to have regular and reliable access to a computer that meets or exceeds these specifications:

- 50 GB of available hard drive space
- 2.0 GB of RAM
- DVD +/- RW
- Hardware-accelerated OpenGL graphics card
- Sound Blaster-compatible 16-bit sound card
- Headset or speakers
- Monitor/display video card capable of 1024x1280 resolution and 32-bit color
- Minimum connection speed of at least 1.5 Mbps and an 802.11g or n wireless device
- The following browser features:
  - o Java
  - o JavaScript
  - o Cookies
  - o Adobe Flash & Adobe Acrobat Reader
  - o Secure connection (HTTPS)
  - o Adobe connect Add-in

## **Platform-Specific Requirements**

Mac OS:

- Intel Processor
- Office for Mac 2008 or later versions (or another Mac or web-based application that can read and save in Microsoft DOCX format)
- Mac OS X 10.8 and above with latest version of Firefox

Windows:

- Pentium IV Processor (minimum)
- Microsoft Office 2007 or later versions (or another Windows or web-based application that can read and save in Microsoft DOCX format)
- Windows 7 or later with latest version of Firefox

iOS (not recommended for live, online class meetings):

- iOS 6 or newer
- iPad® 2 or newer

Android (not recommended for live, online class meetings):

- Android 2.2 or higher
- 1GHz CPU Processor or higher recommended

Windows 8 and Windows RT (not recommended for live, online class meetings)

- Windows 8 or Windows RT
- X86, x64, or ARM Processor or higher recommended

## **Internet Requirements**

- Cable or LTE (LTE not recommended as your only connection. Unless you have an unlimited data plan, significant overage charges may be incurred.)
- Bandwidth: 3 MBPS Upload and 10 MBPS Download or more for simultaneous screen sharing, video and audio conferencing

## **Additional Hardware Requirements**

- Headphones and built-in microphone or external headset with microphone
- Webcam (external or built-in)

## **Other Important Factors to Consider**

Firefox is the only browser supported by the college's Learning Management System (LMS)

If students plan to access their courses from a place of employment, please note that corporations often place restrictions on the type of content allowed through the organization's firewall or network security. These restrictions may affect access to online courses from work and are beyond the college's ability to predict or control.

Verify that your technology meets hardware and software requirements. The student will be required to obtain any software tools, plug-ins and/or applications identified in specific courses during the program of study.

## **SATISFACTORY PROGRESS**

To make satisfactory progress in a course of study toward a degree, diploma, or certificate, a student must maintain required attendance, earn specified grades in each course, and proceed through the program at a pace leading to completion in a specified time frame.

## **Attendance**

Students must meet the classroom attendance requirement (See "Minimum Attendance Requirements").

## **Grades**

A passing grade of C must be maintained in each course.

## **Maximum Completion Period**

DAOM (EL-Upgrade): 4 terms

Programs of study of more than 4 terms are not recommended.

## **Appeal of Designation of Unsatisfactory Progress**

A student may appeal the designation of unsatisfactory progress, to the Student Advisement Committee based upon extenuating circumstances. In such cases, the Committee may determine that the student is making satisfactory progress toward the degree despite the failure to conform within the time frame.

## **The Academic Year**

For academic purposes, the Pacific academic year consists of three, 15-week terms, beginning each year in September with the Fall term.

## **Pacific College eLearning Information**

Progress and Policy for Pacific College eLearning Courses:

- The College's Pacific College eLearning courses are offered on the same trimester schedule as the regular campus courses.
- Pacific College eLearning students submit all assignments (including lessons, projects, and dissertations) via the college's electronic learning management system. The College's expectation for all instructors is that feedback and grades will be provided to students within one week of each assignment's posted due date. Feedback and evaluation is also provided via the College's electronic learning management system.
- Students in the College's Pacific College eLearning classes receive access to all the course materials one week prior to the start of the term. They are held to the same policies for dropping classes as those students taking classes in the traditional campus delivery format.

## **CHANGES IN STUDENT STATUS, COURSE ENROLLMENT**

### **Adding and Dropping of Courses**

Students may add or drop courses by submitting an Add/Drop form to the administration office or emailing the Office of the Registrar ([ncorna@PacificCollege.edu](mailto:ncorna@PacificCollege.edu)) with no tuition charges or fees if the form is submitted by the 8th day of the term (the "Drop/Add Period"). Students who are enrolled in classes that start the second week of the term, have until the end of the second week to drop the course and receive a full refund, rather than 8 days from the start of the term.

For classes starting after the second week of the term, the student has three business days from the start of the class to drop the course with no fees or tuition charges, except courses that meet for only one or two classes. Tuition for these courses is non-refundable after the start of class.

Courses dropped after the drop/add period or as stated above are subject to the college's refund policy.

Students who drop a class after the add/drop period but are found to have never attended the class, will be awarded a full refund for the class.

Courses may not be added after the drop/add period except by written permission of the Student Advisor or Registrar, unless the class begins later in the term.

## **Withdrawals**

Students who discontinue their training must notify the Office of the Registrar immediately as outlined under the college refund policy and, if they intend to return, should apply for a leave of absence or term break. See 'Refund Policy' and 'Leave of Absence'. Students who drop all courses or who do not register for the following term without notifying the college that they are withdrawing from the program will be presumed to have dropped the program. They will be designated as an "Unofficial Withdrawal" and must apply for readmission.

### **Unofficial Withdrawal**

Students withdrawing unofficially from class or from the College will receive failing grades in all courses that they stop attending. An Unofficial Withdrawal is one in which a student stops attending classes without filing official withdrawal paperwork within the established deadlines.

Courses dropped at any time are subject to a refund based on the date that notification is submitted to the Office of the Registrar or the date that the school can reasonably determine that the student last attended class (*see "Refund Policy"*).

### **Term Break**

No term break will be granted without an appointment with the Student Advisor. A term break is granted for one term at a time. A term break period may not exceed 180 days within any 12-month period.

A student may be granted more than one term break in the event unforeseen circumstances arise, such as medical reasons affecting the student or a member of the student's immediate family, military service requirements, or jury duty, provided that the combined term breaks do not exceed 180 days within the 12-month period. The college requires a term break request to be signed by the student on leave. If the student does not return following the term break period, the school will apply its refund policy in accordance with the applicable and published requirements.

Term breaks will be granted only to students who have completed a minimum of one term at Pacific and are not subject to any disciplinary action. Students requesting a term break are first subject to the College Withdrawal policy. Normally, a student may only be granted one term break during their course of study.

The student may be granted a term break with a tuition balance as long as:

- The student creates a written re-payment plan guided by the Bursar and signed by both the student and the Bursar from the time of term break to the time of their re-enrollment.

