

IOWA COLLEGE STUDENT AID COMMISSION

Ashford University Application for Postsecondary Registration Renewal in Iowa December 16, 2016

STAFF ACTION: Approve Ashford University for a two-year registration renewal term that begins retroactively on November 19, 2015 through November 19, 2017.

Registration Purpose

Iowa Code Sections 261B.2 (definitions) and 261B.3 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 Ashford University (the University) to renew its registration to:

- Offer distance education programs that may contain a field experience that an Iowan may participate in at an Iowa location;
- Operate a campus in Clinton, Iowa from which students receive academic and operational support;
- Provide face-to-face instruction in a hybrid MBA program at the Clinton, Iowa campus.

Institutional Information

Ashford University is a for-profit educational institution whose principal office is located at 8620 Spectrum Center Boulevard, San Diego, California 92123. The Chief Executive Officer of the University is President Dr. Craig Swenson at the same location.

The University closed its former main campus, which was located at 400 North Bluff Boulevard, Clinton, Iowa, in May of 2016. However, the University continues to operate in Iowa at 1310 19th Avenue Northwest, Clinton, Iowa 52732. The University's accrediting agency, the Western Association of Schools and Colleges (WASC) designates this location as a campus. The University's Iowa contact is Campus President Charlie Minnick. The University employs approximately 146 individuals at the campus to conduct operational activities and provide academic, financial aid, and other support services to the University's students. For additional information, see *Physical Facilities* below.

Ashford University is registered with the Iowa Secretary of State as a foreign limited liability company under business number 469729. The University's registered agent is CT Corporation System, 400 East Court Avenue, Des Moines, Iowa 50309.

Governance: The University's Board of Trustees is composed of the following individuals:

- Dr. Gregory Geoffroy, PhD, Chairperson; President Emeritus, Iowa State University
- Mary Jo Maydew, MBA, Vice Chairperson; former Commissioner for the New England Association for Schools and Colleges Commission on Institutions of Higher Education

- Lieutenant Colonel Paul Aguirre, BA, Member; former Public Affairs Officer for the Arizona National Guard
- Dr./Sister Ruth Cox, PhD, Member; Sisters of St. Francis in Clinton, Iowa
- Dr. Leila Gonzalez Sullivan, EdD and EdS, Member; adjunct faculty, Fielding Graduate University
- Dr. Merle W Harris, EdD, Member; 45 years of experience in education
- Dr. Albert Karnig, PhD, Member; former President; California State University, San Bernardino
- Dr. Carol Kasworm, EdD, Member; 40 years of experience in education; International Adult and Continuing Education Hall of Fame
- Dr. Paula Kelly, EdD, Member; Director of Development; International Relief Teams
- Dr. Meredyth Leahy, EdD, Member; 30 years of experience in education
- Dr. Craig Linebaugh, PhD, Member; former Senior Associate Provost of Academic Operations at The George Washington University
- Dr. Geri Hockfield Malandra, PhD, Member; Founder and Principal of Malandra Consulting, LLC; former Senior Advisor to the President of Kaplan University
- Dr. Peter Negroni, PhD, Member; Senior Advisor and Consultant for EMC Publishing and the College Board
- Cheryl Ann Oldham, JD, Member; Vice President of Education Policy for the U.S. Chamber of Commerce
- Dr. Karen Paulson, PhD, Member; Senior Associate at the National Center for Higher Education Management Systems
- Dr. Craig Swenson, PhD, Member; President and Chief Executive Officer; Ashford University.

Ownership: The University is a wholly owned subsidiary of Bridgepoint Education, Inc. The executive managers of Bridgepoint Education, Inc., are as follows:

- Andrew S Clark, MBA: Founder, Chief Executive Officer, and President; Bridgepoint Education; 14 years of experience in higher education management prior to Bridgepoint Education; former Vice President and Campus Director, University of Phoenix
- Chris Henn, BA: Executive Vice President and Chief Operating Officer, Bridgepoint Education; former Managing Director – Products for Esurance
- Jane McAuliffe, PhD: Executive Vice President/Chief Academic Officer, Bridgepoint Education; former President of Ashford University
- Kevin Royal, BBA/Certified Public Accountant: Executive Vice President/Chief Financial Officer, Bridgepoint Education; former Senior Vice President/Chief Financial Officer/Treasurer/Secretary at Maxwell Technologies, Inc.
- Marc Brown, MS: Senior Vice President/Chief Human Resource Officer, Bridgepoint Education; 25 years of experience in human resources
- Diane Thompson, JD: Executive Vice President/Secretary/General Counsel, Bridgepoint Education; former Vice President of the Meadowbrook Educational Foundation
- Vickie Schray, MS: Senior Vice President of Regulatory Affairs and Public Policy, Bridgepoint Education; former Acting Deputy Assistant Secretary in the Office of Postsecondary Education at the US Department of Education
- Ross Woodard, BA: Executive Vice President/Chief Marketing Officer, Bridgepoint Education; former Regional Manager at Nike Inc.

