

IOWA COLLEGE STUDENT AID COMMISSION

The Pennsylvania State University Application for Postsecondary Registration Renewal in Iowa July 26, 2016

STAFF ACTION: Approve The Pennsylvania State University for postsecondary registration in Iowa for a term that begins retroactively January 19, 2015 and ending on January 19, 2017.

Registration Purpose

Revised Iowa Code Sections 261B.2 (definitions) and 261B.3 (effective July 1, 2012) requires a school to register with the Commission if a person compensated by the school conducts any portion of a course of instruction including in-person, correspondence or distance education in this state or if the school otherwise has a presence in this state. In part, presence means a location in Iowa at which a student participates in any structured activity related to a school's distance education course of instruction. The Pennsylvania State University (Penn State or the University) applied for registration renewal because its World Campus offers certain distance education programs that require a structured field experience, which an Iowa resident would participate in at an Iowa location. The University also wishes authorization to hire Iowa-based faculty and promote its online programs at Iowa locations.

Institutional Information

The Pennsylvania State University World Campus administrative offices are at 201 Old Main, University Park, PA. The Pennsylvania State University Chief Executive Officer is President Eric Barron, at 201 Old Main, University Park, PA 16802. The University has no Iowa contact, given that it is a distance education provider who has no Iowa-based employees at this time and no registered agent. Since the University is a state governmental entity, registration with the Iowa Secretary of State as an entity transacting business in Iowa is not necessary.

Physical facilities: Not applicable for this distance education provider.

Instructional Methodology: The University's online courses, World Campus courses, are taught asynchronously, meaning that students do not have to attend online classes at a certain time; they can progress at their own pace. The students log into one centralized classroom platform, which appears to students as a virtual classroom. They complete and submit their assignments through this platform as well as view course content. Each classroom is slightly different and made in accordance to course content. Students use a combination of self-study and peer-to-peer interaction over an online learning network to facilitate instruction. Using vehicles such as chat, video conferencing, phone calls, email, social media, and bulletin boards, students can stay connected with fellow students and faculty, building a personal network along with their studies. Most exams are taken through an approved University proctor, which the school helps the student secure. It may also be possible to secure an online proctor in some of the courses.

The University designs its online courses around the best practices in online delivery and uses technology to support learning outcomes. Instruction is provided by faculty with experience teaching in an online environment. The University offers webinars to students who are seeking to learn more about how online learning works or in response to other questions or concerns. Through World Campus, online students have access to student support services just like on campus students.

Accreditation: The University holds accreditation from the Middle States Commission on Higher Education, a regional accrediting agency recognized by the federal Department of Education. The University also holds programmatic accreditation from multiple entities recognized by the federal Department of Education for online programs offered to lowans, including:

- The Commission on Collegiate Nursing Education (CCNE) for nursing programs at the baccalaureate and graduate degree levels.
- The Accreditation Commission for Education in Nursing (formerly the National League for Nursing Accrediting Commission) for nursing programs at the baccalaureate and graduate level.
- The Council for the Accreditation of Educator Preparation (formerly the National Council for Accreditation of Teacher Education) for advanced, post-baccalaureate educator preparation and professional school personnel programs.

Federal Stafford Loan Cohort Default Rate (FFY2012): 5.7% (Institution-wide). For comparison purposes, the national average cohort default rate for the latest cohort reporting period (FFY2012) is 11.8%.

Graduation Rate (the percentage of full-time, first time students who began their studies in fall of 2009, who graduated within 150% of the normal time for program completion as reported to the federal Department of Education): 86%.

Average Loan Debt upon Graduation: As of the date of the University's registration renewal application, \$39,554. This figure is specific to the Penn State World (online) Campus.

Record Preservation: The University uses physical, technical, and administrative safeguards to protect the confidentiality and integrity of data, and to authenticate those who access student data. These safeguards include University-wide policies, controls, and procedures to protect the University's computer system and network resources from intentional or inadvertent modification, disclosure or destruction. The Security Operations and Services Director coordinates responses to computer and network security incidents, and conducts periodic scans of the University's computer and network resources for common security vulnerabilities, violations or policy or law, or malicious code.