### **Readmission from Term Break**

An eligible student may stay out of the program on an approved term break for one term without reapplication. Students will retain their original catalog status if they are absent for no more than one term. Students absent without an approved term break must apply for readmission and be admitted through the normal admissions process before being allowed to register. Students accepted for readmission are subject to the same curriculum and conditions applicable to a first-time applicant as stated in the catalog, which is current at the time of reapplication. Pacific College students returning to the program after a hiatus of longer than one year may be required to repeat courses as remedial work.

### **Re-entering a Program After Withdrawal**

Students who have withdrawn from the program and decide to return are subject to the following matriculation procedure:

1. Most classes taken within the last three years prior to enrollment are acceptable for credit. The academic team will review the student's prior work and academic standing to advise the student regarding what is the best for successful re-entry into the program.
2. Classes taken over three years from the term of re-enrollment, depending on content, may need to be remediated.



## ACADEMIC PROBATION, DISQUALIFICATION, AND STUDENT CONDUCT ISSUES

### Academic Probation

A student may be placed on academic probation for any of the following reasons:

1. The student's overall or term cumulative Grade Point Average (GPA) falls below a "C" (2.0).
2. The student receives a grade of "F" or "WF."

During probation, students may continue permitted coursework.

### Disqualification

A disqualified student is one who is barred from further attendance at the institution for academic or administrative reasons.

A student on probation may be disqualified from the program for the following reasons:

1. After one academic term on probation, the student's cumulative Grade Point Average is below "C" (2.0).
2. The term on probation resulted in a GPA less than "C" (2.0)
3. An "F" or "WF" grade was earned during the term on probation.
4. The student failed to adhere to a schedule of remedial work and examination determined by the Academic Dean.

Probation and disqualification are documented in the student's academic file and transcript.

### Readmission from Academic Disqualification

A student who is disqualified from the program may be allowed to reapply to the program following the successful completion of requirements assigned by the Academic Dean. No guarantee of reacceptance is made.

### Disciplinary Actions

A student may be expelled, suspended, placed on probation, disqualified, warned, or fined (for safety violations) for any of the following reasons. Any of these violations may be documented on the student's transcripts:

1. Cheating, plagiarism, or forgery in coursework or on college documents. The use of cellphones and any recording devices is prohibited during any exam. Students are expected to follow the college Honor Code at all times.
2. Obstruction, disruption, physical abuse, theft, misuse, unauthorized entry, sexual harassment, engaging in lewd, obscene or abusive behavior, or threat of same in relation to campus property, processes, or members of the campus community.
3. The sale, possession, or use of illegal drugs or narcotics except when lawfully prescribed for medical care or research. Attending class or clinic under the influence of drugs or alcohol.
4. Possession or use of explosives, dangerous chemicals, or deadly weapons.
5. Practicing acupuncture or Oriental medicine without a license valid in the State where practicing.
6. Willful disregard of college policy.
7. Soliciting or assisting another in acts mentioned above.

Students should recognize that the above violations reflect willful disregard for professional conduct and that, in most cases, first offenses will result in a minimum of one term suspension from the program and that any such incident may be indicated on the student's transcript.

8. Academic deficiency, including grades, grade point average, unit load, or excessive absences.
9. Conducting any business enterprise on or around the institution's premises without the expressed, written approval of the institution.
10. Attending courses for which the student is not registered.
11. Soliciting or assisting another in acts mentioned above.

12. If, at any time, in the judgment of the Student Advisement Committee, a student presents a risk to him/herself, the reputation of the college, fellow students, or patients of the college, that student may be suspended or disqualified from the institution.

### **Readmission from Disciplinary Disqualification**

Students are typically not readmitted to the college following disciplinary disqualification.

### **Professional Conduct**

Students must maintain appropriate professional standards of conduct and appearance if on campus or while engaged in on-line coursework.

### **Alcohol and Drug Use Policy**

Pacific College is dedicated not only to teaching and to the advancement of knowledge but also to the development of ethical and responsible individuals. The College seeks to achieve these goals through a sound educational program and policies that encourage maturity and independence. The regulations that govern student and employee conduct have been formulated with those objectives in mind. The U.S. Department of Education has issued regulations implementing the provisions of the Drug-Free Schools and Communities Act Amendments of 1989. These regulations require that a college distribute information annually about the possession, use, and distribution of alcohol and illicit drugs at that college. Members of the Pacific College community are bound by federal, state, and municipal laws as well as by the regulations of the Board of Trustees of Pacific College of Oriental Medicine.

The unlawful manufacture, distribution, possession, or use of illegal drugs or other controlled substances and the unauthorized use of alcohol by students on campus and by college employees at work is prohibited.

Student clubs and organizations may petition the Campus Director in advance of a planned event for the use of beer or wine at "duly authorized functions." Organizations must adhere to stringent guidelines that comply with California Alcoholic Beverage Control Law prohibiting the sale, delivery, or providing of alcoholic beverages to people under the age of 21. In addition, organizations granted permission to serve alcoholic beverages must provide adequate supervision for distribution and consumption.

Any person found to have violated the college policy on alcohol and drug use is subject to discipline by Pacific College officials and may be cause for disqualification from Federal student aid. The legal age for drinking alcohol in California is 21, and state laws deal harshly with underage drinking. As stated earlier, it is also against the law in California to sell or give away alcohol to anyone under the age of 21.

The possession or use of illegal drugs is a crime in the State of California. Anyone found in possession of or using such drugs on College property will be dealt with severely and may be suspended from the College, in addition to facing criminal charges and arrest.

### **Pacific College Policy on Discrimination and Sexual Harassment**

#### **1. Policy Statements**

##### *General Philosophy*

Pacific College has created a policy to foster equitable treatment of all members of the College community and to create an environment conducive to learning.

- A student should feel safe and comfortable at his or her school. It is first and foremost a supportive place for learning and growing.
- Staff and faculty members should also expect to have a safe work environment where all may function effectively.

Discrimination, including sexual harassment, stops these processes.

##### *Statement of Non-Discrimination*

The College prohibits discrimination of one person by another for any reason including, but not limited to: veteran status, race, color, religion, sex, national origin, ancestry, age, physical, or mental disability,

medical condition including genetic characteristics, *pregnancy status*, marital status, sexual orientation and *gender identity*.

### *College Policy on Consensual and Therapeutic Relationships*

Pacific College strongly discourages faculty/students, staff/faculty, or students, entering into a romantic/sexual relationship while an instructional or professional relationship exists. Faculty members are strongly encouraged to disclose to the Administration if a dating relationship does develop between themselves and a student. Doing so will not only help the Administration protect the student(s), but the faculty member(s), as well.

