

PACIFIC AMERICAN GLOBAL UNIVERSITY



Policies and Procedures Manual

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SECTION 1: ADMINISTRATIVE POLICIES AND PROCEDURES

1.1 THE UNIVERSITY

1.1.1 Mission Statement

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University is a higher education that exists to provide biblically sound preparation that develops Christian leaders to serve Christ both in the Church and society.

1.1.2 Institutional Objectives

Development Date: December 18, 2009

Revised Date: June 08, 2023

1. To demonstrate knowledge of biblical truth based on the authoritative, inerrant Word of God from a literal grammatical-historical hermeneutic.
2. To prepare students with knowledge related to psychology, human development, and Christian principles.
3. To prepare students for servanthood in the church and community with sensitivity to the rich ethnic and cultural diversity and varied needs of the world.
4. To operate efficiently and effectively to be a good steward of the resources God has entrusted to it.
5. To interact effectively through cultural and global involvement in preparation for a lifestyle of service.

1.1.3 Philosophy of Education

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University aims to serve one another, holding biblical values and Christian principles. Pacific American Global University is committed to preparing its students for a strong relationship with God. We believe that true spiritual growth will emerge through knowledge of scripture and application of it in the real world. We are committed to preparing our students to assume greater responsibilities as new opportunities arise in our constantly changing world by providing them with high academic standards, biblical and theological knowledge, and practical skills.

1.1.4 Statement of Faith

Development Date: December 18, 2009

Revised Date: June 08, 2023

- We believe the Scriptures of the Old and New Testaments are the only inspired, authoritative Word of God and are completely truthful and without error.
- There is one God, eternally existent in three equally divine persons: the Father, the Son, and the Holy Spirit.
- We believe the Holy Spirit conceived Jesus Christ. He was born of the Virgin Mary and is the true God and man.
- The only means of being cleansed from sin is through repentance and faith in the precious blood of Christ.
- The redemptive work of Christ on the cross provides healing in the human body in answer to believing in prayer.
- We believe in the resurrection of the crucified body of our Lord, in His ascension into Heaven, and in His present life there for us as High Priest and Advocate.
- In the sanctifying power of the Holy Spirit by whose indwelling the Christian is enabled to live a holy life.
- We believe in the bodily resurrection of the just and unjust, the everlasting blessedness of the saved, and the everlasting conscious punishment of the lost.

1.1.5 Location

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University is located in Los Angeles County. 3470 Wilshire Blvd., Suite 617 & 350, Los Angeles, CA 90010.

1.1.6 Exceptions to Policies

Development Date: December 18, 2009

Revised Date: June 08, 2023

Any exceptions to the policies must be addressed to the proper administrator: student services issues to the Administrative Manager, financial issues to the Chief Financial Officer, and academic issues to the Chief Academic Officer.

1.1.7 Institutional Integrity

Development Date: June 11, 2015

Revised Date: June 08, 2023

Pacific American Global University (“University”) Code of Ethics and Conduct (“Code”) requires employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the University, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations. This ethics is not only proper business practice; it is, more importantly, an expression of our Christian stewardship and faith. The University has adopted this policy to address the submission of complaints, suspected violations, or any concerns in relation to:

- Financial transactions, including questionable accounting practices and internal accounting controls
- Use of the University’s property
- Compliance with legal and regulatory requirements
- A retaliatory action against an employee who reports a suspected violation of any of the above

Reporting Responsibility

It is the responsibility of all directors, officers, and employees to comply with the Code and to report violations or suspected violations in accordance with this Policy.

No Retaliation

No director, officers, or employees who, in good faith, reports a violation of the Code shall suffer harassment, retaliation, or adverse employment consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This Policy is intended to encourage and enable employees and others to raise serious concerns within the University prior to seeking resolution outside the University.

Reporting Violations

The University encourages employees to share their questions, concerns, suggestions, or complaints with someone who can address them properly. In most cases, an employee’s supervisor is in the best position to address an area of concern. However, if you are not comfortable speaking with your supervisor or are not satisfied with your supervisor’s response, you are encouraged to speak with anyone in management whom you are comfortable approaching. Supervisors and managers are required to report suspected violations of the Code of Conduct to the University’s Compliance Officer, who has the

specific and exclusive responsibility to investigate all reported violations. Individuals may contact the President directly for suspected fraud or when they are not satisfied or uncomfortable.

Acting in Good Faith

Anyone filing a complaint concerning a violation or suspected violation of the Code must act in good faith and have reasonable grounds for believing the information disclosed indicates a violation of the Code. Any allegations that prove not to be substantiated and have been made maliciously or knowingly false will be viewed as a serious disciplinary offense.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling of Reported Violations

The acknowledge receipt of the reported violation or suspected violation within five business days. All reports will be promptly investigated, and appropriate corrective action will be taken if warranted by the investigation.

1.1.8 Usage of the University Image, Marketing, Advertising, and University Marks

Development Date: December 18, 2009

Revised Date: June 08, 2023

Purpose

Every organization is perceived in some manner by its constituents. In the absence of an image cultivated by the organization, the public will create its own.

The improper representation of the University image and misuse of the University name and marks can be detrimental to the University's reputation and rights. Therefore, the University takes steps to consistently project and protect its image by establishing regulations governing marketing materials, advertising, and appropriate use of protected University Marks.

Pacific American Global University has determined that the name "Pacific American Global University," the abbreviation "PAGU," the University seal and logos, and all other authorized University symbols, marks, and registered terms (collectively "University Marks") shall not

be used by any person, group or organization for any promotional activity, on or off campus, without the approval of the University.

Definitions

For the purpose of this regulation, these terms have the following meanings:

- **Marketing materials:** All forms of marketing materials carrying any of the University Marks that are used to generate awareness, interest, decisions, or actions related to the University or its programs. These items can include but are not limited to: merchandise, such as shirts, water bottles, koozies, and tote bags, as well all forms of communication, including brochures, flyers, postcards, posters, PowerPoint presentations, websites, and electronic communications.
- **Advertising:** Non-classified advertising in any media promoting the University or its programs.
- **The University Image, a Guide to Publications and Advertising:** The authorized manual by University Communications specifying the standards related to the use of University Marks for promotional purposes.

Applicability

This regulation applies to all University employees, students, departments, programs, groups, and organizations.

Coordination of Display Advertising

Pacific American Global University must approve space or time reservations for non-classified, off-campus advertising. The approval includes newspaper and magazine display ads, billboards, radio and television spots, and online advertising.

NOTE: Only authorized University employees may sign contracts for the University.

University Mark Usage

The University Marks, as set forth in The University Image, a Guide to Publications and Advertising, as it may be amended from time to time. The marks supersede and replace all other logos or marks used by individuals, departments, or programs. No other marks or logos may be used to represent the University or its programs without prior written approval from Pacific American Global University.

Production and Review of Student Recruitment Promotional Materials

All student recruitment materials must be created or approved prior to publication by the Management team. All proposed publications listing program and program requirements must be submitted and approved by the Management team to review and approval prior to publishing.

Enforcement

Under applicable University Policy, violations of this regulation will result in disciplinary action, including discharge for Pacific American Global University employees and expulsion for Pacific American Global University students. Furthermore, the Management Team may take administrative action, including, but not limited to, prohibiting the University employee, student, department, program, group, or organization from utilizing unauthorized promotional materials or engaging in other activities in violation of this regulation.

1.2 ADMISSION REQUIREMENTS AND PROCEDURES

1.2.1 Personal Qualifications

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University seeks to admit Christian believers committed to Bible study, spiritual growth, and a serious desire to devote their lives to Christian service. Furthermore, other personal qualities of the applicant, including leadership ability, character, responsibility, insight, maturity, motivation, tenacity, initiative, creativity, intellectual independence, and demonstrated concern for others and the community, can be considered for admission. These qualities may not be reflected in traditional measures of academic achievement.

1.2.2 High School Graduation and Graduate School

Development Date: December 18, 2009

Revised Date: June 08, 2023

Students who apply for the Bachelor's program must hold a high school diploma or academic equivalent. Students who apply for the Master's program must hold a Bachelor's degree or its academic equivalent.

1.2.3 Admission Procedure

Development Date: December 18, 2009

Revised Date: June 08, 2023

You can receive an application form and other materials by writing, calling, or e-mailing Pacific American Global University. Contact information follows:

Pacific American Global University
3470 Wilshire Blvd, Suite 617 & 350, Los Angeles, CA 90010
Tel: 213-388-5992 | Fax: 213-388-5973 | Email: info@paguniversity.org
Website: www.paguniversity.org

We recommend that you begin the application process as early as possible. Before we can review your application, we must have all the required documents.

Once your application is completed, we will review your application and will respond promptly with our decision. If your application has missing items, please contact the University immediately to discuss the options.

The application process consists of three steps. All three must be completed before admission to the University becomes official.

1. Complete the application documents, including:
 - A completed and signed application form
 - Payment of the non-refundable application fee
 - Submission of proof of graduation (Please refer to each academic program)
 - Submission of personal identification, passport, visa, I-94, bank statement/affidavit of support, and previous school I-20 Form (International students only).

2. Letter of Acceptance

The University will review your application when all required documents are received and deemed complete. It is our goal to send you a written notification as soon as possible. However, at any time, you may contact the University to inquire about the status of your application.

3. Tuition Payment and Registration

Upon receiving the Letter of Acceptance, your tuition fees need to be paid before you can register and start the classes.

For International Students: Proof of proficiency in the English language. Students must submit TOEFL scores or take the University's English Exam to be considered for admission to Pacific American Global University.

See each program's minimum requirement in the English Proficiency Requirements section.

1.2.4 Personal Interview

Development Date: December 18, 2009

Revised Date: June 08, 2023

Each new student will have an opportunity for a personal interview with the President or designated person during the admission procedure. For the student, this is an opportunity to meet the President or a designated person of the University and to be encouraged as the student embarks on postsecondary education.

1.2.5 Transfer Students

Development Date: December 18, 2009

Revised Date: June 08, 2023

Students wishing to transfer from other colleges or universities must have all transcripts sent directly to Pacific American Global University. Transfer students are expected to be in good standing with the college or university they last attended. The Registrar will inspect transcripts; credit will be given where appropriate if students want to transfer credit. No credit will be given for transfer courses in which a grade lower than a “C” was earned. Please find more information in the Transfer of Credits section.

1.2.6 E-Learning Requirement

Development Date: December 18, 2009

Revised Date: June 08, 2023

Only California residents are allowed to take online programs offered by Pacific American Global University.

1.2.7 Challenge Exams/Achievement Tests

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University does not offer challenge examinations or achievement tests.

1.2.8 Articulation Agreements

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University has no articulation agreement with any college or university.

1.2.9 Licensure Exams

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University and its programs are not designed to lead to positions in a profession, occupation, trade, or career field requiring licensure in the State of California. Graduates of Pacific American Global University programs are not eligible to sit for any licensure exams in California and other states.

1.2.10 Ability-to-Benefit

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University does not accept students under the Ability-to-Benefit determination.

1.2.11 International Students and Visas

Development Date: December 18, 2009

Revised Date: June 08, 2023

The Student and Exchange Visitor Program (SEVP) certified Pacific American Global University to issue the I-20 form for Visas from foreign countries. Once the foreign applicant is accepted, Pacific American Global University will send various documents, including the I-20 form. International students must enroll as full-time students. Please direct other questions relating to international students to the Administrator.

1.2.12 English Proficiency Requirements

Development Date: December 18, 2009

Revised Date: June 08, 2023

All courses will be taught in English. Proficiency in reading, writing, speaking, and understanding English is essential for success. Proficiency may be demonstrated by any one of the following:

1. Bachelor's program applicants must submit a minimum TOEFL iBT score of 45 taken within the past two years. Applicants to the master's program must submit a minimum TOEFL iBT score of 61 taken within the past two years.
2. Completion of secondary education in a country where English is the primary language for the bachelor's program. Completion of a post-secondary level degree program in a country where English is the primary language for the master's program.
3. A score report of the University's Language Proficiency Exam.

1.2.13 Academic Residency Requirement

Development Date: December 18, 2009

Revised Date: June 08, 2023

Academic residency requirements exist for a student to qualify as full-time. For the Bachelor's Program, the requirement is 12 credits. Graduate students enrolled in 8 or more credits are considered full-time.

1.2.14 Non-Discriminatory Policy

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University does not discriminate based on race, color, creed, sex, national origin, age, physical disability, marital status, veteran status, personal appearance, family responsibilities, political affiliation, source of income, sexual preference, the exercise of statutorily or constitutionally protected rights, or based on the exercise of conduct consistent with the University's policy on academic freedom in the administration of any of its educational policies, programs, or activities, admissions policies and procedures, scholarship programs, or other university administered programs. The University ensures the rights of all individuals to equal employment opportunities and excludes any consideration not directly and substantially related to merit and performance from its employment policies. The nondiscrimination policy of the University is consistent with,

implements the statutory intent of, and provides procedures for discrimination complaints under:

- Sections 503 and 504 of the Rehabilitation Act of 1973 and 34 CFR 104 et seq. (Pertaining to handicap/disability)
- Title VI of the Civil Rights Act of 1964 and 34 CFR 100 et seq. (Pertaining to race, color, and national origin)
- Title VII of the Civil Rights Act of 1964 and 29 CFR 1601 et seq. (Pertaining to discrimination in employment based on race, color, religion, sex, and national origin)
- Title IX of the 1972 Education Amendments and 34 CFR 106 et seq. (Pertaining to sex)
- The Age Discrimination in Employment Act of 1975
- The Americans with Disabilities Act of 1990

In compliance with section 402 of the Vietnam Era Veterans Readjustment Act of 1974, the University does not discriminate against any employees or applicants for employment because they are special disabled veterans or veterans of the Vietnam era or because of their medical condition.

In a continuing effort to enrich its academic environment and provide equal educational and employment opportunities, the University subscribes to the fundamental importance of a multicultural and diverse workforce and student body. It seeks to enhance the pluralism in its programs and The Makeup of its student body, faculty, and staff by actively encouraging applications from all underrepresented groups in higher education.

1.2.15 Conduct Policy

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University prides itself in conserving a safe learning atmosphere for students, faculty, and staff. Students, faculty, and staff should strive to engage in behaviors that add to this goal. Pacific American Global University expects students to engage in respectful behaviors that transmit civility to each campus community member. Student behavior that is not consistent with the Code of Conduct includes, but is not limited to, plagiarizing, disruption of teaching, theft or damage of property, conduct that threatens the well-being of others, and possession of illegal drugs.

1.2.16 Bureau for Private Postsecondary Education

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University is qualified for exclusion pursuant to California Education Code (CEC) Section 94874 (e) and has current status as a nonprofit religious corporation under the Corporation Code. Our declaration has been evaluated, and exclusion pursuant to CEC Section 94874 (e) has been verified. According to the Bureau for Private Postsecondary Education, it is declared that on the basis of the information submitted, our present curriculum meets the exclusion requirements.

1.2.17 Fraud Policy

Development Date: December 18, 2009

Revised Date: June 08, 2023

Purpose

Pacific American Global University is committed to the responsible stewardship of its resources. The management of the University is responsible for maintaining a work environment that promotes ethical and honest behavior. Additionally, University management's responsibility is to establish and implement internal control systems and procedures to prevent and detect irregularities, including fraud, waste, and abuse. Management at all levels should be aware of the risks and exposures inherent in their areas of responsibility. It should establish and maintain proper internal controls to provide for the security and accountability of all resources entrusted to them.

Definitions

- A. **Fraud.** An intentional act to deceive or cheat, ordinarily for the purpose or result of causing a detriment to another and/or bringing about some benefit to oneself or others. Fraudulent activities may include, but are not limited to the following:
1. Theft, misappropriation, misapplication, destruction, removal, or concealment of any institutional assets or resources, including but not limited to funds, securities, supplies, equipment, real property, intellectual property, or data.
 2. Improper use or assignment of any institutional assets or resources, including but not limited to personnel, services, or property.
 3. Improper handling or reporting of financial transactions, including use, acquisitions, and divestiture of state property, both real and personal.
 4. Authorization or receipt of compensation for hours not worked.
 5. Inappropriate or unauthorized use, alteration or manipulation of data, computer files, equipment, software, networks, or systems, including personal or private business use, hacking, and software piracy.