The members of the Bridgepoint Education Board of Directors are as follows:

- Patrick Hackett, BA and BS: Chairman of the Board; Managing Director/Co-head of Technology, Wartburg Pincus LLC
- Andrew Clark: (see above for credentials and experience)
- Dale Crandall, MBA, Certified Public Accountant: Founder, Piedmont Corporate Advisors, Inc.
- Robert Hartman: former President/Chief Executive Officer/Chairman of the Board of Universal Technical Institute
- Ryan Craig, JD: Founding Partner, University Ventures; former Vice President – Business Development, Fathom (a consortium of universities, museums and libraries)
- Kenneth I Juster, JD: Managing Director; Wartburg Pincus LLC; served a term as U.S. Undersecretary of Commerce
- Victor K Nichols, MBA: former Chief Executive Officer at Experian; former Chief Information Officer Wells Fargo & Company.

Staff notes that none of the members of either the executive management team or the Board of Directors of Bridgepoint Education also serve on the University's Board of Trustees.

Physical Facilities: On December 22, 2015, Bridgepoint Education entered into a purchase agreement with Clinton Catalyst, LLC, to sell the University's former, traditional Iowa campus at 400 North Bluff Boulevard, Clinton, Iowa, to Clinton Catalyst. As part of that agreement, Clinton Catalyst agreed to lease the campus back to Bridgepoint Education for twelve months. This permitted Ashford University to continue operations at the 400 North Bluff Boulevard location in Clinton, Iowa through the 2015-2016 academic year.

On May 24, 2016, staff approved the University's change of location from 400 North Bluff Boulevard to 1310 19th Avenue Northwest, Clinton, Iowa 52732. At this location, which consists of 36,720 square feet of leased space, the University currently provides faculty support to students who previously attended the University's traditional campus at 400 North Bluff Blvd., Clinton, Iowa, while these students are completing their education licensure preparation programs. In addition, the University plans to indefinitely domicile academic and operational staff at this location that will provide support to the University's students.

The original terms of the lease for the 19th Avenue campus in Clinton, Iowa, were from January 26, 2007 – June 30, 2014. Ashford University provided a copy of an Extension of Commercial Net Lease dated October of 2013 that subsequently extended the terms of the lease for an additional two years, from July 1, 2014 – June 30, 2016. The October 2013 Extension of Commercial Net Lease allows for a series of one-year extension options through 2018. Ashford University's Associate Vice President for Facilities confirms that the lease for the Iowa campus has been extended per the terms of the Extension of Commercial Net Lease through June 2017.

The lease for the 19th Avenue campus location in Clinton, Iowa is executed between the property owner Frye Development, Inc., and Center Leaf Partners. Ashford University advises that Center Leaf Partners is an Iowa subsidiary of Ashford University, LLC, only for the purpose of serving as the tenant under the property lease with the landlord. The University states that Center Leaf Partners currently has no employees or other operations.

Accreditation: Ashford is institutionally accredited by the Western Association of Schools and Colleges, Senior College and University Commission (WASC). WASC is a regional accrediting agency that is recognized by the federal Department of Education.

Federal Stafford Loan Cohort Default Rate (FFY 2013): 14.5%. For comparison purposes, the FFY 2013 national average cohort default rate is 11.3%.

Graduation Rate: This is the percentage of first-time, full-time undergraduate students who graduated within 150% of the normal time for program completion as reported to the federal Department of Education. Ashford University reports an overall graduation rate of 14%.

Average Loan Debt upon Graduation: \$26,235, for the University's online Iowa resident students.