Additionally, the college disallows students and faculty from having a therapeutic relationship anywhere on campus other than in the clinic. Students and faculty are encouraged to have a therapeutic relationship only in a professional, medical office setting.

The college expects its faculty members to, at all times and in all places, conduct themselves in a professional manner and as role models to future acupuncturists and body workers.

## **2. Definitions**

*Discrimination* - While it is not easy to define precisely all instances that may be discriminatory, they include: slurs, epithets, threats, derogatory comments, visual depictions, unwelcome jokes, and teasing.

*Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her veteran status, race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, physical or mental disability, marital status, citizenship, medical condition including genetic characteristics, pregnancy status, or any other characteristic protected by law, or that of his or her relatives, friends or associates, and that: a) has the purpose or effect of creating an intimidating, hostile or offensive work or school environment, b) has the purpose or effect of unreasonably interfering with an individual's work or study performance, or c) otherwise adversely affects an individual's employment or education opportunities.*

*Hostile environment* harassment occurs when unwelcome conduct, particularly of a sexual nature, is so severe, persistent, or pervasive that it affects a student's or an employee's ability to participate in or benefit from an educational program or activity or work, or creates an intimidating, threatening or abusive educational or working environment. Hostile environments can be created by one or multiple persons and can have one or more intended and unintended targets.

*An Offended Observer is a person who is not the direct target of the offensive conduct, rather is a witness to the harassing behavior and to whom the conduct is offensive. For example, a student may make offensive comments about sexual orientation to a fellow student while in a group of peers. The targeted student is the intended victim of the bullying student, but any of the peers who heard the comments are potentially the unintended victims of the behavior. Both targeted individuals and Offended Observers can initiate the anti-discrimination/harassment process. Offended Observers are generally people who are able to speak for the targeted individual when that person is unable to speak for themselves.*

*Sexual Harassment* - While it is not easy to define precisely what sexual harassment is, it includes: unwelcome sexual advances, requests for sexual favors and/or verbal or physical conduct of a sexual nature including, but not limited to: sexually-related drawings, pictures, jokes, teasing, uninvited touching, or other sexually-related comments. In addition to creation of a hostile environment, sexual harassment can also occur as *quid pro quo*.

*Quid pro quo* harassment occurs when a school employee causes a student or colleague to believe that he or she must submit to unwelcome sexual conduct in order to participate in a school program, activity, or as a condition of employment. It can also occur when an employee causes a student to believe that the employee will make an educational decision based on whether or not the student submits to unwelcome sexual conduct. For example, when a teacher threatens to fail a student unless the student agrees to date the teacher, it is *quid pro quo* harassment. It does not matter whether the student refuses to submit to

the teacher's demands and suffers the threatened harm, or does what the teacher wants and thus avoids the harm. In both cases, this act of harassment by the school employee is unlawful.

### **3. Retaliation**

Pacific College encourages reporting of all incidents of harassment and discrimination regardless of who the offender may be, or the offender's relationship to the college.

It is extremely important to note that Pacific College will make certain, to the best of its ability, that no harm comes to a student or staff member for reporting incidents of harassment or discrimination. The school will take steps to prevent any retaliation by the alleged harasser or person who has displayed discrimination against another or anyone else at the school. Students and staff members can be sure that the school will take strong responsive actions, should any act of retaliation occur.

### **4. Malicious or Frivolous Allegations**

Pacific recognizes that allegations of harassment or discrimination can cause serious damage to the accused's personal reputation and career. If it is determined that a harassment or discrimination allegation is malicious or frivolous in nature, the complainant may be subject to disciplinary action.

### **5. Confidentiality**

The College recognizes that confidentiality is important. Anyone who suspects that he or she has been a victim of harassment or discrimination is encouraged to report the matter. The college will make every effort to respect the confidentiality and privacy of all parties involved. When looking into the matter, particularly when a grievance is filed, the school will pay attention to any due process or other rights the accused student or teacher might have. However, the school will make sure that doing so does not interfere with the protections provided to the complainant that are protected by law.

Sometimes, a student complaining of harassment or discrimination may ask that the school, in its investigation, not use his or her name. Similarly, a student may even ask that the school take no action. In these situations, the school's ability to deal with the alleged harassment or discrimination may be limited. However, the school may still be able to take some steps to address the matter. For example, the school will, at its minimum, report a sexual assault or other possible criminal activities to the police, even without a complaint from the student. In less severe cases, the school will at least keep track of the incident so that it can identify and take action against repeat offenders. However, when faced with a request for confidentiality or to take no action, the school must consider whether the alleged harassment or discrimination may affect other students. If so, the school may need to take action to prevent those students from being harassed or discriminated against.

### **6. Sanctions**

If the school discovers an incident of harassment or discrimination, it has an obligation to stop it and make sure that it does not happen again. Sanctions may include appropriate disciplinary and/or remedial action, warning, censure, suspension, or dismissal from employment or from the program.

### **7. Complaint Procedure: Sexual Harassment and/or Discrimination**

Any student, staff member, faculty member, or other person who believes he or she has been unlawfully harassed or discriminated against should immediately report it to a responsible school official. These include the Campus Director, Academic Deans, or Directors of Clinical Services, or in the case of an employee, his or her immediate supervisor. Generally, in compliance with state laws, an incident should be reported within 180 days (within six months) from the date of occurrence. It is noted that there are some circumstances in which the reporting timeframe extends to 300 days from the date of occurrence, per Federal law. However, differences in the definitions of protected classes in federal and state laws governing harassment and discrimination make an exhaustive list impractical here. Complainants are advised to consider the deadline for filing as 180 days. The school will move quickly to determine what happened. When a student reports sexual harassment or an act of discrimination, the school will explain how its grievance and investigation procedures work and offer the student the opportunity to use them.

Campus Director: Jaime Rabin  
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## ***Levels of Resolution***

### *Consultation*

A student or staff member may consult with the Campus Director, Academic Dean, or Director of Clinical Services to discuss issues related to sexual or other harassment, whether or not “harassment” actually occurred, and whether the person seeking information is a complainant, a person who believes his or her own actions may be the subject of criticism (even if unwarranted), or a third party. Often there is a desire that a consultation be confidential or “off the record.” This can usually be achieved when individuals discuss concerns about harassment without identifying the other person(s) involved, and sometimes even without identifying themselves. The level of confidentiality depends on what legal protections are necessary for the safety of the campus community.

### *Direct*

If the student or staff member feels comfortable doing so, he or she should confront the harasser directly and communicate to him or her that the conduct is unwelcome and must stop.

