

IOWA COLLEGE STUDENT AID COMMISSION

University of Wisconsin - Milwaukee Application for Postsecondary Registration June 8, 2015

STAFF ACTION:

Approve the registration request of the University of Wisconsin - Milwaukee for a 2-year term that begins on June 8, 2015, and ends on June 8, 2017.

Registration Purpose

Revised Iowa Code Sections 261B.2 (definitions) and 261B.3 (effective July 1, 2012) require a school to register with the Commission if a person compensated by the school conducts any portion of a course of instruction, including by in-person, distance education, or correspondence method in this state or if the school otherwise has a presence in this state. 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. Presence also means an address, location, telephone number, or internet protocol address in Iowa from which a school conducts any aspect of its operations. Staff required the University of Wisconsin - Milwaukee to apply for registration to offer distance education programs to Iowa residents because the University offers online programs that include a structured field experience that an Iowan may participate in at an Iowa location.

Institutional Information

The University of Wisconsin - Milwaukee (UWM) is a public postsecondary educational institution whose main campus is located at 2310 E. Hartford Ave., Milwaukee, Wisconsin. The school's chief executive officer is Chancellor Mark Mone at 2310 E. Hartford Ave., Suite 202, Milwaukee Wisconsin. UWM applied for registration in Iowa only to offer distance education programs. Therefore, it has no Iowa contact person. Since UWM is an instrumentality of a state, it is not appropriate for the University to register with the Iowa Secretary of State as a corporation conducting business in Iowa. Therefore, it has no Iowa resident agent.

Physical Facilities: Not applicable for a distance education program provider.

Accreditation: UWM is accredited by the Higher Learning Commission, a regional accrediting agency recognized by the federal Department of Education. In addition, UWM holds accreditation from the Commission on Collegiate Nursing Education for its online Doctor of Nursing Practice program.

Federal Stafford Loan Cohort Default Rate (FFY 2011 3-year rate): 6.1%

For comparison purposes, the FFY 2011 national average 3-year cohort default rate is 13.7%.

Graduation Rate: 41%.

Average Loan Debt upon Graduation: \$33,234 (institution-wide).

Record Preservation: UWM maintains policies for the preservation, retention, and destruction of what the University terms “vital” records, including student academic records. Records management is administered by the University Library Archives. UWM campus units are charged with the primary responsibility for keeping their own vital records current, secure, and accessible when necessary. Campus units should review the records for which they are responsible and determine which, if any, are vital to their programs or to the University as a whole.

Vital records should be stored in a secure location and responsible staff should be aware of this location and be able to access these records in case of emergency. Vital records should be protected as much as possible from potential fire or water damage. Vital records in electronic format should be periodically backed up and the backup copies stored separately from the original records.

UWM maintains schedules for retention of University records that includes the disposition of each record after its minimum retention period. Student transcripts are retained permanently.

Destruction of non-confidential records can be accomplished by merely placing them in recycling containers after the approved retention time has been satisfied. Greater care should be taken with confidential records; these records must be destroyed separately from non-confidential records. There are a number of locked bins at various locations on the University’s campus in which these records can be placed. The University of Wisconsin–Milwaukee contracts with Kard Recycling and Shredding for the shredding of confidential records. UWM also has a contract with Hansen Storage, a commercial vendor that specializes in secure records storage, efficient and reliable records delivery, and confidential records destruction.

Transcript Requests: Any current or former student may request a transcript by contacting:

Undergraduate Transcripts

UWM Registrar’s Office
2442 E. Kenwood Blvd.
Milwaukee, WI 53211
(414) 229-3800

http://www4.uwm.edu/academics/transcript_requests.cfm.

Graduate Transcripts

<http://www.graduateschool.uwm.edu/students/current/transcripts/>.

Note: Graduate transcripts must be ordered online. For additional information, graduate students may contact (414) 229-6569 or (847) 716-3005.

Instructional Methodology: Distance education. The baseline methodology used in all online courses is the Desire to Learn (D2L) learner management system. Courses are asynchronous and supported by email and online discussion boards. Telephone conversations are also utilized when necessitated by student needs. Assessment is conducted via electronic quizzing (D2L) and paper submissions via the D2L dropbox. Rubrics are utilized to guide student performance and instructor grading.