6. Forgery or unauthorized alteration of documents.
 7. Falsification of reports to management or external agencies.
 8. Pursuit of a personal benefit or advantage in violation of the University's Conflict of Interest Policy.
 9. Concealment or misrepresentation of events or data.
 10. Acceptance of bribes, kickbacks or any gift, rebate, money or anything of value whatsoever, or any promise, obligation or contract for future reward, compensation, property or item of value, including intellectual property.
- B. **Waste.** Waste involves deficient or improper behavior when compared with behavior that a prudent person would consider a reasonable and necessary business practice given the facts and circumstances. Waste is a thoughtless or careless act resulting in the expenditure, consumption, mismanagement, use, or squandering of institutional assets or resources to the detriment or potential detriment of the institution. Waste may also result from incurring unnecessary expenses due to inefficient or ineffective practices, systems, or controls. Waste does not necessarily involve fraud, violation of laws, regulations, contract provisions, or grant agreements.
- C. **Abuse.** Abuse involves deficient or improper behavior when compared with behavior that a prudent person would consider a reasonable and necessary business practice given the facts and circumstances. Abuse also includes misuse of authority or position for personal financial interest or those of an immediate or close family member or business associate. Abuse does not necessarily involve fraud, violation of laws, regulations, or provisions of a contract or grant agreement.

Policy

- A. Preventing Fraud, Waste or Abuse
1. Maintaining an Ethical Work Environment
 - a) Management is responsible for maintaining a work environment that promotes ethical and honest behavior on the part of faculty members, employees, students, contractors, vendors, and others.
 - b) To do so, management at all levels must behave ethically and communicate to employees and others that they are expected to behave ethically.
 - c) Management must demonstrate through words and actions that unethical behavior will not be tolerated.
 2. Implementing Effective Internal Control Systems
 - a) Management at the University has the responsibility to establish and implement internal control systems and procedures to prevent and detect irregularities, including fraud, waste, and abuse.

- b) Internal controls are processes performed by management and employees to provide reasonable assurance of:
 - Safeguards over institutional assets and resources, including but not limited to cash, securities, supplies, equipment, property, records, data, or electronic systems;
 - Effective and efficient operations;
 - Reliable financial and other types of reports; and
 - Compliance with laws, regulations, contracts, grants and policies.
- c) Management should perform periodic risk and control assessments to determine adequate internal controls, which should include the following activities:
 - Review the operational processes of the unit under consideration.
 - Determine the potential risk of fraud, waste, or abuse inherent in each process.
 - Identify the controls included in the process (or controls that could be included) that reduce the inherent risk.
 - Assess whether internal controls need to be improved or added to the process under consideration.
 - Implement controls or improve existing controls that are determined to be the most efficient and effective for decreasing the risk of fraud, waste, or abuse.
- d) Controls should be regularly monitored or reviewed for adequacy, effectiveness, and improvement as needed.

B. Reporting Fraud, Waste, or Abuse

1. Responsibility for Reporting Fraud, Waste, or Abuse

- a) Institutional administration with knowledge of fraud, waste, or abuse will report such incidents immediately.
- b) Institutional management, faculty, and staff with a reasonable basis for believing fraud, waste, or abuse has occurred, are strongly encouraged to report such incidents immediately.
- c) Students, citizens, and others are also encouraged to report known or suspected acts of fraud, waste, or abuse.
- d) Although proof of improper activity is not required at the time the incident is reported, anyone reporting such actions must have reasonable grounds for doing so.
- e) Employees with knowledge of matters constituting fraud, waste, or abuse that fail to report it or employees who knowingly make false accusations may be subject to disciplinary action.

2. Confidentiality of Reported Information
 - a) Detailed information received pursuant to a report of fraud, waste, or abuse or any on-going investigation thereof shall be considered working papers of the internal auditor and shall be confidential.
 - b) Although every attempt will be made to keep the information confidential, circumstances such as an order of a court or subpoena may result in disclosure.
3. Methods for Reporting Fraud, Waste, or Abuse
 - a) Any employee who becomes aware of known or suspected fraud, waste, or abuse should immediately report the incident to an appropriate departmental official. Incidents should be reported to one of the following officials or offices:
 - A supervisor or department head
 - An institutional official
 - The institutional at 213-388-5992 or info@paguniversity.org
 - b) If the incident involves their immediate supervisor, the employee should report it to the next highest-level supervisor or one of the officials or offices listed above. Employees should not confront the suspected individual or initiate an investigation independently since such actions could compromise the investigation.
 - c) The department official or supervisor receiving such notice will immediately notify the President regarding the acknowledged or suspected fraud or misconduct.
 - d) After the initial notification, the institution should refer to University policies regarding institutional losses for additional reporting procedures.

C. Investigations/Actions

1. Cooperation of Employees
 - a) Individuals involved with suspected fraud, waste, or abuse should assist with and cooperate in any authorized investigation, including providing complete, factual responses to questions and either providing access to or turning over relevant documentation immediately upon request by any authorized person.
 - b) The refusal by an employee to provide such assistance may result in disciplinary action.
2. Remedies Available
 - a) Pacific American Global University will evaluate the information provided and make a determination concerning external reporting obligations if any, and the feasibility of pursuing available legal remedies against persons or entities involved in fraud, waste, or abuse against the institution.
 - b) Remedies include, but are not limited to:
 - terminating employment,

- requiring restitution, and
 - forwarding information regarding the suspected fraud to appropriate external authorities for criminal prosecution.
3. Resignation of Suspected Employee
 - a) An employee suspected of gross misconduct may not resign as an alternative to discharge after completing the investigation.
 - b) Exceptions to this requirement can only be made by the University's President
 - c) If the employee resigns during the investigation, the employment records must reflect the situation as of the date of the resignation and the outcome of the investigation
 4. Student Involvement
 - a) Students found to have participated in fraud, waste, or abuse as defined by this guideline will be subject to disciplinary action pursuant to the University's student conduct policies.
 - b) The Administrative Manager will be responsible for adhering to applicable due process procedures and administering appropriate disciplinary action.
 5. Confidentiality during Investigation
 - a) All investigations will be conducted in as strict a confidence as possible, with information sharing limited to persons on a "need to know" basis.
 - b) The identities of persons communicating information or otherwise involved in an investigation or allegation of fraud, waste, or abuse will not be revealed beyond the institution and staff of the Management Team unless necessary to comply with federal or state law or if legal action is taken.
 6. Management's Follow-up Responsibility
 - a) Administrators at all levels of management must implement, maintain, and evaluate an effective compliance program to prevent and detect fraud, waste, and abuse.
 - b) Once such activities have been identified and reported, the overall resolution should include assessing how they occurred, evaluating what could prevent recurrences of the same or similar conduct, and implementing appropriate controls, if needed.

1.3 STUDENT LIFE AND SERVICE

1.3.1 Student Life

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University is designed to serve students in the heart of Los Angeles. Our mission is to ensure that all students have the tools and resources required to

succeed. We are committed to student equity and to providing superior service. Additionally, we assist with questions about academics and your well-being.

You have come to a unique place dedicated to the glory of our Lord and Savior, Jesus Christ. Everything you read in this Catalog appears here for this purpose. There are six reasons why certain regulations are expected of students:

- **Moral decency:** Some of the rules are meant to prevent moral and social problems as well as to promote Christian morality. To break the rules in this area indicates that one is succumbing to a spirit bent on evil.
- **Spiritual growth:** Some rules encourage good, Christian actions that should be characteristic of all believers. To break the rules in this area indicates that one is becoming disloyal to Christian principles.
- **Personal discipline and accountability:** Some rules are meant to aid the student in developing self-discipline and accountability to authority and personal responsibilities. To break the rules in this area is for a student to cater to a self-seeking and self-centered will.
- **Brotherly consideration:** Some rules help the student enact love for one's brother more than for oneself. To break the rules in this area is for a student to show blatant disregard for the feelings and needs of others.
- **Academic excellence:** Some rules are meant to encourage the student to place high regard on academic pursuits. To break the rules in this area is for the student to disregard why God called him and to offer God second-best efforts.
- **Institutional effectiveness:** Some rules concern operational procedures necessary for a college to function efficiently and effectively. To break the rules in this area indicates that the student probably does not appreciate the institution's overall ministry.

We truly believe we have some of the finest students in the world, and we desire to see you molded into what God wants you to be. We long to see students with an undying commitment to be used for His glory. This condition will only come with you learning the importance of character, obedience, discipline, and integrity. For this reason, Pacific American Global University has structured the rules and regulations as laid out. Every rule stated can be attributed to one of, or a combination of, the six reasons listed above. The rules which govern the student life at Pacific American Global University are made with the best interest of our students in mind.

Pacific American Global University is not about the rules and regulations but about you being molded into what God wants you to be. You may not agree with every rule, but you can observe these expectations properly and adequately understand why they are

necessary and perform them with a good attitude. Someone said, “Discipline will either benefit you or irritate you, and your attitude toward it will determine the outcome.” We pray that God helps all our students build character through a disciplined life.

We desire that you enjoy your time here, and we want to make student life exciting and enjoyable for every student. Your attitude will determine if this becomes a reality for you. Please understand that we love you and will always be ready to help you with any need. We must remember that our true loyalty is to be to the Lord Jesus Christ. We should all strive to glorify Him in everything we say and do. We should seek to conform our lives to that which will honor the Person of our Savior. This is not an easy task, but one we can all strive for together! Thank you for cooperating and being a Pacific American Global University student.

1.3.2 Notice of Student Rights and Responsibilities, Standards of Conduct, and Discipline

Development Date: December 18, 2009

Revised Date: June 08, 2023

Notice of Student Rights and Responsibilities

Pacific American Global University is dedicated to supporting and maintaining an academic environment with values that include civility, dignity, diversity, education, equality, honesty, and safety.

When students choose to accept admission to Pacific American Global University, they accept the rights and responsibilities of its student body and are expected to uphold its previously stated values by maintaining a high standard of conduct.

Pacific American Global University has developed policies and procedures that outline specific standards to be followed and measures are taken when handling its state of affairs. The purpose of this Notice of Student Rights and Responsibilities is to inform students that they are endowed with certain rights and are expected to conduct themselves in an appropriate manner. It does not replace the afore-mentioned policies and procedures, nor does it constrain the procedures or guidelines outlined in those policies. As such, students are required to educate themselves on their rights and responsibilities by reading and confirming that they understand all student-related policies and procedures.

Standards of Conduct

The Pacific American Global University Standards of Conduct aim to stimulate each student and employee's intellectual, spiritual, ethical, and emotional growth. Emphasizing each individual's dignity in pursuing self-improvement and developing full personal potential (I

Corinthians 10:24). The Standards of Conduct facilitate free competition and independent intellectual effort without tolerating dishonesty, cheating, or plagiarism in any form. Further, The Standards of Conduct create a climate of mutual trust, respect, and interpersonal concern where openness and integrity prevail (Romans 12:10, I John 4:21, I Peter 2:17, Hebrews 13:16-17).

Pacific American Global University expects all its students and employees to abide by the highest standards of morals and ethical behavior in harmony with its Christian philosophy and purposes (I Peter 1:15-16). Each Pacific American Global University community member should be familiar with and expected to adhere to and enforce the standards (Genesis 1:26-27, Romans 12:2, I Peter 1:15-16). It is assumed that each student who enrolls agrees and cooperates with the University's Standard of Conduct governing student behavior (Philippians 3:17).

Improper conduct for which students are subject to discipline. False information to the University with prior knowledge, forgery, alterations, or misuse of any Pacific American Global University documents violates this principle. Pacific American Global University reserves the right to refuse admittance to or to suspend any person who violates these principles.

Discipline

A student violating any regulation of Pacific American Global University intentionally and continuously will be disciplined.

Any Bachelor student whose GPA is below 2.0 and Master student whose GPA is below 3.0 will be placed on probation. Pacific American Global University does not tolerate student misconduct of any nature. Students may be disciplined or terminated for, but not limited to, any of the following types of misconduct:

- Academic dishonesty (e.g., cheating, fabrication or falsification, plagiarism, or forgery)
- Theft or damage or destruction of property
- Computer misuse (e.g., unauthorized entry, use, transfer, or tampering with the communications of others)
- Violation of any and/or all university policy
- Conduct that threatens the health or safety of others
- Sexual assault and/or sexual misconduct
- Obstruction or disruption of teaching, research, administrative duties
- Failure to comply with directions of a university official or other public official acting in the performance of his/her duties while on university property

- Manufacture, distribution, dispensing, possession, use, or sale of, or the attempted manufacture, distribution, dispensing, or sale of alcohol and/or controlled substances (including medicinal marijuana)
- Possession, use, storage, or manufacture of firearms or weapons capable of bodily injury, explosives, firebombs, or any other destructive devices
- Invasion of privacy by making a video recording, audio recording, taking photographs, or streaming audio/video of any person in a private location without that person's knowledge and express consent

1.3.3 Reasonable Accommodation Policy

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University Catalog will reasonably accommodate otherwise qualified individuals with a disability unless such accommodation would pose an undue hardship or result in a fundamental alteration in the nature of the service, program, or activity or undue financial or administrative burdens. Teaching techniques continually change as professors discover new ways to aid disabled students. The term “reasonable accommodation” is used in its general sense in this policy to apply to employees, students, and visitors. Student requests for reasonable accommodation should be addressed to the office, which will contact the appropriate Administrator.

A student must self-identify as an individual with a disability and provide appropriate diagnostic information that substantiates the disability. Pacific American Global University will then assess the impact of the disability on the student's activities and performance and ensure that appropriate accommodations will be approved.

Individuals who have complaints alleging discrimination based upon a disability may file them with the Administrative Manager.

1.3.4 Sexual Harassment

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University is committed to providing a safe learning and working environment. In keeping with this commitment, the University prohibits unlawful harassment, including sexual harassment, by any of its employees, students, staff, faculty, or anyone conducting business on University premises. Sexual harassment is defined as any unwelcome or unsolicited attention of a sexual nature, including but not limited to verbal,

physical, or visual contact. Any person who observes or is subject to an act of sexual harassment should report it immediately to the nearest faculty or staff member, who will notify the upper management level. Confidentiality is required in order to protect all parties involved. Appropriate disciplinary action will be taken for students, faculty members, or staff members accused of sexual harassment.

1.3.5 Student Orientation

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University offers orientation each quarter for new and continuing students to provide information on University life, policies, regulations, faculty, administration, and the surrounding community for the upcoming quarter. Orientation is required of all new students.

1.3.6 Student Advising

Development Date: December 18, 2009

Revised Date: June 08, 2023

Student advising has several purposes:

- Academic advising regarding program requirements
- Vocational guidance and career planning
- Personal and spiritual counsel as needed

The Chief Academic Officer is in charge of academic advising and career counseling. Students looking for academic advising may come to the administrative office to meet with and make an appointment with the Chief Academic Officer. Faculty may also serve as academic or vocational advisors.

1.3.7 Student Council

Development Date: December 18, 2009

Revised Date: June 08, 2023

Student council is an organization conducted by students and supervised by the University. The purpose of the student council is to take feedback from students regarding the issues they are facing today and allow students to develop leadership by organizing and carrying out University activities and service projects. In addition to planning events that contribute to the spirit and community welfare, the student council is the voice of all Pacific American Global University students. They help share student ideas, interests, and concerns with the

University-wide community. The function of the student council is based upon parliamentary procedures. Ideas are presented, voted upon and confirmed by the student council president. Any student interested in leadership, organizational behavior, event planning, or becoming more involved in the University is welcome to become involved.

1.3.8 Grievance and Complaint Procedures

Development Date: December 18, 2009

Revised Date: June 08, 2023

Students may go to the administrative office to address simple suggestions or complaints. The Chief Academic Officer or Administrative Manager will meet with the student to take steps toward resolution, beginning with informal discussions. An effort will be made to resolve the complaint or grievance.

Suppose the student wishes it to be recognized as such. In that case, the student is required to submit a written “Student Complaint/Grievance Form” with a clear, concise, signed, and dated statement of events from the student's perspective to the office of the appropriate director: CAO or Administrative Manager. The statement should provide enough information to present a complete understanding of the situation and specify the University policy violated and all relevant factual details.

- The CAO/Administrative Manager has 14 calendar days to review the case, during which he or she may seek additional information from the parties involved or witnesses. If the allegations would not constitute a policy violation, then the CAO/Administrative Manager should inform the grievant in writing that the allegations are not subject to further investigation. The investigation may include meeting with the parties, talking with witnesses, and reviewing any supporting documents. A grievance may elect to withdraw a formal complaint at any time; however, Pacific American Global University reserves the right to investigate all complaints to protect the University's interests and its community.
- Within a reasonable time, the CAO/Administrative Manager shall decide based on the formal complaint, response, and other relevant information. This decision shall be in writing and shall consist of factual findings, conclusions, and a remedy if one is appropriate. All parties shall receive a copy of the decision.
- Any party may submit a written request for an appeal of the decision to the President or Vice President within 14 calendar days from receipt of the decision. The request for appeal must specifically set forth all grounds for appeal. The

non-appealing party must be given the opportunity to respond in writing to the request for appeal. Within a reasonable time, the President or Vice President shall make a decision based on the complaint, response, decision, request for appeal, any response to the appeal, and any meeting the President or Vice President held in regard to the appeal. The decision of the President or Vice President shall be final. All parties shall receive a copy of the President or Vice President's decision.