### *Informal Resolution*

- A “Complaint of Discrimination/Harassment” form will be completed by the school official first hearing the complaint.
- The complaint form will then be submitted to the Campus Director who will act as facilitator to attempt to mediate and resolve complaints.
- Activities undertaken toward this end include fact gathering through fact-finding interviews and discussions with the complainant and respondent as well as with other school officials.
- Informal resolution may be attained through mutual consent, clarification of perceptions, insuring both parties are comfortable with future interaction, and may include remedial measures or disciplinary sanctions.
- Complaints following the Informal Resolution format will be attempted to be resolved within a two-week period.

### *Formal Resolution*

- A “Complaint of Discrimination/Harassment” form will be completed by the school official first hearing the complaint.
- The complaint form will then be submitted to the Campus Director who will assign an impartial investigator to assist in investigating the complaint.
- The parties involved will have the opportunity to present witnesses and other evidence.
- The investigators may independently seek out witnesses or other information.
- The investigation will be treated seriously, afforded high priority and will be completed in a timely fashion. Involved parties will be apprised of the ongoing process.
- Upon completion, all parties will be given notification of the outcome of the complaint including determinations of credibility and findings of facts based on credible evidence.
- Information will be released to any other parties on a “need to know” basis only.
- If harassment has been deemed as such, the school will take steps to prevent its recurrence and will correct its discriminatory effects on the complainant and others, where and when appropriate.
- Any party dissatisfied with the process or decisions resulting from the investigation will have an opportunity to appeal the findings.
- Formal Resolution will be attempted to be completed within a four-week period.

## **8. Additional Enforcement Information**

In addition to PCOM's internal complaint procedure, the U.S. Equal Employment Opportunity Commission (EEOC), the Office for Civil Rights, U.S. Department of Education and the California Department of Fair Employment and Housing (DFEH) and the Illinois Department of Human Rights (IDHR) investigate and Prosecute complaints of sexual harassment.

## **9. Prevention of Harassment**

Prevention is the best tool to eliminate harassment on campus. Clear communication that harassment will not be tolerated and providing anti-harassment training is essential. Pacific's goal and commitment is to provide campus-wide awareness of the complaint procedure, to ensure that the college takes immediate and appropriate action, and that each student/staff member feels comfortable bringing any issue to the school's attention when necessary.

## **Consumer Information**

The Campus Security Report and the School Performance Fact Sheet are available online at <http://www.pacificcollege.edu>.

## **DISCIPLINARY PROCEDURES**

Any person may file a written complaint with the Campus Director or other Administrator regarding the actions of a specific student, faculty, or staff member. The Campus Director is informed of all complaints and works with the Academic Dean or Dean of Students to determine course of action and resolution. In some cases a Grievance Committee may be convened. In such cases the Grievance Committee, may reject the complaint or it may expel, disqualify, suspend, place on probation, or warn the student, faculty, or staff for any of the causes listed above or others that it deems reasonable.

The individual in question will be notified in writing by the Campus Director, Deans or the Grievance Committee regarding disciplinary procedures and the length, amount, or conditions of any disciplinary action.

During a period of suspension, interim suspension, or after expulsion or disqualification, the student shall not, without prior written permission of the Campus Director or his designated representative, enter the premises other than to attend a disciplinary hearing. Violation of any condition of suspension or interim suspension shall be grounds for expulsion.

Fees and disciplinary actions: For any of the above disciplinary actions, no fees or tuition paid by a student for the term in which they are suspended, expelled, or disqualified shall be refunded, unless required by statute, regulation, or financial aid policy.

## **Grievance Committee**

Members of the institution with legitimate grievances should attempt to resolve them by meeting with involved parties and appropriate academic or administration employees. If a member of the institution is unable to resolve a grievance through such channels, the involved parties may request that the Campus Director convene a Grievance Committee. The Campus Director shall notify the President of the complaint. If the complaint involved the Campus Director, the President will decide if convening a Grievance Committee is appropriate. If the complaint involves the President, the Board of Directors will decide by majority vote. To request a hearing by a Grievance Committee, a written request must be submitted to the office of the Campus Director and/or the President. Grievance Committee members typically include student, faculty, and administrative representatives uninvolved in the related issue. The Grievance Committee examines associated documents and may conduct interviews with involved parties. The Committee will report its findings and recommendations to the Campus Director and President. They will make a decision and notification of a final decision to the involved parties will be made within a reasonable period.

The existence of the grievance policy and procedure does not require the institution to convene a Grievance Committee prior to any disciplinary or academic decision unless it is requested and the cause for the request is determined to be reasonable by the President.

It is extremely important to note that Pacific will make certain, to the best of its ability, that no harm comes to a student or staff member for reporting any grievance.

If a complaint is still unresolved after the Grievance Committee's decision a student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling 888-370-7589 or by completing a complaint form, which can be obtained on the bureau's website <http://www.bppve.ca.gov>.

### **Emergency Procedures**

During periods of campus emergency, as determined by the Campus Director of the school, the Campus Director may, after consultation with the President and such members of the Board of Directors as are immediately available, place into immediate effect any emergency regulations or procedures necessary to meet the emergency, safeguard persons and property, and maintain educational activities.

The Campus Director may immediately impose an interim suspension in cases where there is reasonable cause to believe that such action is required in order to protect lives or property, and/or to ensure the maintenance of order.

## **STUDENT SERVICES**

### **"WellConnect" by Student Resource Services**

Pacific College has partnered with WellConnect by Student Resource Services to provide students and their immediate family members with 24 hours a day, 7 days a week, confidential support services to help them work through any personal challenges that may be interfering with their success. Support services include immediate access to master degree level counselors, a nationwide network of licensed providers for one-on-one counseling, online self-help tools, and individualized assistance identifying up-to-date community-based agencies and organizations to facilitate access to childcare, transportation and other daily living needs. A specialist can be reached by telephone at any time of day, including weekends and holidays, so that students have access to round-the-clock support, whether at school or at home. One-on-one counseling is available on an as needed basis. Common reasons why students reach out to WellConnect by Student Resource Services include, but are not limited to, feelings of stress related to school, family, or work; struggles with depression or anxiety; relationship issues; drug or alcohol problems; childcare concerns; and/or financial troubles. The contact information to utilize this service is the following:

Phone Number: 866-640-4777

Website: <http://www.studentlifetools.com>

School Access Code:

- San Diego L357

In addition to covering all PCOM students, WellConnect by Student Resource Services provides free and confidential services to all immediate family members:

- Siblings
- Parents
- Children by blood, adoption or marriage
- Spouses/partners
- Grandparents
- Grandchildren

### **Academic Advising**

Students often need assistance with academic planning and course selection. Student Advisors are available for personal advisement in this matter. In cases where a student is not making satisfactory progress in a course, or in the program as a whole, advisement is usually required with the Academic Dean. Student Advisors or the Registrar will meet with or review the file of each student prior to the student taking the first comprehensive exam or second comprehensive exam to ascertain that the student is making appropriate progress.