Beyond the baseline, content may be delivered via voiceover PowerPoint presentations, videos, recorded lessons, and digital or text readings. Interaction and presence (student and instructor) are expected and maintained through interactive discussion forums, synchronous meetings (online rooms via D2L, Skype, or Go to Meeting), and in some cases, social media (Blogger, Facebook, Flipgrid, Pinterest, etc.). Some courses are offered synchronously, using a face-to-face (skype-like) program called Collaborate to hold class meetings at a certain time online. UWM provides tutorials for students in the functionality of Desire2Learn at <http://www4.uwm.edu/learningtechniques/ondemand/d2l.cfm>.

The Center for Excellence in Teaching and Learning (CETL) provides many workshops that help instructors develop highly interactive and engaging courses based on an active learning approach. The CETL provides faculty members with development and pedagogical consultation, technology training and support, and evaluation and research of an array of course delivery modes, including online. The CETL works with faculty members and instructors to improve teaching and increase student learning by crafting sound, proven, and active learning strategies. Faculty support available through the CETL includes one-on-one consultations to workshops for faculty and instructors seeking to use technologies in pedagogically effective ways. While the CETL is not a production unit, it works with other campus units to meet custom technology needs of faculty and their students. In addition, a major goal of the CETL is to research, investigate, pilot, and evaluate new and emerging technologies intended to facilitate innovative teaching and learning methods.

Student Learning Resources: UWM's online students have access to a range of support services to ensure success in online learning:

- University Information Technology Services (UITs) help desk <http://www4.uwm.edu/technology/help/campus/index.cfm> provides technical support for online students.
- The Student Accessibility Center (SAC) <http://www4.uwm.edu/sac/> works with instructors on all student requests for accommodations in online courses.
- The Writing Center offers online tutoring to distance education students and can be reached at (414) 229-4339 or <http://www.uwm.edu/Dept/English/wcenter/onlinetutoring.html>.
- Panther Academic Support Services also offers online tutoring and can be reached at (414) 229-3726 or <http://www4.uwm.edu/pass/>.

Students can reach the help desk at UWM University Information and Technology Services (UITs) by email at help@uwm.edu or by telephone, toll-free, at (877) 381-3459. The Help Desk is the central access contact for UWM technology information. The Help Desk provides a one-stop technology service support area for the entire campus and assists clients over the phone and via email. Consultants answer questions, troubleshoot problems, and provide solutions about computers, email, voicemail, the Internet, campus applications (PAWS, PantherLink, Desire2Learn, etc.), Microsoft Office, viruses, and security.

The University of Wisconsin – Milwaukee provides mental health counseling and consultation services, but only to on-campus students. However, the University's Norris Health Center

provides free and confidential online screening for depression, anxiety, PTSD, eating disorders, and alcohol misuse <http://screening.mentalhealthscreening.org/CHOICE>. This free screening is available to online program students and is taken anonymously. The screening is available so that a student may find out privately, and in a few minutes, whether or not professional consultation may be helpful. UWM provides national mental health resources on its website at <http://www4.uwm.edu/mentalhealth/resources.cfm>.

The UWM Golda Meir Library includes 342 databases that are searchable by Title, Subject, Database Type, and/or Provider (for example, professional associations that publish articles and journals). Digital Collections includes over 120,000 photographic images, maps, and books drawn from the collections of the American Geographical Society Library, the Archives, special Collections, and the Curriculum Library.