- Students can file a complaint about the institution to the accreditation agency at any time, independently of the institutional grievance process, by contacting them at the address:

Transnational Association of Christian Colleges and Schools (TRACS)
15935 Forest Road
Forest, Virginia 24551
Phone: (804) 525-9539 | Fax: (804) 525-9538

- Students can file a complaint about the institution to the Bureau at any time, independently of the institutional grievance process, by contacting them at the address:

Bureau for Private Postsecondary Education (BPPE)
1747 North Market, Suite 225, Sacramento, CA 95834
Phone: (916) 574-8900 | Fax: (916) 263-1897
<https://www.bppe.ca.gov/enforcement/complaint.shtml>

All written decisions made and materials produced in a grievance conducted under this procedure shall be retained by the University for five years from the date that the final decision was issued.

1.3.9 Student's Records

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University recognizes the need to maintain the confidentiality of student records. Thus, Pacific American Global University observes the Family Educational Rights and Privacy Act of 1974. No one except administrative personnel and faculty are given access to student records.

Pacific American Global University does not release educational records to non-school employees without the student's written consent. With few exceptions, such as external

references, which students may have waived their right to see, students may review their educational records upon request. Access is granted upon submission of a written request to Pacific American Global University.

Students are entitled to copies of all records to which they have access. Under established procedures, students have the right to challenge their records' factual accuracy if they believe there are discrepancies. Such challenges should be presented to the CAO in writing.

Pacific American Global University keeps student records permanently in electronic and paper-based versions. Student complaints, including their resolution, are maintained for at least five years before they are destroyed. The electronic records are scheduled to be backed up quarterly, and the paper documents are maintained in locked file cabinets that are located in the Records Storage room in the office.

1.3.10 Facilities and Equipment

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University provides a wide range of resources to ensure student success, including the following:

- **Computer lab:** Computer lab and assistance are provided to enhance students' research. Students can invest their free time in learning resources in the computer lab.
- **Projector:** Projectors enable professors to create bulleted PowerPoint presentations or other highly organized notes for the class. With the use of projectors in the classroom, students can take better notes with the ability to discern what information the professor displays are most useful to them.
- **Wi-Fi hotspots around the campus:** Wi-Fi is provided to students so they can quickly and easily share documents, edit presentations in real-time, store project files in the cloud, and improve their teamwork skills. Wi-Fi in education allows students to collaborate with peers from other colleges or universities.
- **Vending Machine:** A vending machine is located in the lounge for everyone to purchase snacks, drinks, and other necessities between classes or during study sessions.

- **First Aid kit for essential medicine:** First Aid kits containing essential medicines are provided for everyone, including students, professors, and staff, to ensure safety and well-being. In the event of an injury or illness, having immediate access to medical supplies can help to alleviate pain, prevent infection, and even save lives.
- **Printing and copy available on campus (with additional fee):** This service allows students to retain hard copies of coursework and projects undertaken during a lesson and when students are required to turn in their assignments and projects.

University Equipment should be well taken care of by the student body. Abusing this equipment will not be tolerated and may carry a monetary fine and/or a disciplinary penalty for the offender.

- Any equipment owned and maintained by the University is not for public use.
- Students may use designated equipment only with permission from University staff.
- Regular office hours are 9:00 a.m. until 5:00 p.m. Use of office equipment and supplies in the offices are not for public or student use without the express permission of a staff member. Regular office hours may change without notice.

1.3.11 Parking Information

Development Date: December 18, 2009

Revised Date: June 08, 2023

Parking is available in a parking facility and/or area next to the building. Pacific American Global University provided validation to students

- Central Plaza Parking Garage: 3470 Wilshire Blvd, Los Angeles, CA 90010
- Payment Validation: 8 a.m. – 6 p.m. (Monday- Friday) = \$3
- For any parking issues:
 - Please see the parking attendant at the Pay Station
 - Parking Office: (213) 465-4847

1.3.12 Insurance

Development Date: December 18, 2009

Revised Date: June 08, 2023

The students of Pacific American Global University are advised to purchase and maintain insurance. They are recommended to have proof of insurance and medical examination, regardless of the number of units or program status. International students suggested purchasing insurance for their dependents accompanying them to the United States.

Individual and Family Health Insurance Companies in California

- Aetna: [Aetna](#)
1-800-US-AETNA (1-800-872-3862) from 7:00 AM - 7:00 PM EST
- Anthem Blue Cross: [Health Insurance Plans | Health Coverage | Anthem](#)
1-800-777-6000
- Blue Shield of California: [Blue Shield of California](#)
1-888-568-3560 Monday - Friday, 8 a.m. to 5:30 p.m. PST
- Health Net: [Health Net](#)
1-800-327-0502
- Kaiser Permanente of CA: [Individual Family Summary of Benefits Coverage | Kaiser Permanente](#)
1-800-245-3181
- United Healthcare: [UnitedHealthcare](#)
1-800-357-0978

Dental Insurance Carriers in California

- Anthem Blue Cross: Same as above
- Blue Shield of California: Same as above
- Delta Dental of California: [Contact | Delta Dental](#)
1-800-765-6003 Monday - Friday, 5:00 a.m. to 5:00 p.m. PST
- IHC Group: [Dental Insurance Plans | The IHC Group](#)
1-866-473-6615
- United Concordia Dental: [United Concordia Dental](#)
1-800-332-0366 (PPO)
1-866-357-3304 (DHMO)
- United Health One: [UnitedHealthOne](#)
1-800-273-8115

Short-Term Insurance Providers in California

- HCC Medical Insurance Services:
[Short Term Medical Insurance | Formerly TMHCC-MIS Group](#)
1-866-400-7106

1.3.13 Housing

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University does not operate any housing facility but will assist students in locating adequate housing. Some students find housing in a local residence hotel, while others share an apartment or rent a room from members of a local church. The students may find a recommendation list as follows:

- **Zuma Housing**
 - 424-208-3596
 - <http://www.zumahousing.com/>

- **R.W. Selby & Co**
 - 310-820-5151
 - <http://www.rwselby.com/student-housing-los-angeles.html>

- **First Choice Housing**
 - 213-765-3330
 - <http://firstchoicehousing.com/>

- **STUHO Student Housing**
 - 323-731-0460
 - <http://www.stuho.com>

- **B&B Management**
 - 310-824-0931
 - <http://www.bnbwestwood.com/>

- **Universal Student Housing**
 - 310-824-4908
 - <http://www.usaish.com/>

1.3.14 E-Library

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University subscribes to the Library and Information Resources Network (LIRN) and EBSCO to provide our students with a full collection of resources that are essential for their academic success. Students can access the resources such as articles, journals, books, and other educational materials, at any time, and from anywhere with an internet connection.

- **LIRN (Library and Information Resource Network)** is a consortium of academic and research libraries that provides access to a broad range of scholarly resources. It is an online library that offers access to databases such as ProQuest, JSTOR, and Oxford University Press. LIRN also offers additional features such as LibGuides, citation tools, and a virtual reference desk.

- **EBSCO** is an online library that offers access to a wide range of resources in various disciplines, including business, medicine, psychology, education, and more. It provides access to over 50 databases, including Academic Search Complete, Business Source Complete, and PsycINFO.

Both LIRN and EBSCO are highly customizable, enabling students to tailor their research to their specific needs. Students can filter search results by author, subject, and date range, making it easier to find relevant material quickly.

Other e-libraries that are available to access for free:

- **ProQuest** is a valuable resource for academic research and learning, providing access to a vast collection of digital resources, including arts, business, health sciences, science, social sciences, and more. ProQuest also provides e-books through its platform, Ebook Central, which allows users to search, browse, and access thousands of digital books.
- **Directory of Open Access Journals (DOAJ)** is an online directory that indexes and provides access to high-quality, peer-reviewed open access journals from around the world. Open access journals are scholarly journals that provide free, immediate, and unrestricted online access to their content.
- **Education Resources Information Center (ERIC)** is an online digital library of education research and information that provides access to a wide range of education research, including journal articles, books, conference papers, technical reports, policy papers, and other types of education-related documents. It covers all aspects of education, from early childhood education to adult education, and includes both theoretical and practical research.
- **JSTOR** is a digital library that provides access to a wide range of academic journals, books, and primary sources in the humanities, social sciences, and sciences. JSTOR currently offers free online access to 100 articles per month to non-subscribers.
- **Open Access Digital Theological Library (OADTL)** is a digital library that provides free access to a wide range of high-quality theological resources, including books, journals, articles, and other types of scholarly literature. Its collection includes resources in multiple languages, covering topics such as biblical studies, church history, theology, pastoral ministry, and more.

1.3.15 Spiritual Environment

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University has a close relationship with several churches.

Los Angeles:

- LA united church
3470 Wilshire Blvd STE 300, Los Angeles, CA 90010
- Choong Hyun Mission Church
5005 Edenhurst Ave, Los Angeles, CA 90039
- God People Mission Church
2120 W 8St, Suite 265, Los Angeles, CA 90057

Overseas:

- Emmaus Presbyterian Church
South Korea

Pacific American Global University students can enjoy the fruits of this friendship: they can attend chapel, partake in diverse church activities, and fellowship with the congregation. Pastor also visits to give speeches and advice to students. The students are strongly encouraged to attend as it provides regular times of worship that honor God and empower Christian living. It encourages perspectives and practices that contribute to spiritual, psychological, and physical health.

SECTION 2: ACADEMIC POLICIES AND PROCEDURE

2.1 GRADING POLICY

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University utilizes letter grades. Grades are reported to students in writing from the Registrar's Office. Grades are designated as follows:

Grade	GPA	Numeric Description
A	4.0	90-100
B+	3.5	86-89
B	3.0	80-85
C+	2.5	76-79
C	2.0	70-75
D+	1.5	66-69
D	1.0	60-65
F	0.0	0-59

I	Incomplete*
CR	Credit**
NC	No Credit
H	Hold
P	Pass
NP	No Pass

* A grade of "I" can be raised to a grade of "B+" by the end of the next quarter when all course requirements have been satisfied.

** A grade of "CR" will not be included in the computation of grade point averages. Grade of "B+" after retaking the course.

2.2 REPEATED COURSES, INCOMPLETE, DEFINITION OF A CREDIT HOUR, AND TRANSFER OF CREDITS

Development Date: December 18, 2009

Revised Date: June 08, 2023

2.2.1 Repeated Courses

If a student receives a failing grade, the student may retake the course. If the course is retaken, the new grade will be calculated into the student's grade-point average (G.P.A), replacing the previous failing grade. The credits are counted only once. All grades become a permanent part of the student's academic history. Students must pay the current tuition to retake the course.

2.2.2 Incomplete

Sometimes, a student discovers that they are unable to finish their requirements for a course or courses during a quarter. Sometimes, life presents us with problems we cannot foresee or plan for. In these situations, a student may need extra time to complete their course requirements. If a student needs extra time to complete their coursework, Pacific American Global University has devised a way to help individual students work through these problems.

Please be sure to follow the procedures correctly:

1. Students need to obtain permission for an incomplete from the Chief Academic Officer.
2. Students must obtain approval from the professor. Students should not assume that he/she will be given an incomplete for a course just because he/she chooses not to complete the assignments, tests, or quizzes. Professors will assign grades based on submitted work if students have not been granted an official incomplete from the Academic office. Students who have been given an incomplete will not receive credit for the course before work is completed.

2.2.3 Definition of a Credit Hour

Development Date: December 18, 2009

Revised Date: June 08, 2023

As an institution of higher education, Pacific American Global University is responsible for determining and upholding standards related to awarding credit hours for student work consistent with national standards. At Pacific American Global University, a credit hour represents a minimum level of student achievement of specific learning outcomes as

verified by an assessment of student work. Pacific American Global University's definition of the credit hour establishes a basis to quantify academic activity for purposes of awarding academic credentials and determining federal funding, including institutional eligibility, program eligibility, and student enrollment status and eligibility.

Pacific American Global University adheres to the Federal definition of a credit hour for cumulative contact time per quarter:

1. One hour of classroom or direct faculty instruction and a minimum of two hours of out-of-class student work each week for approximately fifteen weeks for one semester or trimester hour of credit, or ten to twelve weeks for the one-quarter hour of credit, or the equivalent amount of work over a different amount of time; or
2. At least an equivalent amount of work as required in paragraph (1) of this definition for other academic activities as established by the University, including laboratory work, internships, practical, studio work, and other academic work leading to the award of credit hours.

Pacific American Global University's definition of the credit hour applies to all courses at all levels (graduate and undergraduate) that award academic credit (i.e., any course that appears on an official transcript issued by the University) regardless of the mode of delivery.

2.2.4 Transfer of Credits

Development Date: December 18, 2009

Revised Date: June 08, 2023

Students may transfer up to 50% into the bachelor's program and up to 25% into the master's program. Pacific American Global University may accept transfer credits earned with a grade of B or higher at national/regional accredited institutions. The number of units accepted by Pacific American Global University will be decided on a case basis by the Chief Academic Officer.

The process for evaluating transfer credits begins when the admissions receive the student's official transcripts, which must arrive before the end of the first quarter of studies. Failure to ensure the timely arrival of transcripts will prevent the student from continuing at Pacific American Global University.

Evaluations are based on the appropriateness of content level and credit value. Biblical and theological courses must be equivalent in quality and perspective and at least 75 percent parallel based on the course description. Some cases may require students to provide the

course syllabus and a catalog with the course description so an informed decision can be made. The Chief Academic Officer will make the final decision on whether to award transfer credit.

Transfer credits applied to a lesser degree may not be counted again to apply to a higher degree. The passage of time is not a factor when determining the transferability of credits. A recognized evaluator must verify any credits earned outside the United States, and the student must pay for the verification service.

2.3 NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTE, ARTICULATION AGREEMENTS, CLASS ATTENDANCE, REGISTRATION, AND TIME LIMITS FOR COMPLETION

Development Date: December 18, 2009

Revised Date: June 08, 2023

2.3.1 Notice Concerning Transferability of Credits and Credentials Earned at Our Institute

Development Date: December 18, 2009

Revised Date: June 08, 2023

The transferability of credits you earn at Pacific American Global University is at the complete discretion of the institution to which you may seek to transfer. Acceptance of the degree you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer. If the degree that you earn at this institution is 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 American Global University to determine if your degree will transfer.

2.3.2 Articulation Agreements

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University does not currently have articulation or transfer agreements with other institutions.

2.3.3 Class Attendance

Development Date: December 18, 2009

Revised Date: June 08, 2023

Regular classroom attendance is vital; students are expected to attend all classes. The student will receive a failing grade for exceeding absences more than 1/5 of the total scheduled class periods.

The student who has been absent due to illness or a family crisis must explain the absence directly to the professor.

2.3.4 Registration

Development Date: December 18, 2009

Revised Date: June 08, 2023

To begin the study, all students must submit registration forms each quarter that have been approved by the student's academic advisor. Student information, the title and number of the course, the academic advisor's signature and the student's signature regarding the financial policy are required.

2.3.5 Time Limits for Completion of Program

Development Date: December 18, 2009

Revised Date: June 08, 2023

Students are usually expected to complete each program within the following time frame: the Bachelor's program in 4 years and the Master's program in 3 years. The maximum time frame allowed for students to complete a program is 150% of all program lengths, including certificate programs. An extension may be granted for special circumstances.

2.4 REQUIREMENTS FOR GRADUATION, APPLICATION FOR GRADUATION, ADD, DROP, AND WITHDRAWAL, LEAVE OF ABSENCE, AND CONTRACT, CANCELLATION, AND DISMISSAL

2.4.1 Requirements for Graduation

Development Date: December 18, 2009

Revised Date: June 08, 2023

A grade point average of 2.0 or above is required for graduation with the Bachelor's Program, and a grade point average of 3.0 is required for graduation with the Master's

Program. Students must fulfill all financial obligations to Pacific American Global University and file a petition to graduate before the middle of the last quarter to be eligible to receive a degree.