### **Career and Alumni Services**

Students at Pacific College receive general career planning from the Admissions Representative, a Career Services Representative, or Admissions Committee member prior to entrance. Additional guidance and support is provided by Career Service Advisors and is encouraged whenever the student feels the need during their program of study. Specific career planning also takes place in the programs' respective business courses, where the opportunities and challenges of each student's upcoming professional career are examined. The college may also host free "success" seminars several times a term for student and alumni benefit. (See also "Placement Assistance" on the following page.)

### **Placement Assistance**

The college offers the following services to support graduates in obtaining employment and/or establishing a private practice:

#### *Career Services advising staff*

The Career Services Advisors are available for one-on-one consulting, group trainings, and to answer graduates questions related to career development and employment options.

#### *Graduate Career Support Packet*

The Career Services Department has developed a packet for our graduates which includes:

- Pamphlets about acupuncture and massage, and the education the practitioner received at Pacific College.
- Information cards about the benefits of Oriental Medicine and Massage Therapy
- A Power Point Presentation for public speaking to promote graduate practice (download from the Alumni page of the website)
- An Alumni Newsletter, emailed to graduates with support and ideas 3 times a year.
- Several online business resources that walk our graduates through the first steps of starting their practice.

#### *PCOM Website: Alumni Referral List*

Massage and Acupuncture graduates may add themselves to a searchable referral list on the Pacific College website. Graduates may also link their own websites to their referral listing.

#### *Alumni Email Group List*

Graduates have access to the tri-campus alumni email group list for posting job listings, office rentals, and other employment and networking opportunities.

#### *Alumni Website Classifieds page*

Job postings, opportunities, office space, and practices for sale are posted to this listing, which is updated weekly. Graduates can also post items to this listing at no charge.

#### *Practice Building Classes and Seminars*

- The college offers free or low cost seminars for graduates at least once each year.
- The college supports a mentorship program started by one of its graduates called "Creating Your Ideal Practice." The students and mentor meet on or off campus.

#### *Success After Graduation Free Lecture Series*



The college continually develops free lectures to support the student while in school and after graduation. Some topics offered or to be offered are the following:

- Business Plan Importance and Resources
- Time Management and Organization Skills
- Interview Skills
- Resume Writing
- Public Speaking

#### *Additional Services that Support Graduate Success*

- The college leads and organizes many outreach initiatives for students and alumni to serve and make connections in the local community.
- Job development is accomplished by the college's cultivation and maintenance of relationships with existing health clinics, sports medicine facilities, hospitals, addiction centers, doctors, chiropractors, and other acupuncturists who currently hire acupuncturists and massage therapists or have interest in expanding their services.
- Career Services Advisors are available to coach graduates on marketing, practice building and promotion ideas.
- The college facilitates nationwide press releases and public relations campaigns to bring awareness to the fields of Oriental medicine and massage therapy.

Though the college supports graduates in the ways listed above, it makes no guarantee of employment or referral.

#### **Information Technology (IT) Support Services**

All students are assigned a Pacific College email account that is vital to keeping informed while on campus. Pacific College alumni student accounts will be discontinued approximately 6 months after the student's graduation date.

#### **Pacific College eLearning/Learning Management System Support Services**

The college offers an introduction to Pacific College eLearning at the online orientation for all new PCOM students.

#### **Additional Help in Navigating Pacific College eLearning/College Learning Management System Oriented Classes**

- For help with username and password, and general support information, go to the following link: <http://support.pacificcollege.edu/portal/page/15-pacific-college-knowledge-base>
- For technical support with Pacific College eLearning, click eLearning Support in the upper right of any page in the eLearning system or email [onlineservices@pacificcollege.edu](mailto:onlineservices@pacificcollege.edu).

## **STUDENT'S RIGHT TO CANCEL, WITHDRAWALS, REFUNDS (CANCELLATION & REFUND POLICY AND PROCEDURE)**

#### **Informing the Administration of Cancellation or Withdrawal**

- Cancellation or withdrawal from Pacific College will occur when the student or applicant gives notice with reason for cancellation or withdrawal to the Registrar's office or when the college has reasonably determined that the student is no longer attending classes, including classes the student is auditing. (DOD – Date of Determination).
- A "Petition to Withdraw from Program" may be obtained from the Registrar, Dean, or Student Advisor for this purpose or in an area where student forms are kept for student use.

#### **Withdrawal – Refund Policy**

**Up until the 8<sup>th</sup> day of the term start date:**

1. Applicants who have not visited the school prior to enrollment will have the opportunity to withdraw without penalty within three business days following either the regularly scheduled orientation or following a tour of the school facilities and inspection of equipment where training and services are provided. (Reg: BPPE)
2. All monies paid by an applicant will be refunded if requested within three days after signing an enrollment agreement and making an initial payment. (Reg: BPPE)
3. An applicant requesting cancellation more than three days after signing an enrollment agreement and making an initial payment, but prior to entering the school, is entitled to a refund of all monies paid minus the application and registration fee (Total \$80). (Reg: BPPE)
4. A student or applicant may cancel the enrollment agreement for a program at any time until the close of business on the eighth day of the term. (For classes starting after the first 8 days of the term, the student has 3 business days from the start of the class to drop the course with no fees or tuition charges. For classes starting in week 2 of the term, the college allows until the end of week 2 for the student to drop the class with no fees or tuition charges, including classes the student may be auditing.)
  - A full refund of tuition will be made if the student cancels or the DOD is within the first 8 days of the term either to the Federal Direct Loan Program or to the non-financial aid student. The refund will be issued within 45 days after the date of cancellation or 45 days after the LDA (Last Date of Attendance). Certain fees in addition to the Application and Registration Fee may be nonrefundable. (See “Fees and Charges”)

For example only: A student who pays \$2000 in tuition and \$80 in fees (non-refundable resident application and term registration fee), \$2080 total, in advance for the term, and then cancels before the close of business on the eighth day of the term receives \$2000 as a refund. (Payable to the Federal Direct Loan Program, if a financial aid student.)