Record Preservation: Ashford University student records are kept for a minimum of five years after graduation or for five years after a student's last date of attendance. Records retained during this five-year period include student applications, transcripts from previous institutions, requests for letter of recommendations. Documents that are retained permanently include Leave of Absence forms, Petitions to Graduate, dismissal letters, signed FERPA agreements, final grade information, graduation, commencement information, and student death certificate notices. All documents collected as part of the student's record are stored electronically on local servers viewable and accessible by securely logging into the University's Student Information Management System.

Transcript Requests: Any current or former student – including students who attended the University's former campus at 400 North Bluff Boulevard, Clinton, Iowa – may request a transcript by contacting:

Office of the Registrar
Ashford University
8260 Spectrum Center Boulevard
San Diego, California 92123
(866) 711 – 1700
<https://www.ashford.edu/transcript-request/>

Instructional Methodology: Ashford University delivers its online programs through a 100% asynchronous learning modality. Students enrolled in online courses participate in an active learning community via the Web. Students can access their courses 24 hours a day, seven days a week. Ashford delivers course content through the Learning Management System, Pearson LearningStudio. Inside the virtual classroom, students have access to course lectures, guidance, assignments, discussion boards, electronic textbooks, and a cloud-based platform with apps for smartphones and tablets. Students can also find assignment scores and feedback from instructors in Waypoint, Ashford's online assessment tool that allows course outcomes mapping and the development of course rubrics.

In addition, the University plans to begin offering one or more hybrid programs that combine concurrent online coursework and residential, face-to-face instruction. The residential portion of such a program will occur at the University's Clinton, Iowa campus.

Student Learning Resources: Ashford students have access to online Library resources via the Ashford University Library website, which can be accessed from all online classrooms as well as the online Student Portal. The Library's electronic resources include scholarly journal and general magazine articles, electronic books, academic videos, newspaper articles, company profiles, legal documents, reports, conference proceedings, and government publications. Announcements regarding new and existing library resources and services are posted on the Student Portal.

The Library is also a full cataloging and interlibrary loan member of the Online Computer Library Center. This national network permits students to access thousands of collections, large and small, through interlibrary loan. Ashford Librarians can obtain electronic articles and other documents for online students if desired items are not available through the Ashford University Library collections.

Additionally, Ashford University maintains a contract with the Copyright Clearance Center for an Annual Academic Copyright License. This license allows for expanded use of current copyrighted items for purposes of course materials and for academic collaboration and research.

The Library maintains a staff of eight Librarians who support and provide guidance to the University's online students. Students may reach Librarians through chat, email, or via phone. For those who would prefer to use self-help tools, the University provides user guides. Students have the opportunity to participate in live online webinars about the Library and its resources twice a month.

The Ashford Writing Center <http://awc.ashford.edu> provides students with online resources to enhance and strengthen their academic success. Downloadable resources include tutorials on grammar usage, how to avoid plagiarism, APA style, and tips about how to write college papers in various academic disciplines. The Writing Center also provides tutorials, webinars, and videos that focus on writing skills. The Writing Center staff can be contacted for live tutoring services through the online Student Portal.

Other services the University makes available to its students include the following:

- A dedicated Enrollment Services Advisor who works with a potential student from the point of inquiry through completion of the student's first four courses.
- A College Advisor that a student is introduced to upon the completion of the student's third week in their program of study. This advisor serves as the student's primary point of contact throughout the remainder of the student's academic career with Ashford.
- The Student Dispute Resolution Center, which provides students with resolution of issues through mediation, informal dispute resolution processes, and formal grievance procedures.
- The Student Access and Wellness Department, which is dedicated to fostering equal opportunities to student success through accessible educational programs, disability-related advocacy, faculty and staff education, and an enhanced awareness of individual abilities and contributions.
- Student Affairs that offers a variety of services that are tailored to the needs of specific students, including disability services, honor societies, peer mentoring, and administration of Student Community Standards policies.

Curriculum Evaluation and Development: Ashford University maintains certain procedures that must be followed when reviewing the University's existing programs as well as developing and implementing new programs and courses.

New distance education programs are developed by qualified faculty members in conjunction with the Provost and the Executive Dean of the respective University Colleges. New program proposals include the results of faculty research to determine community and industry needs, levels of faculty expertise, alignment with the Ashford mission and strategic direction, and specific program learning outcomes. When need for a program has been established, a full-time faculty member is selected to be the Program Chair based on the area of expertise and academic history in the program of study. Faculty peers gather feedback. The Program Chair and the Executive Dean develop curricular goals, program and course learning outcomes to guide program development and ensure curricular coherence and appropriate course sequencing. The faculty governance structure includes a process to review and determine whether a program should be recommended for approval. If appropriate, faculty governance leadership recommends the proposal for approval by the Ashford Board of Trustees.