Deans and Administrative Officers within the University are responsible for developing and implementing additional security policies that are specific to their Colleges or administrative units in coordination with the Security Operations and Services Director. These policies guide System Administrators within the Colleges and administrative units in the formulation of detailed security procedures. Deans and Administrative Officers within University Colleges and administrative units are also responsible for authorizing access to computer systems and ensuring that mechanisms are in place to inform and obtain acknowledgement from system users that they understand and will comply with the University's security policies.

System administrators are responsible for preparing and maintaining security procedures that address such details as access control, record backup processes, disaster recovery mechanisms, and continuous operation in case of power outages. System administrators also take reasonable precautions to guard against corruption, compromise, or destruction of computer and network resources.

The University maintains records management policies that address record confidentiality, record retention periods and processes, record archival, and appropriate record disposal timeframes and methods. Student transcripts are permanent records held within the University Registrar's Office and the University Archives (depending on their age).

The University discloses these policies at <https://guru.psu.edu/policies/AD20.html> and <https://guru.psu.edu/policies/AD35.html>.

Transcript Requests: Any current or former student wishing to obtain a transcript may do so by contacting:

Office of the University Registrar
Transcript/Verification Department
112 Shields Building
University Park, PA 16802
(814) 865-6357

Any current or former student may also order their transcripts online, at http://www.registrar.psu.edu/web_transcript_static/web_transcript.html, and choose a preferred delivery option. However, transcripts will not be distributed via fax. The cost for a transcript is \$10.00. If a third party is picking up the transcript on the behalf of the student, the student must fax a signed statement authorizing release and naming the individual picking it up, who must present photo identification. A student has up to 20 days to pick up a requested transcript.

Student Learning Resources: The University provides a variety of support services to its World Campus students on its website <http://www.worldcampus.psu.edu/how-online-learning-works/student-services>. These include academic advising, career services, career counseling, a technology helpdesk, and online tutoring resources <http://student.worldcampus.psu.edu/student-services/tutoring-and-technology-resources>. The University's Library system <http://student.worldcampus.psu.edu/student-services/library-services> provides online access to numerous databases, research guides, course guides, references, digitized collections, and Library tutorials. Assistance <https://libraries.psu.edu/ask> is available from a Librarian through live chat, e-mail, or phone (not toll-free). Students may request Library materials, including from resources that are outside the Penn State World Campus Library, but students are responsible for return shipping costs.

Curriculum Evaluation and Development: The Committee on Curricular Affairs <http://senate.psu.edu/curriculum/guide-to-curricular-procedures/introduction/#principles>, a subdivision of The Pennsylvania State University Faculty Senate, reviews, evaluates, and approves or rejects all course and curriculum proposals. The Committee studies the existing courses and curricula of the University with reference to the needs of students and opportunities for service to students and makes recommendations for changes where changes are appropriate. The Committee develops criteria for evaluating courses and curricula and recommends procedures for handling courses and curriculum proposals. The Committee on Curricular Affairs makes recommendations to the Faculty Senate on the establishment, reorganization, or discontinuation of organizational units. The Committee also works with University administration and faculty as may be necessary for the implementation of these procedures. Changes become effective upon approval of the Executive Vice President and Provost. An outline of the curriculum process is available on the Penn State website at <http://senate.psu.edu/curriculum/guide-to-curricular-procedures/introduction/#outline>.

Student Complaints Process: The University has Student Service representatives that assist its online students in mediating issues if the student does not want to take the issue directly to the instructor. Students may fill out a mediation request at <http://student.worldcampus.psu.edu/a-z-index/mediation-form>, and a faculty member will follow up. A student may also request to remain anonymous throughout the process. More specific information on the options a student has in regards to grievances is available at <http://www.worldcampus.psu.edu/filing-a-grievance>.