  - In addition, if a student has received federal student financial aid funds, s/he is entitled to a refund of refundable monies not paid from Federal Direct Loan Program. (Reg: BPPE)

**After the 8<sup>th</sup> day of the term start date:**

1. If the college is notified that a student drops all courses after eight days from the start of the term, a refund will be made for the unused portion of tuition paid, based upon the last date of attendance (LDA) in the last class attended for all courses not dropped at the time of withdrawal including classes the student is auditing. This policy parallels return to Title IV funds policy, and is effective with the Fall 2013 term.
2. A “Petition to Withdraw from Program” is necessary for a student to officially withdraw from a program at Pacific College. These forms may be obtained from the Registrar, Dean, or Student Advisor or in an area where student forms are kept for student use.
3. If no “Petition to Withdrawal from Program” is submitted and the Registrar’s department determines that a student has stopped attending classes, the Registrar’s department will determine the student’s last date of attendance (LDA) for purpose of determining a refund by reviewing his or her courses’ attendance records including classes the student is auditing.
4. The refund will be made within 45 days of the last date of attendance (LDA).
5. The student will be coded as an unofficial withdrawal and he or she will receive a Withdrawal Failure (WF) in any course not completed by the last date of attendance.
6. Withdrawal after 60% of the class hours have been completed results in no refund and a WF (Withdraw/Failure) grade.

**Dropped Class Refund Policy, Enrolled Student**

(Adding and Dropping classes during your term of enrollment)

1. To drop (or add) a class or classes while still enrolled at the college the student must complete a Drop/Add form.
2. The class will be dropped and the refund calculated based on the date the form is received by the Administration, including audited classes. Withdrawal after 60% of the class hours have been completed results in no refund and a WF (Withdraw/ Failure) grade.
3. **USE Drop/Add Cards:** The refund amount for a class or classes a student stops attending without notifying the administration (using a Drop/Add form) is calculated based on the DOD (Date of Determination), the date by which the college has determined that the student is no longer attending the class including audited classes. The following indicates the timing of an administrative drop of a student from a class:

42 or more classroom hour class: 3 absences, 4th absence: student will be dropped.

28- 35 classroom hour class: 2 absences: 3rd absence: student will be dropped.

14-21 classroom hour class: 1 absence: 2nd absence: student will be dropped.

### **Refund Calculation:**

Refund amounts and amounts due are calculated based on the length of the completed portion of the class relative to its total length in hours. Certain fees in addition to the Application and Registration Fee may be nonrefundable. (See "Fees and Charges")

*For example only:* [Drop/Add Card submitted prior to the "next class meeting"]

A student pays \$600 in tuition for 3 units/42 classroom hours of instruction, and then withdraws after attending only 14 classroom hours; this leaves 28 hours of non-attended coursework. A tuition refund of \$400 ( $\$600 \times 28/42 \sim \$400$ ) will be made.

*For example only:* [Drop/Add Card submitted a week after the student stopped attending class (1), or on the day the Attendance Monitor determines the student has missed the 3<sup>rd</sup> consecutive class (42 hour class)(2)]

1. A student pays \$600 in tuition for 3 units/42 classroom hours of instruction, then attends 14 classroom hours, but hands in a drop card after the next class meeting (Class meets 3 hours/week); this leaves 25 hours of non-attended coursework. A tuition refund of \$357.14 ( $\$600 \times 25/42$ ) will be made.
2. A student pays \$600 in tuition for 3 units/42 classroom hours of instruction, then attends 14 classroom hours, but does not hand in a drop card and the Attendance Monitor notices 3 consecutive absences (42 hour class) (Class meets 3 hours/week); this leaves 19 hours of non-attended coursework. A tuition refund of \$271.43 ( $\$600 \times 19/42$ ) will be made.

### **Books and Supplies Refund Policy**

If a student or applicant cancels enrollment within the cancellation period (the first 8 days of a term), to be eligible for a refund for books or supplies, supplies must be returned unmarked and unused in the original containers accompanied by the original sales receipt within 10 days of the cancellation notice to the school. Books and supplies in perfect condition purchased at the College Bookstore may be returned for credit after the cancellation period.

## **STUDENT RECORDS**

### **NOTIFICATION UNDER FERPA OF STUDENT RIGHTS CONCERNING EDUCATION RECORDS AND DIRECTORY INFORMATION**

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. See paragraph 6 below on students' right to prevent the disclosure of directory information. The FERPA rights of students are as follows:

1. Students have the right to inspect and review their education records. Students should submit to the Registrar or other appropriate official written requests that identify the record(s) they wish to inspect. If

the records are not maintained by the college official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed. All requests shall be granted or denied in writing within 45 days of receipt. If the request is granted, the student will be notified of the time and place where the records may be inspected. If the request is denied or not responded to within 45 days, the student may appeal to the college's FERPA appeals officer, the Registrar. Additional information regarding the appeal procedures will be provided if a request is denied.

2. Students have the right to request an amendment of their education records that they believe are inaccurate or misleading. Students may ask the college to amend a record that they believe is inaccurate or misleading. Students should write to the college official responsible for the record, clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading. If the college decides not to amend the record as requested by the student, the college will notify the student of the decision and advise the student of his/her right to a hearing before the college's FERPA appeals officer regarding the request for amendment. Additional information regarding the hearing procedures will be provided when the student is notified of his/her right to a hearing.
3. Students have the right to consent to disclosure of personally identifiable information contained in their education records, except to the extent that FERPA authorizes disclosure without consent. One exception that permits disclosure without consent is disclosure to college officials with legitimate educational interests. A college official is a person employed by the College in an administrative, supervisory, academic or clinical, or support staff position; a person or company with whom the College has contracted; a person serving on the Board of Trustees; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another college official in performing his or her tasks.

A college official has a legitimate educational interest if access is reasonably necessary in order to perform his/her instructional, research, administrative, or other duties and responsibilities. Upon request, the college discloses education records without consent to officials of another college or school in which a student seeks or intends to enroll.

4. Students may appeal the alleged denial of FERPA rights to:

Jack Miller, President  
Pacific College of Oriental Medicine  
7455 Missions Valley Road, Suite 105  
San Diego, CA 92018

5. Students have the right to file a complaint with the U.S. Department of Education concerning alleged failures by the college to comply with the requirements of FERPA. The name and address of the office that administers FERPA are:

Family Policy Compliance Office  
U.S. Department of Education  
600 Independence Avenue, SW  
Washington, D.C. 20202-4605

6. The college will make the following "directory information" concerning current and former students available to those parties having a legitimate interest in the information: name, attendance dates (periods of enrollment), address, telephone number, date and place of birth, email address, full- or part-time status, enrollment status (undergraduate, graduate, etc.), level of education (credits) completed, major field of study, degree enrolled for, previous schools attended, and degrees, honors, and awards received. By sending a note to the Office of the Registrar's Office, students may request that any or all of this directory information not be released without their prior written consent. This note remains in the student's file and may be withdrawn, or replaced with new directions at any time.