Following Board approval, the Dean and faculty further describe needs and considerations for the program, including professional benchmarks for competencies within the field and course requirements. Final program learning outcomes are then developed and approved by the College, the Curriculum Committee, and the Faculty Senate. To ensure the quality of academic programs, each program is reviewed by the faculty on a five-year cycle.

Online courses are designed by faculty members who have expertise in content knowledge and teaching skills. These faculty members are supported by Instructional Designers, who are guided by best practices and current research in instructional design and online learning theory. Other team members providing support consist of some or all of the following: Program Managers, Curriculum Specialists, Technology Specialists, and Assessment Specialists. In the development of the curriculum, faculty members use an Online Course Template that provides guidance regarding course quality standards and ensures learning outcome alignment between all course elements, including course materials, learning activities, assignments, and discussions. Courses then undergo an internal quality assurance review and an external review by Quality Matters, a nationally recognized, faculty-centered, peer review process that certifies the quality of online and blended courses.

The faculty member developing the course works closely with the Program Chair and the Instructional Designer to select the appropriate instructional strategy, ensure proper sequencing, and integrate instructional media solutions per established guidelines. Assessment Analysts assist faculty in developing grading rubrics that will be applied using the Waypoint Outcomes assessment system, a criteria-based assessment tool that is integrated into Ashford's learning management system and used for collecting student learning outcomes data. The final draft of the course is submitted to the College's Executive Dean for final approval.

Once a course is approved, the Curriculum Specialist creates or updates a master shell in the learning management system and develops a course guide that can be made available electronically and in print. An Academic Document Quality Coordinator performs a quality assurance check, using a comprehensive checklist that covers typos and spelling/grammar, consistency, universal design, content context, American Psychologic Association (ASA)

formatting, learning outcomes alignment, grading rubrics, self-assessments, technology tools, dead links, and Quality Matters standards. A report is prepared and sent to the Executive Dean, Program Manager, and Curriculum Specialist, with recommendations for changes. When these changes are made, the course is ready for use and will be submitted to Quality Matters for an external peer review.

The Ashford faculty governance structure includes representatives from campus, online, and associate faculty to draw on the expertise, interests, perspectives, and needs of the full range of faculty. This body, along with either the Undergraduate Curriculum Committee or the Graduate Curriculum Committee, both of which include at least one representative from each College, reviews all program and major curriculum revisions and proposals and provides guidance and input prior to approval of changes.

Ashford University faculty members have developed a cyclical program review process. This process is data driven and includes a faculty-led internal self-study and an external review visit in which subject matter experts from other institutions provide a critical evaluation of the program and make recommendations for improvement.

Full-time faculty members start the process with the assessment of a program for alignment with learning outcomes, and identification of the levels at which program learning outcomes and student success rates are addressed. Faculty members work to support continuous improvement and development of appropriate levels of rigor, based on the results of the program review completed by faculty. Scaffolding of courses within the program occurs through the use of such tools as instructor feedback, video introductions to tie new learning outcomes to previous course learning outcomes, assignments that build over the course and culminate in a final project, instructor guidance, and support services such as the Ashford Writing Center, tutorials, and the Ashford University Library. An outcome of this enhanced collaboration has been the creation of tools that faculty can use in the process of course development.

For the program review, external reviewers are selected from traditional and nontraditional colleges and universities as well as from organizations within the related field. Benchmarking with other programs and professional standards is also a required element in the process.

Student Complaints Process: Students are encouraged to address their concerns with the individual(s) directly involved in the incident that prompted the grievance. If that does not prove satisfactory or is impractical, students may complete an online complaint form located at http://www.ashford.edu/student_services/sdrc-form.htm. These complaints prompt a thorough, impartial investigation designed to provide a fair, prompt, and reliable determination about whether the University's policies have been violated.