Programs Offered In Iowa

The Pennsylvania State University's World Campus wishes to offer approximately 135 distance education programs to Iowa residents. Due to the number of programs, a listing is provided as an attachment to this report. That listing includes total estimated program costs.

Field Experiences: The following University programs include field experiences that an Iowan may participate in at an Iowa location:

- **Post-baccalaureate Certificate in Philanthropic Leadership:** A practicum course in this program requires students to complete a supervised off-campus, individual based field experience in which written and oral activity critique is mandatory for completion.
- **Institutional Research Graduate Certificate:** A student enrolled in this program may choose to complete an internship in higher education, which involves a supervised experience in administrative offices, in research, on instructional teams, and in college teaching.
- **Turfgrass Management Certificate - Associate and Baccalaureate Degree Programs:** Students enrolled in these programs complete a supervised, individual-based field experience in which written and oral critique of activity is mandatory for completion of the course.
- **Human Development and Family Studies - Associate and Baccalaureate Degree Programs:** Students in both programs complete an internship at a human service organization in the student's community. The internship is a supervised, individualized field experience in which written and oral critique of activity is a requirement for completion. In the associate degree program, students complete 160 hours of hands-on work at a human service organization. In the baccalaureate degree program, students complete experiential training in a human service setting full-time during the course of an entire semester. Students are encouraged to consult with their advisors in securing an internship.
- **Information Sciences and Technology, Associate and Baccalaureate Degree Programs:** In the Associate Degree Program, there are two field experience courses from which the student can choose – a distributed team project or an Information Sciences and Technology (IST) internship. A distributed team project is a supervised experience in which student teams work on information system design projects gathered from industry or units within the University. The IST internship is a supervised work experience in which the student is employed in an information sciences and technology position in industry, government, or in an academic setting. Students may opt out from these courses, but only by submitting a portfolio of technical work samples created from their full-time work experiences that are no more than two years old. The baccalaureate degree program includes a mandatory internship that involves a supervised, individualized instruction. Written and oral critique of activity is required.
- **Bachelor of Arts in Energy and Sustainability Policy (ESP):** Every student in the ESP program takes part in a type of international study experience or domestic internship. The internship is a

supervised, individualized field experience in which written and oral critique is required. Students will work with an ESP faculty member to find the right internship environment them.

- Bachelor of Science in Health Policy and Administration: This program includes a professional field experience providing opportunities to apply skills and knowledge in a health care setting.
- Bachelor of Arts or Bachelor of Science in Psychology: An optional internship course in this program requires a minimum of 120 hours of work to receive the full three credits for the course. Enrollment is limited to ten students, and is available on a first-come, first-serve basis. Students must submit an online request for internship placement.
- Bachelor of Science in Security and Risk Analysis: The internship course required in this program is a supervised, individualized field experience in which written and oral critique of activity is required.
- Bachelor of Science in Criminal Justice: Students enrolled in this program must complete a field experience with a criminal justice agency.
- Bachelor of Science in Energy and Sustainability Policy: A student enrolled in this program has the option to complete an internship course, which is a supervised, individualized field experience that requires written and oral critique of activity.
- Bachelor of Science in Nursing (RN to BSN): This program includes a practicum course in a specialized setting.
- Bachelor of Science in Business: Students enrolled in this program are offered an internship in business. This is a guided professional practicum consisting of either three or six credits of supervised fieldwork. With approval from the academic program coordinator, the student can engage in an assignment at their work place that goes beyond their regular job duties, or the student can work on a special initiative with a local organization in their community.
- Bachelor of Arts in Advertising/ Public Relations: Students enrolled in this program may opt to take an internship course, which is a supervised practicum at a newspaper, broadcasting station, a public relations or advertising agency.

Registration Compliance

As required by Iowa Code Section 261B.4, the University provided its policy on refunding tuition charges for withdrawn students. The University's policy is not governed by Iowa law or rule. The policy is disclosed to students on its website at <http://www.bursar.psu.edu/adjustments.cfm>, <http://www.bursar.psu.edu/adjustschedfa.cfm> and <http://www.bursar.psu.edu/refund.cfm>.