2.4.2 Application for Graduation

Development Date: December 18, 2009

Revised Date: June 08, 2023

Students must file their applications and pay their graduation fee at the time of enrollment for their last quarter of study. All financial accounts, documents, and files are to be in satisfactory order before a student is permitted to graduate. Students are expected to be present for graduation. Graduation in absentia will be permitted only by special approval of the Chief Academic Officer in response to a written request that cites acceptable reasons.

2.4.3 Add, Drop, and Withdrawal

Development Date: December 18, 2009

Revised Date: June 08, 2023

A student should consult with the University before adding or dropping a course, except where the add/drop consists merely of a change of section within the same course. Courses may not be added after the second week of classes or, in some cases, after the first week. In some cases, adding a course requires the permission of the University.

A standard course (one that is offered for an entire quarter) dropped during the first five weeks of classes will not appear on the student's permanent record. A standard course dropped after the first five weeks of classes will appear on the student's record as "F".

Students wishing to withdraw from the University must complete a Petition to Withdraw, secure the necessary signatures, and submit it to the registrar's office. Courses must be officially dropped, or a grade of "F" will be entered on the permanent record. Failure to withdraw properly will result in the student not being allowed to re-enroll or receive proper refunds. There is no fee for withdrawal.

2.4.4 Leave of Absence

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University realizes that an emergency may occur for a student that may only be solved by electing to interrupt class attendance for a time by requesting a

Leave of Absence (LOA). The student must direct such a request to Pacific American Global University by completing the LOA Request form stating the reason for the LOA, the date of the request, and the anticipated date of return, then signing the request. The LOA may be granted if sufficient reason and/or evidence is provided.

Students considering an LOA must review these requirements:

1. Must be in good academic and financial standing.
2. Must request a Leave of Absence (LOA) for up to 4 weeks for personal, not more than one quarter for vacation LOA except for medical LOA, which depends upon the medical condition.
3. Must complete an LOA Request form and submit documentation proving validly approvable to Pacific American Global University.
4. Will receive registration information at the appropriate time in the quarter preceding their return and are responsible for meeting all deadlines.
5. No need to reapply for admission to return from an LOA.
6. Individuals who do not return after their approved period for LOA will be administratively withdrawn.

When a student is granted an LOA, consequences may include:

1. Encountering new or changed policies.
2. Encountering new or changed tuition or fees.
3. Extending the graduation date.

2.4.5 Contract, Cancellation, and Dismissal

Development Date: December 18, 2009

Revised Date: June 08, 2023

Registration can be canceled anytime by students without hindrance. The contract and cancellation forms are available in The Admissions Office.

Students who do not register consecutively for more than two quarters without written notification will be dismissed automatically. Dismissed students desiring to be readmitted must submit a readmission application.

2.5 RIGHT TO REVIEW THE ACADEMIC RECORD, SATISFACTORY ACADEMIC PROGRESS (SAP), ACADEMIC GOOD STANDING, ACADEMIC WARNING, ACADEMIC PROBATION, ACADEMIC DISMISSAL

2.5.1 Right to Review the Academic Record

Development Date: December 18, 2009

Revised Date: June 08, 2023

Students have the right to review their academic records and files. A request form must be filed with the Registrar to review the records. Any errors will be corrected.

2.5.2 Satisfactory Academic Progress (SAP)

Development Date: December 18, 2009

Revised Date: June 08, 2023

The Satisfactory Academic Progress Policy is applied consistently to all students. Satisfactory Academic Progress is measured in two ways:

- Qualitatively: The Average Grade is reviewed to ensure that the student meets the minimum GPA of 2.0 for the Bachelor's Program and 3.0 for the Master's Program.
- Quantitatively: The student must earn at least 80 percent of the scheduled clock hours for the evaluation period.

A student must meet these standards to be considered as meeting Satisfactory Academics.

2.5.3 Academic Good Standing

Development Date: December 18, 2009

Revised Date: June 08, 2023

At the end of each quarter, the student's progress will be monitored. Students are considered to be in good standing when meeting a GPA of 2.0 for the Bachelor's Program, and 3.0 for the Master's Program is maintained. When there is evidence of lack of satisfactory progress toward meeting graduation requirements, the Academic Committee may place students on academic probation or disqualify them from attendance at the University.

2.5.4 Academic Warning

Development Date: December 18, 2009

Revised Date: June 08, 2023

Bachelor students receive an academic warning when the quarter GPA is lower than 2.0, but the cumulative GPA is 2.0 or higher. Master students receive an academic warning when the quarter GPA is lower than 3.0, but the cumulative GPA is 3.0 or higher. This notation is not recorded on the student's academic transcript.

The student's grade is based on their midterm and final exam score. Each exam is worth 50% of the student's grade. Thus, if a student misses either of the exams, the student will not be able to receive a grade higher than 50%. Consequently, the student may fall under the GPA of 2.0 for the Bachelor's and GPA of 3.0 for the Master's program requirement. An academic warning letter will be issued to the student.

2.5.5 Academic Probation

Development Date: December 18, 2009

Revised Date: June 08, 2023

To remain in acceptable academic standing, a Bachelor student must maintain a cumulative GPA of 2.0 and a Master student must maintain a cumulative GPA of 3.0 in their coursework taken at Pacific American Global University. The University will notify the student in writing when their cumulative GPA is below 2.0 for a Bachelor student and 3.0 for a Master's student, placing the student on academic probation for two quarters. Academic probation will be recorded on the student's permanent academic record.

Students on academic probation are limited to a course load of 12 units or fewer for the Bachelor's Program and eight units or fewer for the Master's Program.

2.5.6 Academic Dismissal

Development Date: December 18, 2009

Revised Date: June 08, 2023

A student failing to attain the minimum GPA during probation may be dismissed. If the student remains on probation for two consecutive quarters, the student may be dismissed from Pacific American Global University.

2.6 PROBATION REMOVED, APPEALS, AND ACADEMIC INTEGRITY COMMITMENT

2.6.1 Probation Removed

Development Date: December 18, 2009

Revised Date: December 25, 2022

Suppose the student raises their cumulative GPA above the minimum requirement during the probation period. In that case, he/she will be removed from probation, and it will be recorded on the student's academic record.

2.6.2 Appeals

Development Date: December 18, 2009

Revised Date: June 08, 2023

If a student is dismissed for failure to meet academic standards, the student may appeal to the Academic Committee for readmission. The student must show that there were exceptional circumstances involved and provide evidence indicating that he/she can remove the GPA deficiency within one quarter.

2.6.3 Academic Integrity Commitment

Development Date: December 18, 2009

Revised Date: June 08, 2023

The maintenance of academic integrity and quality education is the responsibility of each Pacific American Global University student. Cheating or plagiarism in connection with an academic program is an offense for which a student may be expelled, suspended, or given a less-severe disciplinary action. Academic dishonesty is a serious offense that diminishes the quality of scholarship and defrauds those who depend upon the integrity of the educational system. Academic dishonesty includes:

1. **Cheating:** Intentionally using or attempting to use unauthorized materials, information, or study aids in any academic exercise.
 - a. Students completing any examination should assume that external assistance (e.g., books, notes, calculators, conversations with others) is prohibited unless specifically authorized by the professor.
 - b. Students may not allow others to conduct research or prepare any work without the professor's advance authorization.

- c. Substantial portions of the same academic work may not be submitted for credit in more than one course without authorization.
2. **Fabrication:** Intentional falsification or invention of any information or citation in an academic exercise.
3. **Facilitation of academic dishonesty:** Intentionally or knowingly helping or attempting to help another to commit an act of academic dishonesty.
4. **Plagiarism:** Intentionally or knowingly representing the works, ideas, or work of another as one's own in any academic exercise.

2.7 FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA) OF 1994

Development Date: December 18, 2009

Revised Date: June 08, 2023

In compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), Pacific American Global University will disclose a student's education records with the student's prior written consent. However, the University will disclose those records, without consent, to the following parties or under the following conditions authorized by FERPA. Education records are defined as records, files, documents, data, and other materials that contain information directly related to a student and are maintained by Pacific American Global University.

Students at the Pacific American Global University have the following rights regarding their education records:

- a. To have access to their education records.
- b. To consent to release a record to a third party.
- c. To request nondisclosure of directory information
- d. To seek amendment of information which the student demonstrates is inaccurate.
- e. To be notified of their privacy rights.
- f. To file complaints with the Family Policy Compliance Office of the U.S. Department of Education concerning alleged failures by the University to comply with FERPA. The name and address of the Office that administers FERPA is:

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

2.8 STUDENT IDENTITY VERIFICATION FOR ONLINE CLASS POLICY AND PROCEDURE

Development Date: December 11, 2015

Revised Date: June 08, 2023

Policy

Pacific American Global University has established and will periodically evaluate its process to confirm that a person who has been admitted to the University is the person who applied. The student who is taking an examination is the student who registered to take the examination, and the student who is registered for an online course is the same student who participates in, completes, and receives credit for the course. To authenticate identities, University will use one or more of the following methods for verification:

- Secure login with username and password
- Proctored examinations
- New or emerging technologies and practices that are effective in verifying student identification

All methods of verifying student identity must protect the privacy of student information in accordance with the Family Educational Rights and Privacy Act (FERPA) and any other applicable laws or regulations regarding the confidentiality of personally identifiable information and Pacific American Global University's Privacy Policy. Personally identifiable information collected by Pacific American Global University may be used as the basis for identity verification.

Procedures

- **Identity verification for new students**

Pacific American Global University collects biographical, demographic, and prior education information on the admissions application. The information includes but is not limited to full name, home, and mailing address, date of birth, gender, ethnicity (optional), Social Security or Tax Identification Number (both optional), high school and colleges attended, and prior degrees received. This information is maintained in the Pacific American Global University student information system database. As supporting credentials, like high school transcripts, college transcripts, and standardized test scores, are received by the University, the application information is verified prior to an admissions decision. Once admitted, students are issued a unique token which is used to create a Pacific American Global University account with a secure username and password. Students are advised to protect this password and are required not to share it with anyone.

- **Identity verification for course takers**

Once a record is created and identifying information is stored in the student database, the IT department receives a direct feed from the student database system to create a unique token which is used to create a Pacific American Global University account with a secure username and password. The student then uses their generated username and password to register for their courses.

- **Identity verification of exam takers**

Students completing proctored exams are required to provide government-issued photo identification cards at the time of their scheduled exam.

2.9 ATTENDANCE POLICY FOR THE ONLINE COURSE

Development Date: December 11, 2015

Revised Date: June 08, 2023

Pacific American Global University (PAGU) expects all students to attend all classes and participate in all instructional activities. "Attendance" in online courses will be defined as active participation in the course by 1) being present in the class for the entire scheduled class; 2) submitting an academic assignment; 3) taking quizzes and exams; and 4) participating in class activities on Learning Management System (Moodle) which provided by the professor. Student participation can be documented by the following methods: logs of student activity, submission/completion of assignments, and communication with the professor.

In the event of absence for any reason, students are responsible for any class content or information missed.

Additionally, PAGU students must have 80% attendance to pass the classes. If the students find that they cannot meet the class minimum requirements due to such a circumstance, the students will need to contact their professors as soon as possible.

What does it mean to "attend" an online class?

Attendance is critical to the student's success in taking an online class. Taking attendance allows the institution to make clear determinations of when a student last attended class. When it comes to attendance in an online course, it may seem a little unclear how attendance is defined. Listed below is very specific information that can help guide our decision-making when designing courses for an online environment.

What is an acceptable indication of attendance?

The acceptable indications of attendance in an online course can include:

- Student submission of an academic assignment
- Student submission of an exam
- Documented student participation in an interactive tutorial or computer-assisted instruction
- A posting by the student showing the student's participation in an online study group that is assigned by the University
- A posting by the student in a discussion forum showing the student's participation in an online discussion about academic matters

What does not sufficiently indicate attendance?

In a distance education context, documenting that a student has logged into an online class is insufficient to demonstrate academic attendance by the student. Essentially, a student must be required to do more than "login" to be documented as having attended an online course.

SECTION 3: FINANCIAL POLICIES AND PROCEDURES

3.1 REFUND POLICY, OUTSTANDING BALANCES, FINANCIAL AID, AND UNIVERSITY SCHOLARSHIPS

3.1.1 Refund Policy

Development Date: December 18, 2009

Revised Date: June 08, 2023

Each student should be advised that a notice of cancellation shall be in writing. In compliance with the California Education Code, the refund policy for students who have completed 60 percent or less of the course of instruction is pro rata. The effective date of cancellation or withdrawal will be the date on which the student submits his/her notice to Pacific American Global University. Tuition refunds are paid to a student within 45 days of filing the withdrawal form. The students may withdraw from a course and receive a full refund any time prior to the beginning of the course or during the first week.

3.1.2 Outstanding Balances

Development Date: December 18, 2009

Revised Date: June 08, 2023

All institutional charges must be paid in full before graduation. An account is considered paid in full when all checks clear the bank. If a student account is not in good standing, it may, among other things, result in the following:

- Cancellation of enrollment
- Denial of registration for future classes
- Denial of transcripts
- Denial of readmission
- Denial of graduation

3.1.3 Financial Aid

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University does not participate in federal or state student financial aid programs.

3.1.4 University Scholarships

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University awards a limited amount of tuition scholarship on a quarter-to-quarter basis to truly deserving students who meet the following qualifications:

- The student must be accepted for admission.
- The student must submit an application for a scholarship
- The student must satisfy the scholarship requirements established by the University's Scholarship Committee.
- The student must submit any additional documents requested by the Scholarship Committee required for assessing the student's scholarship application.
- Apply at least two weeks prior to the beginning of any quarter.
- Maintain the minimum Standards of Student Achievement.

Students that are admitted provisionally are not eligible for University scholarships.

Further detail regarding Pacific American Global University's scholarship programs and their requirements may be found at the Administration Office.

3.2 GIFTS AND DONATIONS POLICY

Development Date: June 11, 2015

Revised Date: June 08, 2023

Introduction

This policy states the requirements for gifts to faculty, staff, students, volunteers, and others outside the University.

Policy Statement

A gift can be monetary or tangible and is given to someone without the expectation of payment or return. Examples of gifts include: Flowers for illness or hospitalization or bereavement, host or hostess gifts, alumni gifts, employee retirement, and gifts to donors.

Gifts in recognition of employee work-related achievement or years of service are given through official recognition programs authorized by the Human Resources Department.

The IRS classifies the University as a tax-exempt charitable organization. As such, donations made by the University to other charitable organizations (with the exception of memorial gifts) are discouraged.

Definitions

A. Permissible Gifts

- Illness/hospitalization of an employee or student, requiring hospitalization. The spending guideline for this gift is \$100.
- The death of an employee or an employee's immediate family member. Memorial gifts made on behalf of an employee may include flowers or a donation to a charitable organization. In such cases, PAGU should be acknowledged as the sender, e.g., "from all your friends and colleagues at (University department)." In the case of a donation to a charity, the notation should indicate that the donation is from the University department. The spending guideline for either a gift or memorial donation is \$100.
- Thank You gifts for volunteers. Include the name of the volunteer and the service the volunteer provided in the payment details.
- Gift cards/certificates may be purchased as a thank you for a volunteer as long as the volunteer is not a PAGU employee, student, researcher, temporary employee, or contractor currently under contract.
- Recognition of a long-term employee leaving a department or retiring from the University. The spending guideline for this gift is \$10.00 for every year of service. Such gifts should not exceed \$400, the maximum non-taxable limit established by the IRS, for gifts of recognition to long-term employees.

B. Gifts not Permitted

- Gift cards/certificates of any value to PAGU employees, students, researchers, temporary employees or contractors currently under contract.
- Holiday gifts for faculty, staff, students, and volunteers purchased with any University funds.
- Gifts to an individual for personal reasons other than illness or hospitalization or bereavement, such as: Administrative Assistant Day, birthday, wedding, baby shower, housewarming, promotion, etc. These gifts are never permitted and are considered personal expenses.
- Donations
When payments are made to charitable organizations, the request must include documentation explaining the nature of the donation, the relationship to Pacific American Global University, and a copy of the organization's tax-exempt (501(c)3) certificate. With the exception of a memorial gift to a

charity that complies with spending guidelines, donations must be approved at the senior officer level.

3.3 RECEIVING PAYMENT PROCEDURES

Development Date: December 18, 2009

Revised Date: June 08, 2023

The authorized person that accepts payment for any purpose is responsible for assuring those proper procedures for handling procedures outlined below.