The UWM Libraries support online students with a dedicated Distance Education Librarian and a Distance Education Services Department, accessible from a link on the UWM Libraries home page. Currently enrolled students pursuing an education through distance learning methods are entitled to access to library resources and services equivalent to those provided for students in traditional campus settings. Individual research assistance may be obtained through the Libraries' Ask-A-Librarian services <http://uwm.edu/libraries/ask/> 24/7, 365 days per year. UWM Librarians and graduate assistants are available for online chat during Ask a Librarian Desk hours; otherwise, students may chat with other librarians who can help students use the library collections and services. Students may also ask a librarian for assistance via e-mail, by telephone at (414) 229-4659, or by fax at (414) 229-6766. The Library offers a research consultation service <http://uwm.edu/libraries/user-services/consultation/> for students, faculty, and staff. This is an in-depth, customized, one-on-one meeting with a Library staff member to discuss possible information resources and search strategies for class assignments, papers, presentations, Masters theses, and doctoral dissertations. UWM Libraries provide approximately 275 Guides for students that are categorized either by topic or course. Topical guides are available for general research topics (e.g., sociology, psychology, religion and mythology, women's studies) and for information resources available through the UWM Libraries. The UWM Libraries supplies materials from the Libraries' own collection, as well as materials from other libraries. Articles are supplied electronically and books are delivered directly to the student's home, free of charge.

Faculty members are encouraged to use library e-reserve to make course readings easily accessible to students. Instructors may request library instruction for individual courses.

Curriculum Evaluation and Development: UWM's online courses offer the curriculum and are taught by the same faculty as on-campus classes. Courses go through a rigorous instructional design process that is built on a foundation of both disciplinary and instructional design expertise. Online programs are administered at the University departmental level alongside face-to-face programs, as opposed to being housed in a separate outreach or distance education-focused unit).

The Academic Program and Curriculum Committee, a standing Committee of the University Senate, is responsible for new or modified undergraduate course or program curriculum. This committee is composed of 15 faculty members, three students, one member of the academic staff appointed by the Chancellor, one member of the Registrar's office, one ex-officio member

of the Academic Deans Council, and a representative of the Provost's Office. The Academic Program and Curriculum Committee's duties include the following:

- Reviews undergraduate courses and approves all new undergraduate courses as well as requests for changes or deletions of such courses offered in the UWM departments, schools, colleges, and divisions. When action by the Committee is decided on, the originating unit and its course and curriculum committee are notified of such action, with explanation of the reason for it.
- Reviews recommendations concerning policies and plans for further development of undergraduate programs.
- Evaluates and reviews undergraduate programs and recommends necessary program additions, revisions, terminations, or other modifications.
- Represents the faculty in administrative councils or advisory bodies, regularly established or ad hoc, created for or having significant implications on undergraduate programs; in execution of its responsibilities, coordinates with the Graduate Faculty Council, the School of Continuing Education, and the University Committee.
- Evaluates and makes recommendations to the Faculty Senate on all proposals for the establishment or termination of undergraduate degrees and majors or submajors.
- In the area of General Education Requirements, the Committee:
 - ✓ Approves courses to be designated as fulfilling the requirements.
 - ✓ Approves all proficiency examinations and the setting of minimum scores.
 - ✓ Establishes policies pertaining to student appeals. (Note: Student appeals will be handled in accordance with established department, school, and university procedures, but the APCC will monitor compliance by schools and colleges.)
 - ✓ Exempts one or more programs in individual schools or colleges from any part of the general education requirements.
 - ✓ Monitors the academic impact of these requirements.
 - ✓ Periodically reviews, in conjunction with the Admissions and Records Policy Committee, admissions standards in relation to general education requirements.

The Graduate Faculty Committee, also a standing Committee of the University Senate, has authority over academic matters pertaining to graduate degree programs. The Graduate Faculty Committee is composed of graduate school faculty (one for each fifty members of the graduate faculty), three graduate students, two members of academic staff, and ex-officio members that include the chair of the Research Policy Committee, a member of the University Committee, the Dean of the Graduate School, and Associate Dean of the Graduate School, and a Graduate School staff person. The Graduate Faculty Committee's jurisdiction includes reviewing program modifications and evaluating new program requests. There are two standing subcommittees of the Graduate Faculty Committee who have responsibilities for graduate programs and courses:

- The Graduate Course and Curriculum Subcommittee – this subcommittee is composed of four members of the Graduate Faculty Committee, three members of the Graduate Faculty, one graduate student, and the Dean of the Graduate School who serves as an ex-officio member. Its responsibilities are to establish procedures and criteria for the review and approval of graduate course proposals, including additions, modifications, and deletions.
- The Graduate Program Review Subcommittee – this subcommittee is composed of six members of the UWM Graduate Faculty and seven members of the Graduate Faculty

Committee. Its responsibilities are to review existing graduate programs and periodically undertake specific studies to make recommendations concerning continuance, modification, or discontinuance of existing programs.