Administrative rules specifically require the school to comply with the requirements of Chapter 261.9(1) "e" through "h" by implementing the following policies.

- Iowa Code Section 261.9(1)(e) requires a school to maintain and disseminate a drug and alcohol abuse policy that includes sanctions for violation of the school's policy and information about the availability of drug or alcohol counseling or rehabilitation. Iowa Code Section 261.9(1)(f) requires a school to maintain and disseminate a sexual abuse policy that includes information about counseling opportunities and reporting instances of sexual abuse to school officials and law

enforcement. These policies are duplicative of those required by the federal Department of Education for federal student aid participants. The University has such policies and discloses them in a variety of places on its website:

- ✓ <http://studentaffairs.psu.edu/conduct/codeofconduct/>
 - ✓ http://studentaffairs.psu.edu/counseling/self-help_da.shtml
 - ✓ <http://studentaffairs.psu.edu/womenscenter/rapeandsexualassault/>
 - ✓ http://studentaffairs.psu.edu/pdf/SA_reporting_policy.pdf
 - ✓ <http://episcenter.psu.edu/ebp/nodrugabuse>
 - ✓ <http://studentaffairs.psu.edu/conduct/policies/alcohol.shtml>. Under this link there is a tab to the right side of the site entitled Student Guide to Policies & Rules that is a comprehensive list of all student policies related to alcohol consumption.
 - ✓ <http://episcenter.psu.edu/ebp/nodrugabuse>
 - ✓ <http://www.psu.edu/dept/title-ix/>
 - ✓ <http://police.psu.edu/clery/>
- Iowa Code Section 261.9(1)(g) requires a school to maintain a special policy concerning institutional charges for members of the Iowa National Guard or reserve members of the U.S. Armed Forces, or the spouse of such a member if the member has a dependent child, when the service member or spouse must withdraw from the school because the service member has been called to active (Iowa) state or federal military duty or service. The University has adopted this policy to Iowa resident students and posts it on its website at <http://www.worldcampus.psu.edu/state-regulations#Iowa>.
 - Iowa Code Section 261.9(1)(h) requires a school to develop and implement a policy for employees who, in the course of their employment, attend, examine, counsel, or treat a child and who suspect the physical or sexual abuse of that child, report it. The University has no Iowa-based faculty or other operational staff conducting activities on its behalf at an Iowa location; therefore, this policy is not required of the University. However, The Pennsylvania State University maintains a policy that requires the reporting of suspected child abuse to law enforcement, and discloses it on its website at http://studentaffairs.psu.edu/pdf/SA_reporting_policy.pdf and <http://guru.psu.edu/policies/AD72.html>.

Student Consumer Information: In its registration application, the University affirms its willingness to comply with the requirements of Iowa Code Chapter 261.9, as stipulated by Iowa Code Section 261B.4(8). Chapter 261.9 requires disclosure to students of information about the school's programs, charges, tuition refund policies, verification of whether a certificate or diploma awarded by the school is applicable toward a degree program the school offers, and the identity of the school's accrediting agency. These disclosures are duplicative of disclosures required by the federal Department of Education and all are provided in a variety of online resources that are available to students:

- Course descriptions: <http://bulletins.psu.edu/undergrad/courses/>
- Course descriptions by program (an example): <http://www.worldcampus.psu.edu/degrees-and-certificates/nursing-rn-to-bs-bachelors/course-list>
- Program costs by program (an example): <http://www.worldcampus.psu.edu/degrees-and-certificates/nursing-rn-to-bs-bachelors/costs>
- Refund policies: <http://www.bursar.psu.edu/adjustschedfa.cfm> and <http://www.bursar.psu.edu/refund.cfm>.