## **Maintenance of Student Records**

In addition to permanently retaining a transcript the college also maintains pertinent student records for all graduates and students who attend the college but withdraw before completion for an indefinite amount of time. The college maintains records relating to federal financial aid programs as provided by federal law.

## **DISABLED STUDENT SERVICES**

The college provides assistance for students, faculty, staff, and patients with disabilities and does not discriminate on the basis of disability in its programs, benefits, and services, including the admission and retention of students. Under Title III of the Americans with Disabilities Amendments Act of 2008 (ADAAA) and Section 504 of the Rehabilitation Act of 1973 (Section 504), qualified persons with disabilities are entitled to reasonable accommodations, including modifications to the academic requirements, and auxiliary aids and services, to achieve nondiscriminatory access to programs, services, and activities of Pacific College. Section 504 and the ADA define a 'disability,' with respect to an individual, as (1) a physical or mental impairment that substantially limits one or more major life activities, (2) a record of such impairment, or (3) being regarded as having such an impairment."

In order to ensure that qualified students with disabilities are not denied the benefits of, excluded from participation in, or otherwise subjected to discrimination in all academic and other programs, services, and activities of Pacific College, as required by law, reasonable accommodations and auxiliary aids and services will be provided unless it is determined that doing so would alter the essential academic requirements of the College program being pursued or to any directly related licensing requirement. These may include modifications to the academic requirements and auxiliary aids and services, including, but not limited to, auxiliary aids and services for students with hearing visual impairments (readers and such technology as adaptive computer software and hardware, reading machines); note takers; extended or divided time on examinations for students with learning disabilities or reduced physical stamina; adjustments in course load when appropriate; and taping classes.

Persons seeking accommodations are required to schedule an initial in-person appointment with, and to provide current documentation to, as described below, the following Disabled Student Support Services officers:

### *For All Programs*

Student Advisor, Diana Wallace  
(619) 574-6909 ext. 150  
dwallace3@pacificcollege.edu

Campus Director and Section 504 Coordinator, Jaime Rabin  
(619) 574-6909 ext. 142  
jrabin@pacificcollege.edu

Confidentiality is subject to the Family Educational Rights and Privacy Act of 9174 (FERPA).

## **Complaint-Resolution Procedures**

The purpose of the Complaint-Resolution Procedures are to afford students an opportunity to resolve complaints regarding accommodation eligibility decisions, accommodations, auxiliary services, communication services, denial of services or other administrative decisions of the Disabled Students' Services officers. Students have options to express their concerns, an "Informal Resolution Procedure," a "Mid-level Informal Complaint Resolution Procedure," or a "Formal Grievance Process."

The College's Section 504 Coordinator, for which to bring any concerns or complaints related to Section 504:

Campus Director, Jaime Rabin  
7445 Mission Valley Rd., Suite 109, San Diego, CA 92108  
619-574-6909 ext. 142

## **Disabled Student Services - Informal Complaint-Resolution Procedures**

A student has the choice to pursue an informal resolution of any complaint of disability discrimination alleged to have occurred in any College program or activity by scheduling a meeting with the Campus Director to discuss the complaint and possible avenues of resolution. This step should take no more than 5 – 7 business days. However, an Informal Complaint-Resolution Procedure is not mandatory and need not precede the Formal Grievance Procedure. If an informal resolution is not successful, the Campus Director will provide written notice to the student of the right to file a formal complaint within 10 business days of the notice and/or the option to request a Mid-Level Resolution Procedure, if appropriate.

### **Mid-level Informal Complaint Resolution Procedure**

This optional process is available for disputes about accommodations including disputes about the adequacy of verification of a disability and limitations, the denial of an accommodation, and/or a determination that a requested accommodation would alter the essential nature or constitute a fundamental alteration of the College program. If an informal resolution is not possible, the Campus Director will convene a panel within 5 business days of notice to the student that informal resolution was not successful or a request for mid-level review by the student. The panel will consist of the Campus Director, the Academic Dean of the program of which the student is enrolled, the Student Advisor of which the student is enrolled, one faculty or professional staff member who has knowledge of the student's disability, one faculty or professional staff member who has knowledge of relevant disability law, and depending on the issues, other academic or administrative personnel. During the Informal Complaint-Resolution Procedure other experts may be called in as needed in order to come to an appropriate resolution.

For disputes involving a claim that a requested accommodation is a fundamental alteration, the panel will implement the following process:

- The panel will identify the objective of the requirement, taking into consideration the information provided by the instructor, program or department concerning essential requirements, including curriculum approval or course creation documents.
- The committee will consider information provided by the student relevant to determining whether notice of the essential requirement in question has been provided to the student, and whether the accommodation requested by the student would invalidate the objective of the requirement.
- The committee will determine whether the accommodation requested by the student would invalidate the objective of the requirement. If not, the accommodation will be implemented.
- If the requested accommodation would invalidate the objective of the requirement, the committee (or designated members) will promptly and diligently search for alternate accommodations in consultation with the faculty member, Disabled Student Support Services officer, and the student. The committee will address the following:
  - a) Are there alternate ways that the student can acquire or demonstrate mastery of the skill that would meet the same fundamental objectives of the course or program?
  - b) Have we diligently searched for potential alternatives?
  - c) Have we included all the necessary people in this search?
  - d) Have we identified whether other postsecondary institutions have identified alternatives that achieve the objectives of the College without fundamentally altering requirements?
- The Campus Director will ensure that the student is provided the opportunity to give information to the committee and that the student has his/her interim accommodations, and is given prompt written notice of committee decisions. However, the student is not to be considered one of the decision-makers on the committee. The duty to explore this issue diligently, in a well-reasoned manner, without resort to a pretext for discrimination rests with the college.
- The Campus Director or Disabled Student Support Services officer will take all steps necessary to ensure that the final approved accommodation is implemented fully and promptly by the college, including by any faculty member who previously may have objected to the accommodation.

The panel will review claims brought under this Mid-level Resolution Procedure, make a determination, and provide written notification of the outcome to the complainant within 20 business days of a student's pursuance of the Mid-level Informal Complaint-Resolution Procedure.

These timelines may be extended for good cause shown by the Campus Director in writing to the complainant. In all cases, current services authorized by the Campus Director will continue during the complaint resolution process.

If a satisfactory solution cannot be reached, the student may initiate a formal resolution by following the Grievance Process below. Furthermore, a student has the right to appeal any decisions made during the Informal Complaint-Resolution Procedure through the Formal Grievance Procedure.