Student Complaints Process: UWM provides several processes for student complaints that vary depending upon the issue that is the topic of the complaint. For general advocacy, complaints, appeals, and grievances, a student may contact the Dean of Students Office. This Office provides assistance by listening to student concerns and connecting the student with the appropriate resources and processes to ensure that the student receives a fair and equitable resolution. A student may file a complaint with the Dean of Students Office online at <http://www4.uwm.edu/dos/contact/index.cfm>. For online program students, the University provides a summary of the University's student complaints process that begins with the Dean of Students Office at http://www4.uwm.edu/future_students/online/complaint-contacts.cfm and lists contact information for state agencies that accept complaints from students who reside in that state at http://www4.uwm.edu/future_students/online/complaint-contacts.cfm and <http://www4.uwm.edu/academics/online.cfm>.

Distance Education Programs Offered In Iowa

The University's distance education programs offered to Iowa residents and the total, **estimated** cost of tuition, fees, books and supplies for each program is listed in a separate document.

Education Programs: UWM offers one online program that prepares students for first-time, licensed employment as a school principal or superintendent, the Master of Science in Administrative Leadership/Educational Administration and Supervision. As required by Iowa Code Section 261B.3A, this program was approved by the Iowa Board of Education, making it eligible to be offered under the University's Iowa registration.

Field Experiences: The following UWM online programs require a field experience that an Iowa resident may participate in at an Iowa location:

- Master of Science in Administrative Leadership/Educational Administration and Supervision: Students in this program complete a three credit-hour practicum consisting of 75 clock hours in a University-approved school under the guidance of a field mentor who is a practicing administrator in the school district in which he or she serves. The University expects the mentor to create a wide range of administrative learning opportunities for the student, for example, curriculum, instruction, supervision and evaluation, maintenance, budget development, public relations, parent and student relations, in-service planning and delivery, and team building. The mentor evaluates the student at the midpoint and upon completion of the course.
- Master of Science in Exceptional Education/Deaf and Hard of Hearing (non-licensure): Students in this program participate in three separate teaching experiences for a total of seven semester credit hours. The student must work regularly with students that are deaf or hard of hearing. Student progress is evaluated based upon video-taped teaching samples, formal video observations, and a teaching evaluation completed by the site preceptor.

- Master of Arts in Language, Literature, and Translation/Translation Professional Track and Translation Research Track: Students enrolled in this program, which requires knowledge of a language other than English, complete a three credit-hour internship in language translation/interpreting. The goal of the internship is to provide students with real-life experience in the translation services industry. Internship sites may include clinics of hospitals, translation or interpreting companies, multinational companies, law firms, clinics, or schools, museums, public schools or any other entity requiring language services. Internship site supervisors vary from site to site, but are usually a company Human Resource employee, supervisor, or company owner. Preceptors interact with interns daily and submit a mid-term and final evaluation of the intern's progress.
- Graduate Certificate in Support Services for Online Students in Higher Education: Students enrolled in this program may choose to fulfill graduation requirements by participating in an internship totaling 150 clock hours (three semester credit hours) in an online student support service unit. Appropriate internship sites include higher education institutions, technical colleges, or community colleges. Students develop a learning contract with the UWM faculty member that is specific to the student and what he or she plans to accomplish during the internship. Goals of the internship experience include assessment of theory and research on online student support services in higher education and application to practice; identification and analysis of important student support services issues; planning, implementation and evaluation of core student support services elements; assessment of the role of technology to enhance student learning in higher education; application of professional values appropriate to student support in higher education. The internship site supervisor formally evaluates the student's performance based on quality of work, work habits, knowledge of the agency, and behavior/relation with others.
- Graduate Certificate Program in Teaching and Learning in Higher Education: Students enrolled in this program must complete a three semester-hour practicum that revolves around teaching and learning in higher education. Appropriate practicum sites include higher education institutions, technical colleges, or community colleges. A student develops a learning contract with the UWM instructor, which is individualized for the student and outlines what the student plans to accomplish.
- Undergraduate Certificate Program in Youth Work: This program is intended to enhance learning opportunities in the principles of youth work for students who are seeking or that have an undergraduate degree in Social Work, Educational Policy and Community Education, Exceptional Education, or Educational Studies. Students enrolled in this program must complete a field placement of 100 to 200 clock hours (two to four credit hours) in either a community non-profit child, youth, or family agency (e.g., a Boys & Girls Club, an urban community shelter, teen shelter, group home, or residential center) or in a school where the student works as a youth tutor focusing on academic, social, and emotion interventions with children and youth. The student must directly work with children and youth and may include family engagement related to the child or youth. Students work under the supervision of a full-time employee of the site who has supervisory responsibilities within the agency. The site supervisor is responsible for assuring the educational components of the placement, which includes interviews with other agency personnel that provide the student with the opportunity to