- Credit transfers by program: <http://www.worldcampus.psu.edu/admissions/transferring-credits-military-credit-clep-dsst-testing> (an example): <http://www.worldcampus.psu.edu/degrees-and-certificates/nursing-rn-to-bs-bachelors/costs>.
- Accreditation: http://www.psu.edu/vpaa/pdfs/accreditations_by%20college.pdf

Iowa Code Section 261B.7 states that, while a school must not represent that it is “approved” or “accredited” by the Commission or the State of Iowa, a registered school must disclose that the school is registered by the Commission on behalf of the state of Iowa and provide the Commission’s contact information for students who wish to inquire about the school or file a complaint. The University discloses this information on its website at <http://www.worldcampus.psu.edu/state-regulations#iowa>.

Financial Responsibility: The University posts its most recent financial audit on its website <https://controller.psu.edu/sites/default/files/users/controller/docs/FinStmmts/2015FinStmmts.pdf>. The audit was conducted by the independent accounting firm, Deloitte and Touche LLP, for the institutional fiscal years that ended on June 30, 2015 and 2014. The auditor’s report dated October 30, 2015, states that the school’s financial statements present fairly, in all material respects, the school’s financial position, and the changes in its net assets and cash flows for the years that ended in accordance with accounting principles generally accepted in the United States of America.

Full-Time Iowa Resident Faculty Member or Program Coordinator: The University has no Iowa-based faculty or other employees and is not required to do so since it offers only distance education programs to lowans.

Instructional/Supervisory Staff Qualifications: The University provided a complete list of 893 faculty members who instruct at its World Campus, including highest degree obtained, degree discipline, academic title, and courses taught. On-campus faculty members also teach in online courses, in addition to adjunct professors. Due to the large number of faculty, staff reviewed a random sampling of faculty members from each department that supports online programs offered to lowans, as follows:

- Certificate Programs: Of 20 faculty members reviewed, 12 hold doctorate degrees in various fields, including, but not limited to educational theory and policy, instructional systems, higher education, instructional design, and computer science. Another eight staff member hold Master’s degrees in the following field, fine arts, business administration, information science, reproductive physiology, and applied statistics. Some of the interests of the certificate instructors include adaptive design, meta-analysis, supply chain management and modeling, bioenergy, wind energy, solar energy, political science, security research, geospatial technology, effects of landscape structures, fungal biology and infectious diseases. These individuals have extensive credentials and professional experience in their field of study and interest, in addition to professional publications.
- Undergraduate Degrees: Of 20 faculty members reviewed, 13 hold doctorate degrees. Some of these fields include media and communication, juris doctorate, criminology, sociology, political science, organization and management, information science and technology and industrial and labor relations. A large number of professors in this department have achieved numerous standings within differing communities as well as awards and honors and professional publications.

- Graduate Degrees: Of 20 faculty reviewed, 19 instructors hold doctorate degrees in their field of study in topics such as statistics, higher education, economics, management, business administration, geology, meteorology, chemistry, solar energy, public policy, and public administration. One of the twenty faculty reviewed, holds a Masters in Applied Statistics. The instructors have extensive professional experience in their areas of specialty, along with being involved in numerous international/ University projects.

Commitment to Iowa Students and Teach-Out. By executing an electronic signature on the registration application, University President Dr. Eric J. Barron committed to the delivery of programs the University offers in Iowa and agreed to provide alternatives for students to complete programs at the University or another school if the University closes a program, or if the University closes before students have completed their courses of study.

Additional Information

Compliance with Iowa Code Chapter 714

Section 714.18 – Evidence of Financial Responsibility

The financial responsibility provisions of Iowa Code do not apply to The Pennsylvania State University because it qualifies for an exemption for colleges or universities authorized by the laws of Iowa or any other state or foreign country to grant degrees [Iowa Code Section 714.19, subsection 1]. The University was chartered as a degree-granting institution in the Commonwealth of Pennsylvania by an Act of the Pennsylvania General Assembly, which signed by its Governor on February 22, 1855.

Section 714.23 – State Tuition Refund Policy

The Iowa tuition refund policy does not apply to the University because it is not a for-profit educational institution.

Attachment: *The Pennsylvania State University Distance Education Program List and Costs – (Excel Document)*