Cash Receipts Control

1. All persons accepting payment must be authorized by the President or CFO.
2. Acceptable Forms of Payment
 - Checks and/or Money Orders
 - Credit Cards
 - Currency in U.S. funds only
 - Wire transfer
3. Guidelines for handling cash
 - Verify the total by counting the currency in the presence of the depositor.
 - Inspect large bills (\$50, \$100) closely for counterfeit traits.
 - Secure cash and deposits immediately upon receipt.
4. Guidelines for receiving checks

Examine check(s) to determine the following:

 - Has it been altered?
 - Has it been signed?
 - Do the numeric and written dollar amounts match?
 - Does the preprinted name agree with the signature?
 - Is a payable bank and address printed on the check?
 - Is the check dated more than 30 days old? If so, a new check should be issued.
 - Check made payable to
 - Is the check a third-party check?
5. Guidelines for receiving credit cards
 - An authorized person charges payment from credit card information.
 - After the charge, it required a signature from the payment person. The University keeps the merchant's copy and the payment person keeps the customer's copy of the credit card receipt.
6. All receiving payment must report and bring to the CFO with appropriate documents.

7. At the end of each business day, a physical count of all cash and checks received must be completed.
8. All receipts must be stored in a filing cabinet at the end of each day.

**It is important to ensure that the cash handling and record-keeping functions are kept separate.

Cash Deposits Control

The authorized person takes the daily deposit to the bank. If the deposit cannot be made, it is locked in a secure location until the following day.

1. All deposits should be accompanied by a deposit slip.
2. Deposits are to be made at the bank.
 - All deposits should be personally handed to the cashier.
 - Do not leave a deposit at an unattended window or on the counter.
 - All cash deposits must be processed, and a receipt must be generated while the depositor is present.
3. Deposits should always be in a sealed envelope or locked bag.

Funds Received by Wire Transfer

The CFO will monitor the transfer of funds and maintain the appropriate records of the transaction.

SECTION 4: STAFF AND FACULTY POLICIES AND PROCEDURES

4.1 RECRUITMENT POLICY

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacifica American Global University is committed to ensuring equal employment opportunity for all qualified individuals. The University believes a diverse workforce will enhance its ability to fulfill the mission of education.

- The University may recruit from both within and outside its workforce to obtain qualified individuals. The recruitment process must facilitate good faith efforts toward the attainment of goals and objectives set forth in the University Strategic Plan.
- The University will comply with applicable laws and regulations in the employment of all non-U.S. citizens.
- The University will provide reasonable accommodation to applicants with disabilities upon request.
- The University may require a certain credential, criminal, and other background information to be verified as a condition of employment for new employees.

Advertising for employment recruitment

Pacific American Global University develops strategies for attracting high-quality, diverse applicant pools. Advertising is one mechanism to accomplish this. Advertisements for a specific position should be placed in sources that most potential applicants would utilize. This may include print media and web-based and electronic communications and will vary depending on the position.

Documentation of the placement of an advertisement in an electronic or web-based national professional journal must include:

- screen prints of the advertisement from the start date and the 31st date of posting
- an invoice documenting the start and end dates.

The advertisement must comply with the following for any position:

- The candidate must meet the minimum qualifications for the job opportunity at the time that they are selected. Therefore, the offer can only be notified after the selected candidate meets all the minimum job requirements, including degree requirements (e.g., Ph.D., terminal degree).
- All advertisements and postings must reference the exact job duties and minimum qualifications.

4.2 FACULTY POLICIES

Faculty/Staff Vacation Policy, Faculty/Staff Medical and Personal Leave of Absence Policy, and Sick Paid Leave Policy

4.2.1 Faculty/Staff Vacation Policy

Development Date: December 18, 2009

Revised Date: June 08, 2023

In accordance with the Fair Labor Standards Act (FLSA), which does not require payment for vacations or holidays (federal or otherwise), Pacific American Global University does not offer any paid time off or vacation for part-time employees. Part-time faculty/staff are provided the same end-of-quarter breaks provided to students.

Regarding full-time employees, paid vacation will become available to regular full-time employees following their first anniversary with Pacific American Global University. It is provided based on the following calculations: 1) Employees receive two weeks of vacation per year for years one through four; 2) Employees receive three weeks of vacation per year for years five and over.

NOTE: Earned vacation can be taken after one (1) year of continuous employment.

The vacation policy applies to all regular full-time employees only. Earned vacation leave cannot be taken before it is accrued and approved. Vacation may be taken in half-day increments of time. Upon termination, unused earned vacation will be paid in a lump sum in the employee's final paycheck. A maximum of one week of paid vacation may be carried over from one calendar year to the next. However, no more than two weeks of vacation may be taken at one time except under extraordinary circumstances. Requests for more than two weeks of vacation should be in writing at least ninety 90 days prior to the beginning of the requested vacation period.

Pacific American Global University encourages all employees to make the most of their vacation time. Regular breaks from daily work make everyone more productive. However, circumstances do not always permit everyone to take vacation time when requested.

4.2.2 Faculty/Staff Medical and Personal Leave of Absence Policy

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University's total number of employees is below the Family Medical Leave Act (FMLA) minimum requirement of 50 employees. As such, Pacific American Global University is not required to maintain an employee's active employment status in the event of a prolonged absence and does not provide extended Leave of Absence to its faculty and/or staff.

It is Pacific American Global University's policy to provide a substitute professor in the event that a faculty member becomes ill and/or is unable to perform his/her work duties for any other reason. If an employee is absent for more than five consecutive days with an undetermined return date, the decision to hire a temporary or permanent replacement shall be at the discretion of the University's President.

4.2.3 Sick Paid Leave Policy

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University will offer Paid Sick Leave to employees who meet the following requirements:

- Employees who, on or after July 1, 2015, work in California for 30 or more days within a year from the beginning of employment are entitled to paid sick leave.
- Paid Sick Leave accrues at the rate of one hour per every 30 hours worked, paid at the employee's regular wage rate. Accrual shall begin on the first day of employment or July 1, 2015, whichever is later.
- Accrued Paid Sick Leave shall carry over to the following year of employment and may be capped at 48 hours or six days. However, subject to specified conditions, if an employer has paid sick leave, paid leave, or paid time off, no accrual or carryover is required if the total amount of leave is received at the beginning of each year in accordance with the policy.

Usage

- An employee may use accrued Paid Sick Days beginning on the 90 days of employment.
- An employer shall provide Paid Sick Days upon oral or written request of an employee for themselves or a family member for the diagnosis, care or treatment of

an existing health condition or preventive care, or specified purposes for an employee who is a victim of domestic violence, sexual assault, or stalking.

- An employer may limit the use of Paid Sick days to 24 hours or three days in each year of employment. Retaliation or discrimination against an employee who requests Paid Sick Days or uses Paid Sick days or both is prohibited. An employee can file a complaint with the Labor Commissioner against an employer who retaliates against the employee.

4.2.4 Academic Freedom

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University is committed to building and maintaining a nurturing academic learning community. The faculty, students, and other members of the University community have the freedom to pursue truth in the context of an academic institution. In teaching and learning, the University expects all its members to recognize the importance of integrating the role of faith and one's intellectual inquiry. All academic inquiries are intertwined with faith, which allows for the pursuit of truth that increases our knowledge. This pursuit of truth affirms that all faculty have freedom of academic inquiry, even if it leads to controversial areas, within the limitations of the University's Mission Statement, Institutional Objectives, Statement of Faith, and Philosophy of Education. Any alleged breach of academic freedom will first be heard and discussed between the witness, CAO, and the President. If a further inquiry is required, the case will be reviewed following faculty due process procedures.

4.2.5 Due Process Procedures

Development Date: December 18, 2009

Revised Date: June 08, 2023

All matters not covered in the faculty contract should be taken to the CAO first. If the problem is not resolved satisfactorily, faculty members may approach the President.

A faculty member has the right to use the following procedures in any instance in which he or she has a grievance against another faculty member or staff person. That grievance may be over an instance in which the faculty member is the object of perceived improper personal treatment or injurious action by another faculty member or staff person, or an instance in which the faculty member has a complaint against a colleague's behavioral impropriety or failure to fulfill any contractual obligations.

1. The aggrieved person or the person with the complaint should make every effort to resolve the problem privately with the offending or accused person.
2. If the problem cannot be resolved privately, the faculty member has the right to state his or her grievance or complaint in writing to the CAO, giving the precise nature of the alleged improper treatment or complaint.
3. The CAO will investigate the grievance or complaint, interviewing the parties as necessary and gathering sufficient information. Within the following two weeks, he will either deny the grievance or complaint or seek redress and report the same to the President and the aggrieved party or complainant.

If the resolution is not reached through the CAO, either party may request in writing a hearing before the President. University keeps and maintains all information and records of complaints securely.

If a faculty has grievances that he or she cannot work out with the University, he or she may call or write to:

Bureau for Private Postsecondary Education

1747 North Market Blvd., Suite 225

Sacramento, CA 95834

(916) 574-8900

4.2.6 Learning Resources, Equipment and Supplies Maintenance Policy and Procedure

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University shall ensure that adequate quantities of learning recourse equipment/supplies are maintained, upgraded and/or replaced on a regular basis. In order to comply with its maintenance policy, Pacific American Global University has specified and assigned the following responsibilities to its Learning Resources Department (LRD) and administrative staff. Faculty and staff are expected to complete an Equipment Maintenance form in case of machine failure or need replacement. LRD and administrative staff must ensure that the equipment being utilized is in good working order and is sufficient for meeting classroom needs. The LRD and administrative staff are also responsible for procuring and distributing equipment and supplies. All purchases must be authorized by the CEO.

4.3 STAFF POLICIES

4.3.1 Reasonable Accommodation Policy

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University Catalog will reasonably accommodate otherwise qualified individuals with a disability unless such accommodation would pose an undue hardship or result in a fundamental alteration in the nature of the service, program or activity or undue financial or administrative burdens. Teaching techniques continually change as professors discover new ways to aid disabled students. The term —reasonable accommodationl is used in its general sense in this policy to apply to employees, students and visitors. Student requests for reasonable accommodation should be addressed to the office, which will contact the appropriate Administrator.

A person must self-identify as an individual with a disability and provide appropriate diagnostic information that substantiates the disability. Pacific American Global University will then assess the impact of the disability on the activities and performance and will ensure that appropriate accommodations will be approved.

Individuals who have complaints alleging discrimination based upon a disability may file them with the Administrative Manager.

4.3.2 Non-Disclosure/Confidentiality

Development Date: December 18, 2009

Revised Date: June 08, 2023

The protection of confidential business information and trade secrets is vital to the interests and success of Pacific American Global University. Such confidential information includes, but is not limited to, the following examples:

- Compensation data
- Financial information
- Marketing strategies
- Pending projects and proposals
- Proprietary production processes
- Personnel/Payroll records
- Conversations between any persons associated with the University

All employees are required to sign a non-disclosure agreement as a condition of employment.

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, including termination of employment and legal action, even if they do not benefit from the disclosed information.

4.3.3 New Employee Orientation

Development Date: December 18, 2009

Revised Date: June 08, 2023

Orientation is a formal welcoming process designed to make the new employee feel comfortable, informed about the University, and prepared for their position.

New employee orientation is conducted by a Pacific American Global University supervisory representative and includes an overview of the University's history, an explanation of the University's core values, vision, and mission, and company goals and objectives. In addition, the new employee will be given an overview of benefits, tax, and legal issues and complete any necessary paperwork.

Employees are presented with all codes, keys, and procedures needed to navigate within the workplace. The new employee's supervisor then introduces the new hire to staff throughout the University, reviews their job description and scope of position, explains the University's evaluation procedures, and helps the new employee get started on specific functions.

4.3.4 Probationary Period for New Employees

Development Date: December 18, 2009

Revised Date: June 08, 2023

The probationary period for regular full-time and regular part-time employees lasts 90 days from the date of hire. During this time, employees have the opportunity to evaluate Pacific American Global University as a workplace and management has its first opportunity to evaluate the employee. During this introductory period, both the employee and the University have the right to terminate employment without advance notice.

Upon satisfactory completion of the probationary period, a 90-day review will be given, and benefits will begin as appropriate. All employees, regardless of classification or length of service, are expected to meet and maintain Company standards for job performance and behavior (See Section 4 Standards of Conduct).

4.3.5 Office Hours

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University office is open for business from 9:00 a.m. to 5:00 p.m., Monday through Friday. (Office hours may change without notice)

4.3.6 Lunch Periods

Development Date: December 18, 2009

Revised Date: June 08, 2023

Employees are allowed a 30-minute lunch break. Lunch breaks are generally taken between 11 a.m. and 2:00 p.m. on a staggered schedule so that your absence does not create a problem for co-workers or clients. Part-time employees working less than 5 hours a day are allowed one 15-minute break.

4.3.7 Break Periods

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University does not allow employees to break during production activities except for the above-outlined lunch period.

If employees have unexpected personal business to take care of, they must notify their direct supervisor to discuss time away from work and make provisions as necessary. Personal business should be conducted on the employee's own time.

Employees who do not adhere to the break policy will be subject to disciplinary action, including termination.

4.3.8 Inclement Weather / Emergency Closings

Development Date: December 18, 2009

Revised Date: June 08, 2023

When the decision is made to close the office, employees will receive official notification from their supervisors. Time off from scheduled work due to emergency closings will be unpaid for all non-exempt employees. However, if employees want to be paid, they are permitted to use vacation time if it is available.

4.3.9 Personnel Files

Development Date: December 18, 2009

Revised Date: June 08, 2023

Employee personnel files include the following: job application, job description, résumé, participation in training events, records of disciplinary action, and documents related to employee performance reviews, coaching, and mentoring.

Personnel files are the property of Pacific American Global University, and access to the information is restricted. Management personnel of Pacific American Global University who have a legitimate reason to review the file are allowed to do so.

Employees who wish to review their own files should contact their supervisor. With reasonable advance notice, the employee may review his/her personnel file in the office and the presence of their supervisor.

4.3.10 Personnel Data Changes

Development Date: December 18, 2009

Revised Date: June 08, 2023

It is the responsibility of each employee to promptly notify their supervisor of any changes in personnel data, such as:

- Mailing address
- Telephone numbers
- Name and number of dependents
- Individuals to be contacted in the event of an emergency

An employee's personnel data should be accurate and current at all times.

4.3.11 Employee Performance Review and Planning Sessions

Development Date: December 18, 2009

Revised Date: June 08, 2023

Supervisors will periodically conduct performance reviews and planning sessions with all regular full-time and part-time employees. Supervisors may conduct informal performance reviews and planning sessions more often.

Performance reviews and planning sessions are designed for the supervisor and the employee to discuss his or her current job tasks, encourage and recognize attributes, and

discuss positive, purposeful approaches for meeting work-related goals. Together, employees and supervisors discuss ways in which the employee can accomplish goals or learn new skills. The planning sessions are designed for the employee and his or her supervisor to make and agree on new goals, skills, and areas for improvement.

Pacific American Global University directly links wage and salary increases with performance. Your performance review and planning sessions will directly affect any changes in your compensation.

New employees will be reviewed at the end of their probationary periods (See, Probationary Period for New Employees). After the initial review, the employee will be reviewed according to the regular annual schedule.

4.3.12 Conflict of Interest

Development Date: December 18, 2009

Revised Date: June 08, 2023

To avoid situations where the personal interests could or reasonably appear to conflict with the interests of the University. The conflict of interest includes any outside financial interest that might influence, or appear to influence, any business decisions or actions. Interests of this type include a personal or family interest in an enterprise that has substantial business relations with or competes against the University. Other examples of conflicts of interest include:

- **Outside Activities:** Any outside employment or activity that would have a negative impact on the performance of your job with the University, conflict with your obligations to the University, or negatively impact the University's reputation in the community should be avoided.

Choosing to accept an additional position outside the University must not lead to poor job performance, absenteeism, tardiness, refusal to travel, or inability to work overtime. Should the outside employment cause or contribute to any of these situations, action must be taken to correct this up to and including termination of this outside activity and/or performance management action within the University.

- **Use of University Funds and Assets:** All University funds and other assets are to be used solely for the benefit of the University and may not be used for personal gain.

4.3.13 Outside Employment

Development Date: December 18, 2009

Revised Date: June 08, 2023

Employees may hold outside jobs in non-related businesses or professions as long as the employee meets the performance standards of their job description with Pacific American Global University. Unless Pacific American Global University has approved an alternative work schedule, employees will be subject to the University's scheduling demands, regardless of any existing outside work assignments.

Pacific American Global University office space, equipment, and materials are not to be used for outside employment.