understand the functional areas of the field placement agency. The site supervisor is also responsible for securing additional training or educational experiences that help the student appreciate the full scope of knowledge needed in the field. The site supervisor approves hours the student works on a weekly basis and provides mid-term and final evaluations of the student's performance.

Registration Compliance

As required by Iowa Code Section 261B.4, the University disclosed its institutional policy on refunding tuition charges for withdrawn students, which is not governed by Iowa law or rule.

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

- 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 requirements duplicate policies and disclosures required by the federal Department of Education for a school that participates in the federal student aid programs. UWM complies with the requirements of Iowa Code Section 261.9(1)(e) and (f), and discloses these policies and services to students in multiple locations on its website at:
 - ✓ http://www4.uwm.edu/makegooddecisions/mgd_principles/.
 - ✓ <http://www4.uwm.edu/makegooddecisions/faculty-and-staff.cfm>.
 - ✓ <http://www4.uwm.edu/sao/publications/qref/Drug-Free%20Schools%20and%20Communities%20Act%20-%202012.pdf>.
 - ✓ http://www4.uwm.edu/hr/benefits/benefits_packets/classified/upload/Drug-Free-Campus-Policy.pdf.
 - ✓ <http://www4.uwm.edu/safety/upload/2014-Safety-Report-as-of-10-1.pdf>.
 - ✓ <http://uwm.edu/womensresourcecenter/sexual-assault-resources/>.
 - ✓ https://www4.uwm.edu/norris/mental_health/topics/sexual_violence.cfm.
- 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. During the registration application review process, the University developed a compliant policy, which it discloses to students on its military-specific web pages at <http://www4.uwm.edu/academics/military.cfm/>.
- Iowa Senate File 2225 created a new Iowa Code Section 261.9(1)(h). This new law, generally effective July 1, 2012, 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. By cross-reference from existing administrative rules for registration [283-21.2(261B), subsection 7], this new policy now applies to Iowa's registered schools that have compensated parties

working for the school at an Iowa location. At this time, UWM does not compensate any individual to conduct instructional or other operational activities remotely for the University from an Iowa location; therefore, this policy is not enforceable. However, the University maintains a child abuse reporting policy http://www4.uwm.edu/secu/docs/other/S_64_Child_Abuse_Neglect.pdf pursuant to Wisconsin Executive Order #54 that requires each University employee to immediately report child abuse to law enforcement (as an option to a Wisconsin county department of social services or human services) and to a designated University official.

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 policy, 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 the federal Department of Education's student consumer information disclosure requirements for a school that participates in the federal student aid programs. The College provides these disclosures at various locations on its website and in its undergraduate and graduate catalogs:

- <http://www4.uwm.edu/academics/undergraduatecatalog/>.
- <http://graduateschool.uwm.edu/students/prospective/areas-of-study/>.
- <http://uwm.edu/about/>.
- <http://www4.uwm.edu/academics/online.cfm>.