If students are unable to come to a resolution with the individual involved directly, students may also address the problem or complaint with the individual's direct supervisor. If the student's concerns still remain unresolved, the student should file a complaint with the Student Dispute Resolution Center. The mission of the Center is to provide high-quality dispute resolution services to the University and the students it serves. The Center only handles matters related to allegations of bias or discrimination. Further information is available on the Center's webpage, http://www.ashford.edu/student_services/center.htm.

Distance Education Programs Offered to Iowa Residents

Ashford University offers the following programs to Iowans via distance education. Total estimated tuition charges, fees, books, supplies, and other costs payable to the school by a student are provided for each program, listed below.

Associate Degree Programs

- Associate of Arts in Business: \$32,260
- Associate of Arts in Early Childhood Education: \$32,260
- Associate of Arts in Military Studies: \$30,820
- Associate of Arts in Organizational Management: \$32,260

Baccalaureate Degree Programs

- Bachelor of Arts in Accounting: \$57,750
- Bachelor of Arts in Adult Development: \$57,750
- Bachelor of Arts in Applied Behavioral Science: \$57,750
- Bachelor of Arts in Applied Linguistics: \$57,750
- Bachelor of Arts in Business Administration: \$57,750
- Bachelor of Arts in Business Economics: \$57,750
- Bachelor of Arts in Business Information Systems: \$57,750
- Bachelor of Arts in Business Leadership: \$57,750
- Bachelor of Arts in Child Development: \$57,750
- Bachelor of Arts in Cognitive Studies: \$57,750
- Bachelor of Arts in Communication Studies: \$57,750
- Bachelor of Arts in Complementary and Alternative Health: \$57,750
- Bachelor of Arts in Consumer and Family Financial Services: \$57,750
- Bachelor of Arts in Cultural Anthropology: \$57,750
- Bachelor of Arts in eMarketing: \$57,750
- Bachelor of Arts in Early Childhood Education (non-licensure): \$57,750
- Bachelor of Arts in Early Childhood Education Administration (non-licensure): \$57,750
- Bachelor of Arts in Education and Public Policy: \$57,750
- Bachelor of Arts in Education Studies (non-licensure): \$57,750
- Bachelor of Arts in English: \$57,750
- Bachelor of Arts in English Language Learner Studies (non-licensure): \$57,750
- Bachelor of Arts in Entrepreneurship: \$57,750
- Bachelor of Arts in Environmental Studies: \$57,750
- Bachelor of Arts in Finance: \$57,750
- Bachelor of Arts in Gerontology: \$57,750
- Bachelor of Arts in Health and Human Services: \$57,750
- Bachelor of Arts in Health and Wellness: \$57,750
- Bachelor of Arts in Health Care Administration: \$57,750
- Bachelor of Arts in Health Care Studies: \$57,750
- Bachelor of Arts in Health Education: \$57,750
- Bachelor of Arts in Health Informatics: \$57,750
- Bachelor of Arts in Health Marketing and Communication: \$57,750
- Bachelor of Arts in History: \$57,750
- Bachelor of Arts in Homeland Security and Emergency Management: \$57,750
- Bachelor of Arts in Human Resources Management: \$57,750

- Bachelor of Arts in Instructional Design: \$57,750
- Bachelor of Arts in International Business: \$57,750
- Bachelor of Arts in Journalism and Mass Communication: \$57,750
- Bachelor of Arts in Law Enforcement Administration: \$57,750
- Bachelor of Arts in Liberal Arts: \$57,750
- Bachelor of Arts in Library Science and Media: \$57,750
- Bachelor of Arts in Military Studies: \$57,750
- Bachelor of Arts in Operations Management Analysis: \$57,750
- Bachelor of Arts in Organizational Management: \$57,750
- Bachelor of Arts in Political Science and Government: \$57,750
- Bachelor of Arts in Project Management: \$57,750
- Bachelor of Arts in Psychology: \$57,750
- Bachelor of Arts in Public Administration: \$57,750
- Bachelor of Arts in Public Relations and Marketing: \$57,750
- Bachelor of Arts in Real Estate Studies: \$57,750
- Bachelor of Arts in Service Management: \$57,750
- Bachelor of Arts in Service Management-Hospitality Enterprise Specialization: \$57,750
- Bachelor of Arts in Service Management Non-Profit Enterprise Specialization: \$57,750
- Bachelor of Arts in Service Management, Restaurant Enterprise Management : \$57,750
- Bachelor of Arts in Social and Criminal Justice: \$57,750
- Bachelor of Arts in Social Science: \$57,750
- Bachelor of Arts in Social Science, Education: \$57,750
- Bachelor of Arts in Sociology: \$57,750
- Bachelor of Arts in Sports and Recreation Management: \$57,750
- Bachelor of Arts in Supply Chain Management: \$57,750
- Bachelor of Arts in Sustainable Enterprise Management: \$57,750
- Bachelor of Science in Health Information Management: \$57,750