### **Disabled Student Services - Formal Grievance Procedure**

The Disabled Student Services- Formal Grievance Procedure may be used for complaints of disability discrimination, including discrimination, regarding the provision of accommodations alleged to have occurred in any College program or activity. A student may pursue a formal resolution by submitting a "Concern or Complaint Form" to the Campus Director (**Jaime Rabin, jrabin@pacificcollege.edu, 619-574-6909 ext. 142**) within 90 calendar days from the time the student knew or could reasonably be expected to have known of the action(s) or lack of action(s) that is/are the subject(s) of the complaint.

The Campus Director should complete her review and notify the student of the complaint outcome within 90 business days of the date it was received. Upon receipt of a written complaint, the Campus Director will review the complaint and make an initial determination regarding whether the complaint states a claim that is appropriate for review. If the Director makes a determination to dismiss the complaint because it does not state a claim that is appropriate for review, the District shall notify the student in writing within 10 business days of receipt of the complaint. The notice will provide an explanation of why the complaint did not state a claim that was appropriate for review. The notice will also provide the complaint 10 business days to request an appeal of the dismissal to the College President. The President will respond to the appeal within 10 business days of receipt of the appeal. If the dismissal is upheld, that decision is final. If the decision to dismiss is overturned by the President, the case shall be sent back to the Director for investigation in accordance with the procedures below.

### **Investigation**

The Campus Director will make all provisions necessary to ensure a prompt and equitable resolution procedure that includes a thorough, impartial, and reliable fact-finding process. At a minimum, this investigation will include an interview with the complainant, a right to representation, a review of any relevant written materials, and a review of information from relevant individuals (interviews, written statements, or documents). The Campus Director or her designee shall notify the student in writing of the outcome of the complaint and document the outcome on the "Concern of Complaint Form," including the determination of whether discrimination occurred, and the steps that have been or will be taken to resolve the complaint.

The Campus Director will ensure that any individual making the decision as to whether discrimination has occurred are trained in the legal standards and appropriate methods for resolution including the scope of remedies that should be provided to a student who experienced discrimination.

In California, complaints that are still unresolved after the Formal Complaint Resolution Process has completed may be directed to the Bureau for Private Postsecondary Education, 2535, Capitol Oaks Drive, Suite 400, Sacramento, California 95833. The mailing address is P.O. Box 980818, West Sacramento, CA 95798-0818 and/or the Accreditation Commission of Acupuncture and Oriental Medicine (ACAOM) - Maryland Trade Center 3, 7501 Greenway Center Drive, Suite 760, Greenbelt, MD 20770. Phone 301/313-0855. ACAOM addresses issues that involve students in the Master and Doctoral degree programs only.

### **Prohibition Against Retaliation**

College policy and federal law prohibits retaliation against an individual who has filed a complaint alleging unlawful discrimination, who participates in an investigation, or who engages in any other activity protected

under this policy, Section 504, or the ADA. Complaints alleging retaliation for engaging in these protected rights may be filed under the above formal grievance procedure.

## **STUDENT RIGHTS**

### **Student Right-to-Know Information**

Under the Student Right-to-Know and Campus Security Act (Public Law 101-542), colleges and universities must publish retention and graduation rates for full-time undergraduate students admitted to degree programs beginning July 1, 1991. Information is available from the website and the information tree in the student lounge. In addition, retention and graduation rates for student athletes must be published if the institution provides athletically related student aid. Pacific College does not provide athletically related student aid.

### **Student Rights and Responsibilities**

The rights and responsibilities of students have been adopted by the Board of Directors of Pacific College of Oriental Medicine and follow:

Pacific College of Oriental Medicine provides students with broad, comprehensive programs of in massage, acupuncture, and Oriental medicine. The College also provides cultural and community service activities.

It is, in turn, the responsibility of the student to observe campus rules and regulations and to help maintain appropriate conditions in the classroom, on the campus, and in the community.

A student's registration obligates him/her to comply with the policies and regulations of the College. Pacific will restrict a student's admission to or registration with the College and will withhold degrees and academic transcripts as prescribed by the College and/or state guidelines if a student fails to meet financial obligations to the College or other legal reasons.

Pacific College is granted the right-by-law to adopt such rules as are deemed necessary to govern its operations.

### **Student Rights**

PCOM students retain certain rights while engaged in their training programs:

- The right to complain express concerns and complaints without retaliation.
- The rights to review their student file.
- The right to appeal grades to the Department Chair and/or Academic Dean and receive an unbiased review.
- The right to an orderly review of complaints and concerns to the administration and, if needed, to the Campus Director and/or state or accreditation regulatory body.
- The right to confidentiality when consulting with an advisor or counselor.
- The right to reasonable assistance from the instructional staff concerning academic problems, including consultation and tutoring.

### **Disclaimers**

1. The Accreditation Commission for Acupuncture and Oriental Medicine (ACAOM) approved Pacific College's plan by which its master's degree graduates will be able to earn this doctorate. However, The Pacific College of Oriental Medicine entry-level Doctorate of Acupuncture and Oriental Medicine is not accredited or pre-accredited (candidacy) by the Accreditation Commission for Acupuncture and Oriental Medicine (ACAOM). Graduates of this program are not considered to have graduated from an ACAOM accredited or candidate program and may not rely on ACAOM accreditation or candidacy for professional licensure or other purposes.



This program is eligible for ACAOM accreditation and Pacific College of Oriental Medicine is currently in the process of seeking ACAOM candidacy/accreditation for the program. However, Pacific College of Oriental Medicine can provide no assurance that candidacy or accreditation will be granted by ACAOM.

2. Pacific College disclaims liability for any damages, bodily or otherwise, incurred by students on or off campus as a result of practice of Oriental medical or massage techniques in or outside of class, athletic, or extra-curricular activities. The college disclaims any liability as a result of any printing error in this catalog.

3. Enrollment in this institution or the payment of a fee in advance does not constitute a contract beyond any single academic term. This catalog does not constitute a contract between the student and the institution. Pacific reserves the right to alter the curriculum, schedules, tuition, fees, and requirements at any time without prior notice. This catalog supersedes and replaces past issues. Students must meet the specific curriculum and graduation requirements detailed in the catalog current at the time of their initial enrollment in their current program, plus any upgraded, revised, or additional requirements applicable to them set forth by the institution in subsequent catalogs or catalog addenda.

**Institutional Financial Status (BPPE Requirement)**

Pacific College of Oriental Medicine does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition for bankruptcy within the preceding five years, nor has a petition in bankruptcy been filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy code.