4.3.14 Corrective Action

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University holds each of its employees to certain work rules and standards of conduct. When an employee deviates from these rules and standards, Pacific American Global University expects the employee's supervisor to take corrective action.

Corrective action at Pacific American Global University is progressive. The action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected.

The usual sequence of corrective actions includes an oral warning, a written warning, probation, and finally, termination of employment. In deciding which initial corrective action would be appropriate, a supervisor will consider the seriousness of the infraction, the circumstances surrounding the matter, and the employee's previous record.

Though committed to a progressive approach to corrective action, Pacific American Global University considers certain rule infractions and violations of standards as grounds for immediate termination of employment. These include but are not limited to: theft in any form, insubordinate behavior, vandalism or destruction of company property, being on company property during non-business hours, the use of company equipment and/or company vehicles without prior authorization by Executive Staff, untruthfulness about personal work history, skills, or training, divulging Company business practices, and misrepresentations of Pacific American Global University to a client, a prospective client, the general public, or an employee.

4.3.15 Employment Termination

Development Date: December 18, 2009

Revised Date: June 08, 2023

Termination of employment is an inevitable part of personnel activity within any organization, and many reasons for termination are routine. Below are a few examples of some of the most common circumstances under which employment is terminated:

- **Resignation:** voluntary employment termination initiated by an employee.
- **Termination:** involuntary employment termination initiated by Pacific American Global University
- **Layoff:** involuntary employment termination initiated by Pacific American Global University for non-disciplinary reasons.

When a non-exempt employee intends to terminate his or her employment with Pacific American Global University, he or she shall give Pacific American Global University at least two (2) weeks' written notice. Exempt employees shall provide at least four (4) weeks' written notice.

Since employment with Pacific American Global University is based on mutual consent, both the employee and Pacific American Global University have the right to terminate employment at will, with or without cause during the Introductory/Probationary Period for New Employees (See, Introductory/Probationary Period for New Employees).

Any employee who terminates employment with Pacific American Global University shall return all files, records, keys, and any other materials that are property of Pacific American Global University. No final settlement of an employee's pay will be made until all items are returned in appropriate condition. The cost of replacing non-returned items will be deducted from the employee's final paycheck. Furthermore, any outstanding financial obligations owed to Pacific American Global University will also be deducted from the employee's final check. Employee's benefits will be affected by employment termination in the following manner. All accrued vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense (See, Benefits) if the employee elects to do so. The employee will be notified of the benefits that may be continued and of the terms, conditions, and limitations.

Safety, Health Related Issues, and Employee Requiring Medical Attention, and Building Security.

4.3.16 Safety

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University provides information to employees about workplace safety and health issues through regular internal communication such as:

- Training sessions
- Team meetings
- Bulletin board postings
- Memorandums
- Other written communications

Each employee is expected to obey safety rules and exercise caution and common sense in all work activities. Employees must immediately report any unsafe conditions to their supervisor. Employees who violate safety standards, cause hazardous or dangerous situations, fail to report, or, where appropriate, remedy such situations may be subject to disciplinary action, including termination of employment.

In the case of an accident that results in injury, regardless of how insignificant the injury may appear, employees should notify their supervisor (See, Employee Requiring Medical Attention).

4.3.17 Health-Related Issues

Development Date: December 18, 2009

Revised Date: June 08, 2023

Employees that become aware of any health-related issue, including pregnancy, should notify their supervisor of their health status. This policy has been instituted strictly to protect the employee.

Written permission to work from the employee's doctor is required at the time or shortly after notice has been given. The doctor's note should specify whether the employee is able to perform regular duties as outlined in his/her job description.

A leave of absence may be granted on a case-by-case basis. Employees should notify their supervisor if the need arises for a leave of absence.

4.3.18 Employee Requiring Medical Attention

Development Date: December 18, 2009

Revised Date: June 08, 2023

If an employee requires medical attention, whether injured or becoming ill while at work, the employee's physician must be notified immediately. If the employee must be seen by the doctor or go to the hospital, a family member will be called to transport the employee to the appropriate facility. If an emergency requires Emergency Medical Services to evaluate the injury/illness of an employee on-site, the employee will be responsible for any transportation charges. Furthermore, Pacific American Global University's employees will not be responsible for the transportation of another employee due to liabilities that may occur.

4.3.19 Building Security

Development Date: December 18, 2009

Revised Date: June 08, 2023

All employees who are issued keys to the office are responsible for their safekeeping. These employees will sign a Building Key Disbursement form upon receiving the key. The last employee, or a designated employee, who leaves the office at the end of the business day assumes the responsibility to ensure that all doors are securely locked and all appliances and lights are turned off with the exception of the lights normally left on for security purposes. Employees are not allowed on university property after hours without prior authorization from the Executive Staff.

Video Surveillance, Insurance on Personal Effects and Supplies, Expenditures, Obligating the University

4.3.20 Video Surveillance

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University recognizes the need to balance an individual's right to privacy and the need to ensure the safety and security of university employees, students, visitors, and property. In the daily operation of Pacific American Global University, the safety of property, visitors, and employees is protected and maintained by conventional means such as staff observation, safe behavior and conduct, and the consistent application of Pacific American Global University's policies and procedures. However, in some

circumstances, the additional protection provided by surveillance cameras is essential in maintaining lawful and safe use of university premises.

4.3.21 Insurance on Personal Effects

Development Date: December 18, 2009

Revised Date: June 08, 2023

All employees should be sure that their insurance policies cover the loss of anything occasionally left at the office. Pacific American Global University assumes no risk of loss or damage to personal property.

4.3.22 Supplies; Expenditures; Obligating The University

Development Date: December 18, 2009

Revised Date: June 08, 2023

Only authorized persons may purchase supplies in the name of Pacific American Global University. No employee whose regular duties do not include purchasing shall incur any expense on behalf of Pacific American Global University or bind Pacific American Global University by any promise or representation without written approval.

Expense Reimbursement, Parking, Visitors in the Workplace, and Immigration Law Compliance.

4.3.23 Expense Reimbursement

Development Date: December 18, 2009

Revised Date: June 08, 2023

Expenses incurred by an employee must have prior approval from a supervisor. Reimbursement requests will be processed like an invoice, and the employee will receive a separate check. All completed reimbursement request forms should be turned in to the Accounts Payable/Payroll Department.

4.3.24 Parking

Development Date: December 18, 2009

Revised Date: June 08, 2023

Full-time and part-time employees must park their cars in areas indicated and provided by Pacific American Global University.

4.3.25 Visitors in the Workplace

Development Date: December 18, 2009

Revised Date: June 08, 2023

Only authorized visitors are allowed in the workplace to provide for the safety and security of employees, visitors, and the facilities at Pacific American Global University. Restricting unauthorized visitors helps ensure security, decreases insurance liability, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

Authorized visitors must make themselves known to the front office and will be escorted to their destination. They must be accompanied by an employee at all times and check out with the front office before departure.

4.3.26 Immigration Law Compliance

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University employs only United States citizens and those non-U.S. citizens authorized to work in the United States in compliance with the USCIS regulations.

As a condition of employment, each new employee must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with Pacific American Global University within the past three years or if their previous I-9 is no longer retained or valid.

4.4 STANDARDS OF CONDUCT

Development Date: December 18, 2009

Revised Date: June 08, 2023

The work rules and standards of conduct for Pacific American Global University are important, and the University regards them seriously. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting the University's business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including termination of employment (See, Corrective Action).

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, including termination of employment.

- Theft or inappropriate removal or possession of the property
- Falsification of timekeeping records (See, Timekeeping)
- Working under the influence of alcohol or illegal drugs (See, Substance Abuse)
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace (See, Substance Abuse)
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage to company-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in the workplace
- Sexual or other unlawful or unwelcome harassment (See, Harassment, Including Sexual Harassment)
- Excessive absenteeism or any absence without notice (See, Attendance/Punctuality and Absence without Notice)
- Unauthorized use of telephones or other company-owned equipment (See, Telephone Use)
- Using company equipment for purposes other than business (i.e., playing games on computers or personal Internet usage)
- Unauthorized disclosure of business —secrets or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

4.4.1 Attendance/Punctuality

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University expects that every employee will be regular and punctual in attendance. This means being in the office, ready to work, at their starting time each day. Absenteeism and tardiness place a burden on other employees and the University.

If employees are unable to report for work for any reason, they need to notify the supervisor before the regular starting time. Employees are responsible for speaking directly to their supervisor about their absence. It is not acceptable to leave a message on a supervisor's voice mail, except in extreme emergencies. In the case of leaving a voice-mail message, a follow-up call must be made later that day. The University's phone number is (213) 388-5992.

Should undue tardiness become apparent, disciplinary action may be required.

If there comes a time when an employee needs to work some hours other than those that makeup he or she usual work week, he or she should notify his or her supervisor at least seven working days in advance. Each request for special work hours will be considered separately in light of the employee's needs and the needs of the University. Such requests may or may not be granted.

In addition to the information regarding attendance provided here in the Employee Handbook, all employees are expected to read and sign the Employee Attendance Policy and Procedure.

4.4.2 Absence Without Notice

Development Date: December 18, 2009

Revised Date: June 08, 2023

When an employee is unable to work owing to illness or an accident, he or she needs to notify his or her supervisor. This situation will allow Pacific American Global University to arrange for temporary coverage of duties and help other employees to continue work in their absence. If an employee does not report for work and the University is not notified of his or her status, it will be assumed after two consecutive days of absence that the employee has resigned, and he or she will be removed from the payroll.

If an employee becomes ill at work or must leave the office for some other reason before the end of the workday, be sure to inform your supervisor before leaving.

4.4.3 Telephone Use

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University's telephones are intended to serve our customers and conduct the University's business.

Personal usage during business hours is discouraged except for extreme emergencies. All personal telephone calls should be kept brief to avoid congestion on the telephone line.

To respect the rights of all employees and avoid miscommunication in the office, employees must inform family members and friends to limit personal telephone calls during working hours.

If an employee is found to be deviating from this policy, he/she will be subject to disciplinary action (See, Corrective Action).

4.4.4 Public Image

Development Date: December 18, 2009

Revised Date: June 08, 2023

A professional appearance is important anytime that you come in contact with students or prospective students. Employees should be well groomed and dressed appropriately for our business and their particular position.

The following is considered appropriate working attire for Pacific American Global University:

When meeting with a client, agent, prospective student, or conducting lectures, the dress code is business-oriented and includes attire such as:

- Men: slacks, dress shirt, and/or tie (business suits optional)
- Women: slacks, skirt, blouse, or dresses (business suits optional)

If management occasionally designates "casual days," appropriate guidelines will be provided.

The following items are considered inappropriate working attire for Pacific American Global University:

- Flip-flop or —beach sandals

- Tank tops or revealing shirts
- Short mini skirts
- Sheer clothing
- T-shirts and Jeans
- Tennis shoes/sneakers
- Any article of clothing that another person may interpret as offensive or suggestive (e.g., T-shirts with inappropriate language, gestures, or advertising).

Consult with the supervisor for further questions about appropriate business attire.

4.4.5 Substance Abuse

Development Date: December 18, 2009

Revised Date: June 08, 2023

The University is committed to providing its employees with a safe and productive workplace. In keeping with this commitment, the following rules regarding alcohol and drug abuse have been established for all staff members, regardless of rank or position, including both regular and temporary employees. The rules apply during working hours to all employees of Pacific American Global University while on University premises or elsewhere on University business.

The manufacture, distribution, possession, sale, or purchase of controlled substances of abuse on Company property is prohibited.

Being under the influence of illegal drugs, alcohol, or substances of abuse on University property is prohibited.

All employees are not permitted to work under the influence of prescription drugs that impair performance.

So that there is no question about what these rules signify, please note the following definitions:

- University property: All university-owned or leased property used by employees.
- The controlled substance of abuse: Any substance listed in Schedules I-V of Section 202 of the Controlled Substance Act, as amended.

- Drug: Any chemical substance that produces a physical, mental, emotional, or behavioral change in the user.

Drug paraphernalia: Equipment, product, or material used or intended for use in concealing an illegal drug or otherwise introducing an illegal drug or controlled substance into the human body.

Illegal drug:

- A. Any drug or derivative thereof whose use, possession, sale, transfer, attempted sale or transfer, manufacture, or storage is illegal or regulated under any federal, state, or local law or regulation.
 - B. Any drug, including – but not limited to – a prescription drug, used for any reason other than that prescribed by a physician.
 - C. Inhalants are used illegally.
- Under the influence: A state of not having the normal use of mental or physical faculties resulting from voluntarily introducing an alcoholic beverage, drug, or substance of abuse into the body.
 - Using, selling, purchasing, transferring, manufacturing, or storing an illegal drug or drug paraphernalia, or attempting to or assisting another to do so while in the course of employment.
 - Working or reporting to work, conducting University business, or being on University property while under the influence of an illegal drug or alcohol or in an impaired condition.

Consistent with the rules listed above, any of the following actions constitute a violation of the University’s drug policy and may subject an employee to disciplinary action, up to and including immediate termination.

4.4.6 Tobacco Products

Development Date: December 18, 2009

Revised Date: June 08, 2023

The use of tobacco products is not permitted anywhere on the University’s premises except in authorized and designated locations. The designated smoking areas are located outside of the building. Employees must follow all rules posted in designated smoking areas and adhere to all policies associated with this policy (See, Break Periods and Safety).

4.4.7 Internet Use

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University employees are allowed the use of the Internet and e-mail when necessary to serve our students and conduct the University's business.

Employees may use the Internet when appropriate to access information needed to conduct the business of Pacific American Global University. Employees may use e-mail when appropriate for University business correspondence.

The use of the Internet must not disrupt the operation of the University computer network. The use of the Internet must not interfere with an employee's productivity. Employees are responsible for using the Internet in a manner that is ethical and lawful.

Internet messages are public and not private. Pacific American Global University reserves the right to access and monitor all files and messages on its systems.

4.4.8 University Equipment

Development Date: December 18, 2009

Revised Date: June 08, 2023

Any equipment owned and maintained by the University is not for public use. Students may use designated equipment only with permission from university staff.

University Equipment should be well taken care of by the student body and university staff. Abusing this equipment will not be tolerated and may carry a monetary fine and or a disciplinary penalty for the offender.

Regular office hours are 9:00 a.m. until 5:00 p.m. Use of office equipment and supplies in the offices are not for public or student use without the express permission of a staff member.

4.5 WAGE AND SALARY POLICIES

4.5.1 Wage or Salary Increases

Development Date: December 18, 2009

Revised Date: June 08, 2023

Each employee's hourly wage or annual salary will be reviewed at least once each year. The employee's review date will usually be conducted on or about the anniversary date of employment or the date of the previous compensation review. Such reviews may be conducted more frequently for a newly created position or based on a recent promotion.

Increases will be determined on the basis of performance, adherence to company policies and procedures, and ability to meet or exceed duties per the job description and achieve performance goals (See, Performance Review/Planning Sessions).

Although the University's salary ranges and hourly wage schedules will be adjusted on an ongoing basis, Pacific American Global University does not grant cost of living increases. Performance is the key to wage increases at Pacific American Global University.

4.5.2 Timekeeping

Development Date: December 18, 2009

Revised Date: June 08, 2023

Accurately recording time worked is the responsibility of every non-exempt employee. Time worked is the time spent on a job(s) performing assigned duties. Employees are responsible for accurately documenting their time spent on individual jobs by clocking in and out of work using the computer designated for attendance reporting (located at the main entrance).

Pacific American Global University does not pay for extended breaks or time spent on personal matters.

The time clock/computer is a legal instrument. Altering, falsifying, tampering with time records, or recording time on another team member's time record will result in disciplinary action, including termination of employment.

Authorized personnel will review time records each week. Any changes to an employee's time record must be approved by his/her supervisor. Questions regarding the timekeeping system or time cards should be directed to the direct supervisor.

Time Cards – Non-exempt employees will be issued a time card on their first day of employment. The employee will be given thorough instructions on attendance system usage and what to do should a problem occur.

4.5.3 Overtime

Development Date: December 18, 2009

Revised Date: June 08, 2023

Overtime compensation is paid to non-exempt employees in accordance with federal and state wage and hour restrictions. Overtime is payable for all hours worked over 40 per week at a rate of one and one-half times the non-exempt employee's regular hourly rate. Time off for a personal time, holidays, or any leave of absence will not be considered hours worked when calculating overtime. In addition, vacation time does not constitute hours worked.

All overtime work performed by an hourly employee must receive the supervisor's prior authorization. Overtime worked without prior authorization from the supervisor may result in disciplinary action. The supervisor's signature on a timesheet authorizes pay for overtime hours worked.