Master Degree Programs

- Master of Accountancy, Accounting Specialization: \$33,190
- Master of Accountancy, Accounting Information Systems Specialization: \$33,190
- Master of Accountancy, Audit Specialization: \$33,190
- Master of Accountancy, Tax Specialization: \$33,190
- Master of Arts in Education, Assessment and Measurement Specialization (non-licensure): \$22,590
- Master of Arts in Education, Child Development Specialization (non-licensure): \$22,590
- Master of Arts in Education, Curriculum and Instruction (non-licensure): \$24,460
- Master of Arts in Education, Early Childhood Education (non-licensure): \$22,590
- Master of Arts in Education, Education Technology Leadership (non-licensure): \$22,590
- Master of Arts in Education, English Language Learners (non-licensure): \$22,590
- Master of Arts in Education, Exceptional Systems for Revolutionizing Education (non-licensure): \$22,590
- Master of Arts in Education, Family and Community Services (non-licensure): \$22,590
- Master of Arts in Education, Higher Education (non-licensure): \$22,590
- Master of Arts in Education, Reading Literacy (non-licensure): \$22,590
- Master of Arts in Education, School Leadership in the 21st Century (non-licensure): \$22,590

- Master of Arts in Education, Special Education (non-licensure) \$22,590
- Master of Arts in Teaching and Learning with Technology (non-licensure): \$18,850
- Master of Arts in Teaching and Learning with Technology, Online Educator (non-licensure): \$18,850
- Master of Arts in Health Care Administration: \$24,930
- Master of Arts in Organizational Management: \$22,198
- Master of Arts in Organizational Management, Global Management: \$22,865
- Master of Arts in Organizational Management, Health Care Administration: \$22,865
- Master of Arts in Organizational Management, Human Resource Management: \$22,865
- Master of Arts in Organizational Management, Project Management: \$22,865
- Master of Arts in Organizational Management, Public Administration: \$22,865
- Master of Arts in Organizational Management, Supply Chain Management: \$22,865
- Master of Business Administration: \$29,060
- Master of Business Administration, Business Economics: \$29,060
- Master of Business Administration, Entrepreneurship: \$29,060
- Master of Business Administration, Environmental Management: \$29,060
- Master of Business Administration, Finance: \$29,060
- Master of Business Administration, Global Management: \$29,060
- Master of Business Administration, Health Care Administration: \$29,060
- Master of Business Administration, Human Resource Management: \$29,060
- Master of Business Administration, Information Systems: \$29,060
- Master of Business Administration, Marketing: \$29,060
- Master of Business Administration, Organizational Leadership: \$29,060
- Master of Business Administration, Project Management: \$29,060
- Master of Business Administration, Public Administration: \$29,060
- Master of Business Administration, Supply Chain Management: \$29,060
- Master of Public Administration: \$24,930
- Master of Science in Criminal Justice, Cybercrime and Technology: \$26,995
- Master of Science in Criminal Justice, Forensic Science: \$26,995
- Master of Science in Criminal Justice, Homeland Security: \$26,995
- Master of Science in Criminal Justice, Law Enforcement and Corrections Administration: \$26,995

Note: Ashford University also offers a Master of Arts in Education, Teacher Leader program that prepares students residing in certain states to pursue alternative processes authorized by those states for teacher certification. However, Iowa residents are not enrolled in this program since Iowa does not provide for an alternative teacher certification process.

None of the University's online undergraduate or graduate education programs lead to teacher or school administrator licensure in Iowa or any other state.

Residential Programs Offered in Iowa

Masters Program

- Master of Business Administration: \$29,858 - \$12,460 (for students who qualify and maintain eligibility for an institutional grant). The University offers instruction in this program through concurrent online and residential (face-to-face) instruction. Face-to-face

instruction occurs during one all-day (seven to eight hour) residency at the Clinton, Iowa campus on Saturday during each six-week course throughout the program. Additional residential components may be structured for any combination of lecture, group work, discussions, project work, or oral presentations. Enrollment will be limited to students residing in contiguous states and at a drivable distance from Clinton, Iowa. As of the date of this report, enrollment in this program is pending a response from the University's accrediting agency, WASC, to the University's request for program authorization.