UWM affirms on the application that it will comply with the provisions of Iowa Code Section 261B.7. Effective July 1, 2012, these provisions of Iowa Code were modified to state that, provided the school does not claim "approval" or "accreditation," the school must disclose to students that it is registered by the Commission and provide Commission contact information for students who have questions or complaints about the school. These disclosures will be provided to Iowa resident online students at http://www4.uwm.edu/future_students/online/complaint-contacts.cfm.

Financial Responsibility: UWM submitted a copy of an independent audit report dated December 12, 2014, issued by the State of Wisconsin Legislative Audit Bureau, for the institutional fiscal years ending June 30 2014, and 2013. The audit encompassed the entire University of Wisconsin system that includes the UWM and its sister institutions. In its report, the auditors stated their opinion that the University's financial statements present fairly, in all material respects, the financial position of the UW System.

- A public institution is not required to calculate a composite score to measure its financial responsibility. A public institution is considered financially responsible if its debts and liabilities are backed by the full faith and credit of the state.
- A public institution is not required to determine the percentage of its revenue that is derived from Title IV student financial aid.

Full-Time Iowa Resident Faculty Member or Program Coordinator: UWM has no Iowa-resident faculty providing instruction in its online programs. Administrative rules effective January 15, 2014, exempt institutions that wish to offer only distance education programs from any requirement to employ an Iowa-resident faculty member or program coordinator.

Instructional/Supervisory Staff Qualifications: The University of Wisconsin – Milwaukee discloses that there are approximately 174 full-time and 46 part-time faculty members providing instruction in the distance education programs offered to Iowa residents. The University submitted a list of faculty identified by name and full-time or part-time status, and including all degrees earned and the UWM academic area in which the faculty member teaches.

- Business (undergraduate certificate, baccalaureate, and graduate certification programs): Of 20 faculty reviewed, 17 hold a doctoral degree and the remaining 3 faculty have at least one master's degree.
- Communication (baccalaureate and master's degree programs): Of 13 faculty reviewed, 12 hold a doctoral degree and the one remaining faculty member has a master's degree.
- Crime Analysis (undergraduate certificate program): Of five faculty reviewed, all hold a doctoral degree.
- Diagnostic Medical Sonography (baccalaureate degree program): Of 2 faculty reviewed, one holds a doctoral degree and the second faculty member holds a master's degree.
- Deaf and Hard of Hearing Education, Education and Administrative Leadership (master's degree programs): Of 42 faculty reviewed, 30 hold a doctoral degree and 12 hold a master's degree.
- History & Art History (baccalaureate degree programs): Of 21 faculty reviewed, 17 hold a doctoral degree and the remaining four faculty have a master's degree.
- Information Studies (baccalaureate degree programs and one master's degree in technology entrepreneurship): Of 35 faculty reviewed, 27 hold at least one doctoral degree and the remaining 8 faculty hold a master's degree.
- Nursing (doctoral program): Of 17 faculty reviewed, all hold a doctoral degree.
- Political Science: Of 17 faculty reviewed, 15 hold a doctoral degree and the remaining two faculty members hold a master's degree.
- Psychology and Educational Psychology (psychology – baccalaureate and graduate certificate programs; degree program (undergraduate certificate, baccalaureate degree, graduate certificate programs) : Of 24 faculty members reviewed, all have a doctoral degree.
- Sociology (baccalaureate degree program): Of 10 faculty members reviewed, all hold a doctoral degree.

Commitment to Iowa Students and Teach-Out: By his signature on the Iowa registration application, Chancellor Mark Mone committed to the delivery of programs offered in Iowa and agreed to provide alternatives for students to complete programs at UWM or another institution if the school closes, or closes a program, before students have completed their courses of study.

Student Complaints: None.

Compliance with Iowa Code Chapter 714

Section 714.18 – Evidence of Financial Responsibility

Not applicable. UWM is a public institution eligible for an exemption from financial responsibility as a postsecondary educational institution authorized by the laws of a state to grant degrees under Iowa Code Section 714.19, subsection 1.

Section 714.23 – State Tuition Refund Policy

Not applicable. Iowa's tuition refund policy for withdrawn students applies only to for profit institutions.