4.5.4 Paydays

Development Date: December 18, 2009

Revised Date: June 08, 2023

All employees are paid monthly. In the event that a regularly scheduled payday falls on a weekend or holiday, employees will receive pay on the next day of operation.

If a regular payday falls during an employee's vacation, the employee's paycheck will be available upon his or her return from vacation.

If the employee is not at work when paychecks are distributed and does not receive the paycheck, the paycheck will be kept at the reception desk through the rest of the payday. If an employee is unable to pick up his or her check on payday, he or she will need to see the supervisor.

Paychecks will not, under any circumstances, be given to any person other than the employee without written authorization. Paychecks may also be mailed to the employee's address upon request.

4.6 BENEFITS AND SERVICES

4.6.1 Insurance

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University does not offer a benefits program for its regular full-time or part-time employees.

4.6.2 Social Security/Medicare

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University withholds income tax from all employees' earnings and participates in FICA (Social Security) and Medicare withholding and matching programs as required by law.

4.6.3 Vacation

Development Date: December 18, 2009

Revised Date: June 08, 2023

Paid vacation is available to regular full-time employees following their first anniversary with Pacific American Global University and is provided based on the following calculations:

- For years one through four, employees receive two weeks of vacation per year.
- For years five and over, employees receive three weeks of vacation per year.

Earned vacation can be taken after one (1) year of continuous employment.

NOTE: The vacation policy applies to all regular full-time employees only. Earned vacation leave cannot be taken before it is accrued and approved. Vacation may be taken in half-day increments of time.

Upon termination, unused earned vacation will be paid in a lump sum in the employee's final paycheck.

A maximum of one week of paid vacation may be carried over from one calendar year to the next. However, no more than two weeks of vacation may be taken at one time except under

extraordinary circumstances. Requests for more than two weeks of vacation should be in writing at least ninety 90 days prior to the beginning of the requested vacation period.

Pacific American Global University encourages all employees to make the most of their vacation time. Regular breaks from daily work make everyone more productive.

However, because circumstances do not always permit everyone to take vacation time when requested, Pacific American Global University will offer employees the option of taking the dollar equivalent of their earned vacation hours at their regular hourly rate. Arrangements to take earned vacation pay should be made at least one (1) payroll period in advance.

4.6.4 Record Keeping

Development Date: December 18, 2009

Revised Date: June 08, 2023

Human Resources maintain vacation days accrued and used. Each employee is responsible for verifying his or her pay stub to ensure the correct amount of hours appears.

4.6.5 Holidays

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University observes the following non-paid holidays per year for all non-exempt employees:

- New Year's Day
- President's Day
- Dr. Martin Luther King Jr.'s Birthday
- Memorial Day
- Independence Day
- Labor Day Veteran's Day
- Thanksgiving Day
- Christmas Day

4.6.6 Jury Duty/Military Leave

Development Date: December 18, 2009

Revised Date: June 08, 2023

Employees will be granted time off to serve on a jury or military leave without pay. However, all full-time and part-time employees will be kept on the active payroll until their civic duties have been completed. A copy of the jury duty summons and all other associated paperwork are required for the personnel file.

4.6.7 Sick Paid Leave Policy

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University will offer Paid Sick Leave to employees who meet the following requirements:

- Employees who, on or after July 1, 2015, work in California for 30 or more days within a year from the beginning of employment are entitled to paid sick leave.
- Paid Sick Leave accrues at one hour per every 30 hours worked, paid at the employee's regular wage rate. Accrual shall begin on the first day of employment or July 1, 2015, whichever is later.
- Accrued Paid Sick Leave shall carry over to the following year of employment and may be capped at 48 hours or six days. However, subject to specified conditions, if an employer has paid sick leave, paid leave, or paid time off, no accrual or carryover is required if the total amount of leave is received at the beginning of each year in accordance with the policy.

Usage

- An employee may use accrued Paid Sick Days beginning on the 90 days of employment.
- An employer shall provide Paid Sick Days upon oral or written request of an employee for themselves or a family member for the diagnosis, care or treatment of an existing health condition or preventive care, or specified purposes for an employee who is a victim of domestic violence, sexual assault, or stalking.
- An employer may limit the use of Paid Sick Days to 24 hours or three days in each year of employment. Retaliation or discrimination against an employee who requests Paid Sick Days or uses Paid Sick Days or both is prohibited. An employee can file a complaint with the Labor Commissioner against an employer who retaliates against the employee.

4.6.8 Professional Development

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University is committed to the development of its employees. Training and development activities include but are not limited to the following: conferences, webinars, workshops, seminars, lectures, and in-services.

Any individual employed by Pacific American Global University may participate in activities relevant to their job responsibilities and/or duties. An employee must seek and receive approval from the President before participating in any training activity. The President is responsible for determining that the activity will be beneficial to the employee and/or the University to warrant attendance/participation and release/excused from normal duties.

Generally, faculty and staff will participate in activities offered by Pacific American Global University on a voluntary basis. New employees are required to participate in an orientation program at the beginning of their employment. On some occasions, the University and/or Chief Academic Officer may require participation in required or specified in-services provided by the University.

4.7 EMPLOYEE COMMUNICATIONS

4.7.1 Staff Meetings

Development Date: December 18, 2009

Revised Date: June 08, 2023

Office staff meetings will be held monthly. These informative meetings allow employees to be informed on recent company activities, changes in the workplace and employee recognition.

Professor meetings will be held once per month. Professors will be notified in advance when and where these meetings will take place.

4.7.2 Suggestions

Development Date: December 18, 2009

Revised Date: June 08, 2023

Pacific American Global University encourages employees who have suggestions that they do not want to offer orally or in-person to write them down and leave them at the front

desk in the main office. If this is done anonymously, please mail the letter to Pacific American Global University –every care will be taken to preserve the employee’s privacy.

The CEO will read the suggestions on a regular basis.

4.7.3 Procedure for Handling Complaints

Development Date: December 18, 2009

Revised Date: June 08, 2023

Under normal working conditions, employees who have a job-related problem, question or complaint should first discuss it with their immediate supervisor. Employees usually reach the simplest, quickest, and most satisfactory solution. at this level. If the employee and supervisor do not solve the problem, Pacific American Global University encourages employees to contact the CEO.

SECTION 5: BOARD OF DIRECTORS POLICIES AND PROCEDURE

5.1 ETHICAL VALUES STATEMENT, DUTIES AND RESPONSIBILITIES OF MEMBERS, AND NUMBER OF MEMBERS

5.1.1 Ethical Values Statement

Development Date: December 18, 2009

Revised Date: June 08, 2023

Because we, Pacific American Global University, are a Christian University, we must maintain a good testimony. Thus, we commit to being accurately and honestly represented to students, our accrediting agencies, and the public. The commitment includes honest and open communication with the accrediting commission, undertaking the accreditation review process with seriousness and sincerity, abiding by the policies and procedures of the commission, and an accurate representation of our accredited status.

5.1.2 Duties and Responsibilities of Members

Development Date: December 18, 2009

Revised Date: June 08, 2023

The functions of the Board of Directors are to manage all matters concerning University's business. Every Director shall have the absolute right to inspect all books, records, and documents of the University at any reasonable time. Also, the following duties are expected to be fulfilled:

- Practice ethical and professional conduct
- Review and approve official publications and policies and revise them if necessary.
- Evaluate Board's self-processes and performance on a regular basis
- Monitor and evaluate the Chief Executive officer to ensure the fair practice of the policies and procedures of the University
- Evaluate management team performance on a regular basis
- Actively take part prior to major institutional changes
- Engage in the mandatory annual Board members
- To fully disclose and avoid conflict of interest or the appearance of a conflict of interest in the discussion or vote of any items directly or indirectly related to the potential conflict
- Be responsible for the conservation and development of financial resources and exercise control over major physical changes and development, investments, budgets, charges, and tuition fees.

- Give orientation to new members of the Board, which includes providing the Board of Directors manual and bylaws.

5.1.3 Number of Members

Development Date: December 18, 2009

Revised Date: June 08, 2023

The Board consists of at least five (5) Directors

- The number of Directors may vary as the board may determine, provided that the number shall be no fewer than five (5). The number of directors shall be changed only by amendments to the bylaws of the University.
- No voting member has a familial relationship with the chair of the board or the Chief Executive Officer of the University.

5.2 QUALIFICATION, REPRESENTATION, AND METHOD OF SELECTION OF MEMBERS, ORGANIZATIONAL STRUCTURE, AND THE EXECUTIVE COMMITTEE

5.2.1 Qualification, Representation, and Method of Selection of Members

Development Date: December 18, 2009

Revised Date: June 08, 2023

The Board membership hopes to be represented by a diversity of professional and business interests relevant to the mission of the University. The only qualification we seek is that a potential Board Member shares the same devotion to the Word of God, the statement of faith, and commitment to the mission of the University.

Qualifications

For a person to be considered qualified for board membership, he or she should be:

- A faithful Christian
- Financially supportive of the University
- Willing to serve by being involved in University activities and projects

Selection

- 1) The board invites nominations of qualified persons having relevant expertise to serve on the board.
- 2) Those wishing to nominate potential members should contact the Board of Directors.
- 3) The board will seek testimony as to the qualifications of a nominee.

- 4) A delegated individual will then contact the nominee to discuss his or her interest.
- 5) If this nominee is interested in supporting the University by serving on the board, the Board of Directors will vote.
- 6) Acceptance into membership requires a two-thirds vote by the members of the board who are present at an official board meeting.
- 7) The governing board is of sufficient size so that all committees can be adequately populated by qualified members without concentrating too much control on a small number of people.

5.2.2 Orientation Process for New Members

Development Date: December 18, 2009

Revised Date: December 25, 2022

The new member is not permitted to vote in board meetings until orientation is completed. The first step is to give the new member the current copy of this manual. Once the new member has completed the reading of the Board Manual, he or she is to inform the chairman of the board. The chairman will then discuss the five-year plan's vision and highlights. The next step is for the President to discuss the current state of the University. At this point, the new member is qualified to vote. A board member should intentionally get to know the University:

- 1) Management team
- 2) Mission, Institutional Objectives and Philosophy of Education
- 3) History
- 4) Programs
- 5) Resources

5.2.3 Organizational Structure

Development Date: December 18, 2009

Revised Date: June 08, 2023

Officers of the Board of Directors shall be Chairman, Vice-Chairman, Secretary, and other officers as necessary. These officers, with other members of the boards, shall constitute the Executive Committee of the Board.

1. Chairperson of the Board

The Chairman of the Board of Directors is to preside at all meetings of the Board and of the Executive Committee of the board; he is to represent the Board in matters of policy and conduct of the University.

2. The Vice-Chairman

The Vice-Chairman of the Board of Directors shall assume the responsibilities of the Chairman in his absence.

3. Secretary of the Board

The Secretary shall maintain records of all board meetings, perform official correspondence in the name of the Board of Directors and keep up-to-date files on the University's operation.

5.2.4 The Executive Committee

Development Date: December 18, 2009

Revised Date: June 08, 2023

The Executive Committee of the Board of Directors shall consist of the officers of the Board-Chairman, Vice-Chairman, and Secretary; and additional members, elected annually. They shall meet as often as necessary to transact such business as may arise between board meetings. Minutes of such meetings shall be submitted to the Board of Directors and actions shall be subject to board approval (except those coming within stated policies and directives of the board).

5.2.5 President of the University

Development Date: December 18, 2009

Revised Date: June 08, 2023

The President shall be the Chief Executive Officer of the Corporation and shall have general supervision, direction, and control of the business and Officers of the Corporation. Any official communication from the students, faculty, or administrators of Pacific American Global University shall be presented in writing to the Board of Directors only through the President. The President cannot serve as Chair of the Board or a Chair of any of its sub-committees.

5.3 LENGTH OF SERVICE OF MEMBERS AND OFFICERS, FREQUENCY OF MEETINGS, AND PROCEDURES

5.3.1 Length of Service of Members and Officers

Development Date: December 18, 2009

Revised Date: June 08, 2023

The Board of Directors shall elect directors, and each Director shall hold office for a period of 2 years, and until his or her successor is elected and qualified. Each director elected to

fill a vacancy shall hold office until the expiration of the term for which elected and until a successor has been elected and qualified.

5.3.2 Frequency of Meetings

Development Date: December 18, 2009

Revised Date: June 08, 2023

- The Board of Directors shall meet regularly at least twice a year, during June and December, on campus or at a previously designated and agreed upon location.
- The President may call a meeting of the Board of Directors at any time as may be necessary, as well as the request by the majority of the Directors.

5.3.3 Procedures

Development Date: December 18, 2009

Revised Date: June 08, 2023

The Annual Board meetings will focus on

- Approval of the budget for the new fiscal year
- Evaluation of the President's performance
- Evaluation of the Management team's performance
- Review of financial reports and financial stability
- Review and approve Biblical Foundation
- Review and approve official publications and policies and revise if necessary
- Review any proposed changes in the educational programs and policies and revise if necessary
- Review and approval of changes in curriculum

Board meeting procedure order

- The Board Members present shall establish a quorum
- The Chair of the Board shall call the meeting to order
- In the absence of the Chair, the Vice-Chair must fulfill the duties of the Chair
- The meeting minutes shall be reviewed and approved by two-thirds of the board and become final
- The President provides a report on recent activities at the University
- The agenda carries out
- Close with prayer

Board Self-Evaluation Procedures

The Board has the responsibility to hold itself accountable for the overall performance of its duties. The expectation is that the Board evaluates itself on a regular basis. The purpose of Board Self-Evaluation is to identify the Board's strengths and areas in which it may improve its functioning. The following procedures are established for the Board Self-Evaluation:

- The Board conducts a self-evaluation once a year by completing the Board Self-Evaluation Form
- Each Member of the Board of Directors is expected to participate in assessing Board performance
- Directors complete the evaluation form
- The President presents a summary of the results at the next Board meeting
- The board discusses and identifies actions to be taken to improve its performance

5.4 BOARD OF DIRECTORS CONFLICT OF INTEREST POLICY

Development Date: December 11, 2015

Revised Date: June 08, 2023

Purpose

This policy aims to help Pacific American Global University board members effectively identify, disclose and manage any actual, potential or perceived conflicts of interest to protect the integrity of Pacific American Global University and manage risk.

Objective

The Board of Directors (called the 'board' in this policy) aims to ensure that board members are aware of their obligation to disclose any conflicts of interest that they may have, and to comply with this policy to ensure they effectively manage those conflicts of interest as representatives of Pacific American Global University.

Definition of conflicts of interests

A conflict of interest occurs when a person's interests conflict with their responsibility to act in the University's best interests. Personal interests include direct interests, as well as those of family, friends, or other organizations a person may be involved with or have an interest in (for example, as a shareholder). It also includes a conflict between a board member's duty to Pacific American Global University and another duty the board member has. A conflict of interest may be actual, potential, or perceived and may be financial or non-financial. These situations present the risk that a person will decide based on, or

affected by, these influences rather than in the University's best interests. Therefore, these situations must be managed accordingly.

Policy

This policy has been developed to address conflicts of interest affecting Pacific American Global University. Conflicts of interest are common, and they do not need to present a problem to the University as long as they are openly and effectively managed.

It is the responsibility of the board that ethical, legal, financial, or other conflicts of interest be avoided and do not conflict with the obligations to Pacific American Global University.

Pacific American Global University will manage conflicts of interest by requiring board members to:

- avoid conflicts of interest where possible
- identify and disclose any conflicts of interest
- carefully manage any conflicts of interest, and
- follow this policy and respond to any breaches.

A. Responsibility of the board

The board is responsible for:

- establishing a system for identifying, disclosing, and managing conflicts of interest across the University
- monitoring compliance with this policy, and
- reviewing this policy on an annual basis to ensure that the policy is operating effectively.

B. Identification and disclosure of conflicts of interest

Once an actual, potential, or perceived conflict of interest is identified, it must be entered into Pacific American Global University's register of interests and raised with the board.

The Board Chair must maintain the register of interests. The register must record information related to a conflict of interest (including the nature and extent of the conflict of interest and any steps taken to address it).

C. Action required to manage conflicts of interest

1) Conflicts of interest of board members

Once the conflict of interest has been appropriately disclosed, the board (excluding the board member who has made the disclosure, as well as any other conflicted

board member) must decide whether or not those conflicted board members should:

- vote on the matter (this is a minimum),
- participate in any debate, or
- be present in the room during the debate and the voting.