Ashford University may initiate enrollment and instruction in this program under its Iowa registration upon written notice to staff that WASC has authorized the University to do so.

Field Experiences: One of the programs that the University offers via distance education contains a form of field work that an Iowan may complete at a location in Iowa. In the online Bachelor of Science in Health Information Management program, students are required to complete two structured field experiences. One of the field experiences is offered virtually and the other is a combination of virtual and on-site work done at a local facility. The student will complete a minimum of 40 hours of supervised on-site work at the approved facility. The faculty member and the faculty professional practice coordinator will oversee the placement and communication of expectations with the site and the student.

Registration Compliance

As required by Iowa Code Section 261B.4, the University discloses its policy on refunding tuition charges for withdrawn students, which is compliant with Iowa Code Section 714.23. The University discloses this policy in its Catalog under *Iowa State Refund Policy* at <http://www.ashford.edu/catalog-financial-information.htm#catalog11179>.

Administrative rules for registered schools specifically require a 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. The University maintains compliant policies and discloses them in the following locations:
 - ✓ <http://www.ashford.edu/student-rights-and-responsibilities.htm#catalog11130>
 - ✓ [http://wac.6fdc.edgecastcdn.net/006FDC/AU/PDF/Drug_Free_Schools_and_Communities_Act_Program_Report_2015.pdf?utm_campaign=\(\)](http://wac.6fdc.edgecastcdn.net/006FDC/AU/PDF/Drug_Free_Schools_and_Communities_Act_Program_Report_2015.pdf?utm_campaign=())
 - ✓ http://wpc.6fdc.edgecastcdn.net/006FDC/AU/PDF/Ashford_University_Campus_Security_and_Fire_Safety_Report.pdf
 - ✓ <http://www.ashford.edu/student-rights-and-responsibilities.htm>
 - ✓ http://www.ashford.edu/student_services/prevention.htm
 - ✓ http://www.ashford.edu/student_services/emergency.htm
 - ✓ http://www.ashford.edu/student_services/sexual_violence.htm
 - ✓ http://www.ashford.edu/student_services/seeking-support.htm
 - ✓ http://www.ashford.edu/community/community_safety.htm
 - ✓ http://www.ashford.edu/student_services/campus_life.htm
 - ✓ <http://www.ashford.edu/catalog-student-services-health-safety.htm>.

- Iowa Code Section 261.9(1)(g) requires a school to maintain a special policy for refunding tuition and mandatory fees to 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 maintains and discloses this policy in the Catalog at <https://www.ashford.edu/catalog-pdf-download.htm>.
- 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. By cross-reference from existing administrative rules for registration [283-21.2(261B), subsection 7], this policy applies to Iowa's registered schools who compensate one or more parties to conduct instruction or other operational activities on the school's behalf at an Iowa location. The University maintains a compliant policy and discloses the policy to Iowa-based employees in the Employee Handbook, which was provided to staff as an addendum to the University's registration application.

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, 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. The University provides this information to prospective students in the Catalog at <http://www.ashford.edu/catalog.htm>.

Ashford University affirms on the application that it will comply with the provisions of Iowa Code Section 261B.7. These provisions 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. The University discloses Iowa College Aid's registration with the University on its State Disclosures webpage at <http://www.ashford.edu/statedisclosure.htm>.

Financial Responsibility: Ashford University is a wholly-owned subsidiary of Bridgepoint Education, Inc. Thus, the University is audited as a part of its parent corporation. Bridgepoint Education's annual report filed with the federal Securities and Exchange Commission on March 8, 2016, includes the corporation's most recent independent auditor's report issued by PricewaterhouseCoopers LLP for the corporation's fiscal years ending December 31, 2015 and 2014. The auditing firm expressed its opinion that the corporation's consolidated balance sheets and the related consolidated statements of income, comprehensive income, stockholders' equity, and cash flows present fairly, in all material respects, the financial position of the corporation and its subsidiaries.