In exceptional circumstances, such as where a conflict is very significant or likely to prevent a board member from regularly participating in discussions, it may be worth considering if it is appropriate for the person conflicted to resign from the board.

2) What should be considered when deciding what action to take

In deciding what approach to take, the board will consider:

- whether the conflict needs to be avoided or simply documented
- whether the conflict will realistically impair the disclosing person's capacity to participate in decision-making impartially
- alternative options to avoid the conflict
- the University's objects and resources, and
- the possibility of creating an appearance of improper conduct that might impair confidence in, or the reputation of, the University.

The approval of any action requires the agreement of at least a majority of the board (excluding any conflicted board member/s) who are present and voting at the meeting.

The action and result of the voting will be recorded in the minutes of the meeting and the register of interests.

D. Compliance with this policy

If the board has a reason to believe that a person subject to the policy has failed to comply with it, it will investigate the circumstances. If it is found that this person has failed to disclose a conflict of interest, the board may take action against them. This action may include seeking to terminate their relationship.

5.5 THE PRESIDENT'S SUCCESSION PLAN POLICY

Development Date: December 23, 2022

Revised Date: June 08, 2023

General Premise

In the event of a vacancy occurring at the President's level, the Vice President will become the temporary president pending activation of the Succession Plan protocol by the Board of Directors.

The pre-selected successor should remain confidential, if possible by law. If the Management team is not able to identify an internal candidate, a list of three outside candidates should be developed, sourced and presented to the entire Board of Directors. The list of pre-selected candidates should remain confidential, if possible by law

The Management team members should review all potential staff and faculty and propose a pre-selected successor to replace the President for a vote before the entire Board.

Succession planning is critical to our immediate and long term success because it:

- Protects our organization's capacity to perform key functions, sustain important relationships, and fulfill our commitments to the students, Board of Directors, stakeholders and the community, and
- Develops staff for future leadership needs and opportunities and
- Protects the short and long-term legacy and mission of this great institution.

Succession Plan

Provides a road map for a smooth leadership transition in the event of an Unplanned Absence, a Permanent Unplanned Absence, or a Permanent Planned Absence of the President of Pacific American Global University. This plan will involve a Temporary President, the Vice President will manage the University until the activation of the succession plan protocol. The succession plan protocol plan could include an interim internal candidate that has been pre-identified and selected which would provide leadership for the institution, while a national/international search is conducted. In the event, there is no internal pre-selected successor to serve as interim or as successor

A member of the outside pre-selected successor list should be used to determine the interim candidate. As best practices, at no point should an interim candidate be appointed Interim President for more than one year without the University conducting a

national/international search for a new President. This process will ensure that the board has properly reviewed and vetted the vast amount of intellectual talent throughout the nation as it seeks to acquire the best leader with the appropriate level of experience and skill to lead this great University.

II. Strategic Plan

In choosing the pre-selected successor (internal and/or external) the strategic plan should be used as a guiding source that lays out the long term vision of the organization which in turn helps identify the attributes and skill sets required to lead the organization.

III. Internal Training and Outside Selection Training

- Internal pre-selected successor will undergo personal development training to enhance skill sets as identified by the Management team.
- Outside pre-selected successor will be afforded the option to participate in personal development training to also enhance skill sets as identified by the Management team.

IV. Replacement Process

A. In the event of a Short-Term UNPLANNED absence.

This short term plan assumes the President will be returning within six (6) weeks or less, once the events precipitating the absence are resolved.

- The President, or another member of his staff in his/her absence, informs the Board Chairperson of the leave.
- As soon as possible, the Chair convenes a meeting of the Executive Committee of the Board to affirm the procedures prescribed in this plan or to make any modifications the Committee deems appropriate.
- The Provost will assume the position of Temporary President, unless otherwise prescribed by the Board, and shoulder immediate, short-term responsibility for day-to-day operations with support of the Board, until the Board activates the succession plan protocol.
 - The Temporary President shall have the same and full authority for decision-making and independent action as the President and is expected to work closely and communicate openly with the Board.
 - Based on the approval of the Board and the length of time estimated to be served, the Temporary President may receive a temporary salary increase to a level determined by the Board if the Temporary President is a current staff/faculty member.

- Within 60 days upon activation of the succession plan protocol, the pre-selected successor may assume the role of Interim President of the University. The Interim President of the University may or may not be the Temporary President, but should be the Board's pre-selected successor. The Board Chair or his or her designee will have responsibility to provide immediate support to the Interim President and will communicate to the Board any special support needs of the Interim President in this temporary leadership role.
- As soon as possible, after the Interim President has assumed responsibility, the Board will resume the role of pre-selecting a successor for the Interim President.

B. In the event of a LONG-TERM UNPLANNED absence. This long-term plan assumes the President will be returning after more than 60 days, once the events precipitating the absence are resolved. Assuming the President will be returning, the procedures and conditions to be followed shall be the same as for a short-term absence.

C. In the event of a PERMANENT UNPLANNED absence. Assuming the President will not be returning, the procedures and conditions shall be the same as for a Long-Term Unplanned absence with the following conditions:

- Upon notification that the President is leaving and will not be returning to the position, the Executive Committee of the Board will formally activate the succession plan protocol and the Provost, unless otherwise prescribed by the Board (internal pre-selected successor), shall become the Temporary President of the University. In the event there is no internal pre-selected successor, the Executive Committee shall request a special meeting within 30 days upon activation of the succession plan protocol, to select one of the three pre-identified external candidates to be Interim President. The Provost will assume the role of Interim President during this transition period, if there is no internal or external pre-selected successor.
- Within sixty days from activating the succession plan protocol, the Board will establish a search committee, which will oversee the hiring of a search firm and establish a transition plan and timeline.
 - Following appropriate internal preparation, as defined by the search committee, the committee will launch the search for a new President. After the search is completed, the search committee will recommend 2-3 finalists to be interviewed by the Board and the University stakeholders.
 - After diligent consideration, the Board will select the next President from the recommended candidates.

D. In the event of a PERMANENT PLANNED departure.

Assuming the President will not be returning and has provided notice of impending departure, the procedures and conditions shall be the same as for a Permanent Unplanned absence.

- Assuming the President will be departing permanently, the procedures and conditions to be followed shall be the same as the permanent unplanned absence. to create a smooth leadership transition that furthers the goals of the University.

SECTION 6 - EMERGENCY AND IT BACK UP

6.1 CAMPUS EMERGENCY PLAN

Development Date: December 11, 2015

Revised Date: June 08, 2023

Pacific American Global University has a campus emergency plan that gives procedures to follow in case of fire, weather, earthquake, or medical emergency, as well as provides reference information and a checklist of procedures on how to:

- Prepare for an emergency incident;
- Report an emergency;
- Know what to do in the event of an emergency.

In an emergency, should:

- Upon discovering an emergency, or potential emergency, immediately get to a safe place and **CALL 9-1-1**.
- Give the Office as much information as possible regarding the emergency.
- Please do not hang up until the 911 operator asks; they may have special questions.

Every effort is made to ensure a safe and secure work and study place. Unforeseen circumstances may occur, however, and every contingency cannot be anticipated. The personal safety of each Pacific American Global University student and employee depends largely upon how well individuals react to and are personally prepared to deal with these emergencies.

Pacific American Global University Campus Emergency Plan, outlined below, gives information on what to do in the event of a medical emergency, crime, or natural disaster.

6.1.1 Medical Emergency

Development Date: December 11, 2015

Revised Date: June 08, 2023

If any Pacific American Global University student, faculty, staff, or visitor becomes ill or injured while on campus, do the following:

- For minor incidents: A first aid kit will be provided in the Register's Office, and each employee has access to the kits.
- For serious incidents: Call 911 and seek medical attention immediately.

- If impaled by a foreign object: Do not remove the object and wait for medical attention to arrive. Do not remove the injured or ill person unless the relocation is necessary to prevent further injury.

Accompany the injured or ill person to the hospital if medical treatment needs to be provided off-campus. Hospitals and urgent care clinics are listed below:

- Hollywood Urgent Care
5717 Melrose Ave, Los Angeles, CA 90038
(323) 957-2273
- Kaiser Permanente Medical Center Urgent Care
4700 Sunset Blvd, Los Angeles, CA 90027
(800) 954-8000
- Vermont Urgent Care & Multi Specialty Center
1435 Vermont Ave #100, Los Angeles, CA 90006
(213) 386-2511

6.1.2 Violent Intruder, Shooter, or Crime Behavior

Development Date: December 11, 2015

Revised Date: June 08, 2023

In the event of a campus intruder, shooter, or criminal acts, immediately dial 911. Do not attempt to apprehend or interfere with suspicious strangers/criminals except in case of self-protection.

Report the following to the officer:

- Describe the person's physical traits, attire, and behavior.
- If it is safe to do so, note the height, weight, sex, ethnicity, approximate age, clothing, method and direction of travel, if known.

In the event of gunfire, remain calm and take cover immediately. Avoid movement near windows and open doors. Escaping from the dangerous area should be done as quickly and quietly as possible.

6.1.3 Bomb Threats

Development Date: December 11, 2015

Revised Date: June 08, 2023

Bomb threats usually come on the telephone and are generally made by individuals who want to create an atmosphere of general anxiety or panic. All bomb threats should be assumed to pose a dangerous situation to the Pacific American Global University campus population.

In the event of bomb threats:

- 1) Do not handle any suspicious object or package!
- 2) Do not open drawers or cabinets, turn lights on or off, or utilize 2-way radios or cell phones until safely out of the building.
- 3) Clear the area, assisting disabled person(s) exiting the building. Immediately call 911, and contact Pacific American Global University Administration. Once outside, move to a clear area at least 500 feet away from the affected building.
- 4) Only re-enter the area once instructed to do so.

If a bomb threat is received by phone:

1. Take the caller seriously, but remain calm.
2. Ask a lot of questions.
 - When is the bomb going to explode?
 - Where is the bomb located?
 - What kind of bomb is it?
 - What does it look like?
3. Take notes on everything said and observe background noise, voice characteristics, etc.
4. Call 911 immediately and notify your professor, admin staff, or any authorized person in charge.
5. During the evacuation, take your personal belongings and move to an evacuation assembly area
6. Only re-enter the area once instructed to do so.

6.1.4 Fire

Development Date: December 11, 2015

Revised Date: June 08, 2023

In all cases of fire, Pacific American Global University Administration must be notified as soon as possible and do the following:

- During a fire alarm, stop all activities and evacuate the building—exit using the stairs. The elevators should not be used. Evacuate the building as soon as the alarm sounds and proceed to the designated evacuation zone.
- Faculty is responsible for ensuring that all students leave the classrooms immediately.
- Only re-enter the building with instructions from a faculty-authorized designated person or the Fire department.

If evacuation is inaccessible:

- Move to a safe location with fire-rated walls, doors, and a few interior openings.
- Use a phone to call 911 for assistance.
- Place wet towels or other materials around or under doors to keep smoke out.
- Display a signal in the window to alert others to your location.
- Heat and smoke rise, so stay as low as possible. Breathe shallowly using the nose and cover it with clothing as a filter.

If clothing catches fire – **STOP, DROP, AND ROLL.**

6.1.5 Earthquake

Development Date: December 11, 2015

Revised Date: June 08, 2023

During an earthquake: DROP, COVER, and HOLD ON.

- Stop all activities, then DROP to the ground.
- Take COVER under a sturdy desk, table, or other furniture. Protect your head and your neck by placing your hands and arms on your head.
- HOLD ON to your position until the ground stops shaking and it is safe to move.

After the earthquake: BE PREPARED for additional aftershocks.

- If you are outside, do not enter buildings until structural safety can be assessed by trained personnel.
- Suppose required to evacuate, exit using the stairs. The elevators should not be used. Proceed to the nearest stairwell, ensure the exit is safe to use, and exit the building.
- Please do not attempt to move seriously injured persons unless they are in immediate danger of further injury. Report the location of the injured person to emergency personnel.

6.1.6 Severe Weather

Development Date: December 11, 2015

Revised Date: June 08, 2023

In the event of severe weather (i.e., high wind, tornado, etc.):

- Shutdown all computers and electrical equipment that might be damaged by a lightning strike.
- The decision to evacuate a building will be announced by Pacific American Global University Administration. Evacuate the building if the safety of persons inside is threatened.
- Meet at a predetermined location away from the building.
- Check all areas to ensure that everyone is evacuated.

The class schedule may change; the campus may open late, classes may be canceled, staff offices may be closed, or evening classes may be let out early. Only the President of the University or Designee can close the campus.

6.1.7 Emergency-Related Closings

Development Date: December 11, 2015

Revised Date: June 08, 2023

Classroom activities can be disrupted in emergencies such as fires, severe weather, earthquake, or power failures. Pacific American Global University Administration will inform the students via email and the University's website if classes are canceled.

Only come to the school with instructions from a faculty-authorized designated person.

6.2 IT BACKUP AND DISASTER RECOVERY POLICY

Policy Statement and Statement of Authority & Scope

6.2.1 Policy Statement

Development Date: December 11, 2015

Revised Date: June 08, 2023

This policy aims to set strategies to ensure the secure backup and recovery of important data stored at Pacific American Global University. The data to backup includes all management information systems data files, administration network user documents, staff documents and other University documents.

The strategies in place will be robust enough to ensure data recovery in any circumstance, including fire, catastrophic hardware or software failure, deletion or virus attack. Data can be destroyed by system malfunction or accidental or intentional means. Adequate backups will allow data to be readily recovered as necessary.

The ongoing availability of important data is critical to the operation of the University. In order to minimize any potential loss or corruption of this data, the LRD is responsible for providing and operating the University networking infrastructure to ensure that data is adequately backed up by establishing and following an appropriate and industry-standard systems backup procedure.

6.2.2 Statement of Authority & Scope

Development Date: December 11, 2015

Revised Date: June 08, 2023

This document is intended to detail the accepted good practice policies in the backing up and restoring of data on networked computer systems. The LRD provides the framework, design and implementation of backup strategies employed at Pacific American Global University. The LRD is responsible for the operation of these strategies.

6.2.3 Server Backup and Restore

Development Date: December 11, 2015

Revised Date: June 08, 2023

Each server is backed up every week. This backup includes the server operating system, configuration files, and network data such as usernames, policy and profile data, and security information. In the event of a complete server operating system failure, the server operating system would initially need to be re-installed then the server backup restored. In the event of server hardware failure, the server would first need to be repaired, then the server backup restored. Data Restoration Only the LRD and authorized personnel will have access to the means to restore network data. The LRD will determine if a successful restoration is possible. Any requests for the restoration of user data will be made to the LRD. In the event of complete server failure, a full restoration of school management software and data files is necessary. This backup policy only provides information on backup procedures and disaster recovery.

6.2.4 On-Site Backup

Development Date: December 11, 2015

Revised Date: June 08, 2023

Pacific American Global University uses a NAS drive to store backups onsite. A full server backup is carried out twice every month on Friday first week to the system using Backup software. These cartridges are then stored in a locked cupboard and fire-proof safe until required for rotation. All backups are verified and kept for a minimum of 6 months before being deleted to re-use the media for further backup requirements until the end of hardware life.

Additionally, incremental backup processes are carried out every week on Friday for system state only. A full backup contains system state, bare metal recovery, user documents, pupil documents, staff documents and shared documents.

6.2.5 Off-Site Backup

Development Date: December 11, 2015

Revised Date: June 08, 2023

Pacific American Global University uses the recommended cloud backup system. The system uses Dropbox, Moodle cloud and QNAP software to perform overnight backups of staff document directories and shared documents. The cloud allocation of 1TB is currently sufficient to perform the required backups and can be increased as needed. The following data will be backed up every Friday on-site.

6.2.6 Disaster Recovery

Development Date: December 11, 2015

Revised Date: June 08, 2023

In the event of a complete network failure, power cut, server breakdown, fire, or any other eventuality where the network is unavailable, a disaster plan needs to be in place to ensure the continued smooth running of the University. This would include periods when the time taken to restore the network would take more than a day.

The following emergency procedures have been established

- In the event of a catastrophic system failure, off-site backed-up data will be made available to users within three (3) working days if the destroyed equipment has been replaced by that time.

- In the event of a non-catastrophic system failure or user error, on-site backed-up data will be available to users within one (1) working day.

Emergency procedures will take into consideration the following information

- Campus operations, financial transactions, and any other critical school management systems.
- Identify essential school management functions. Essential school functions are those functions that must take place in order to support an acceptable level of continuity for the University.
- Availability of alternate processing of data to use during a disaster. This would include keeping hard copies of certain data and documents.
- When the server and network have been restored, any new information can be transferred or entered into the network system.