- A nonpublic school that participates in the federal student aid programs must maintain a composite score, based on a three-factor financial responsibility ratio, of at least 1.5 in order to be determined financially responsible without additional oversight. The most recent composite score verified by the federal Department of Education for Ashford University's parent company, Bridgepoint Education, is 2.5 (out of a possible 3.0) for the fiscal year ending December 31, 2014.

- A for-profit school that participates in the federal student aid programs must demonstrate that no more than 90% of its revenue is derived from Title IV funding. The most recent 90/10 ratio verified by the federal Department of Education for Ashford University is 85.56% for the fiscal year ending December 31, 2013.

Full-Time Iowa Resident Faculty Member or Program Coordinator: Administrative rules exempt a school from hiring a full-time Iowa resident faculty member or program coordinator devoted to Iowa students if the school is registering to offer distance education programs or programs in a nontraditional format. The administrative rule definition provides examples of nontraditional programs, which include a program offered through a combination of distance education and face-to-face instruction. Since Ashford University is applying for registration to offer distance education programs and a nontraditional program (s) in a hybrid format, the school is not required to employ a full-time Iowa faculty member or program coordinator. However, Ashford employs approximately 52 full-time Iowa faculty and another 106 Iowa-based staff who provide full-time operational support to students.

Employees who are officially domiciled at the University's Clinton, Iowa campus include the following:

- Clinton Campus President Charlie Minnick
- Vice President, Clinton Campus Operations Shelly Mohr
- Dean Joen Larson
- Associate Director of Academic Integrity Jeffrey Meyerholz. Mr. Meyerholz leads a team of six Academic Integrity Administrators.
- Associate Director of Faculty Support and Development Michelle Rasmussen. Ms. Rasmussen leads a team consisting of nine faculty support and development associates, and one Manager of the Center for Excellence in Teaching and Learning.
- Director of Financial Services Dawn Nardini. Ms. Nardini leads a team of three managers and 27 staff members.
- Director of Financial Services for Veteran and Tuition Assistance Benefits: Conan Stanley. Mr. Stanley leads a team that includes the Manager of Financial Services for Veteran's Benefits, 15 Veteran's Affairs coordinators, and 10 Tuition Assistance specialists.
- Personnel from the Online Registrar's Office including two admission and matriculation managers, 30 admission and matriculation coordinators, and five Registrar quality assurance lead staff.
- Three student advising managers and 28 student advising staff.

Instructional/Supervisory Staff Qualifications: Ashford University is a large institution that employs in excess of 3,700 full- and part-time faculty. Thus, a comprehensive review of faculty credentials is not feasible. Therefore, staff reviewed faculty profiles that the University maintains on web pages devoted to the University's academic departments, as follows:

- Forbes School of Business: Of 55 profiles reviewed, seven faculty members hold a masters degree in fields such as American studies, business administration, economics, management, and organizational leadership. One of these seven instructors holds a dual masters degree in American studies and management; two of the instructors are a certified public accountant; one is also a certified management accountant. Forty-eight of the 55 faculty members reviewed hold a doctoral degree in fields such as accounting, business

administration, economics, education, higher education, information systems, international business, law, leadership, management, and public policy analysis. Generally, the instructors who have a doctoral degree also have extensive professional experience, much of which is in the field of education.

- College of Education: Of 37 profiles reviewed, five faculty members hold a masters degree in fields such as curriculum and instruction, education, and education administration. Thirty-two faculty members hold a doctoral degree in fields such as curriculum and instruction, curriculum design, education, educational linguistics, instructional leadership, instructional technology, and special education.
- College of Health, Human Services, and Science: Of 40 profiles reviewed, five faculty members hold a masters degree in fields such as business administration, health care administration, health information management, health science, and organizational management in Chinese medicine. Thirty-five faculty members hold a doctoral degree in fields such as applied gerontology, chiropractic, clinical social work, education, educational psychology and research, health education, human science, human services, medicine, naturopathic medicine, nursing, organizational psychology, psychology, public health, and statistics.
- College of Liberal Arts: Of 36 profiles reviewed, three faculty members hold a masters degree in fields such as agricultural, environmental and developmental economics, management, and public administration. Thirty-three faculty members hold a doctoral degree in fields such as anthropology, biological sciences, clinical psychology, criminal justice, engineering, English, environmental science, history, linguistics, mass communication, musical arts, political science, social policy, and systems and industrial engineering.
- Division of General Education: Of 39 faculty members reviewed, 12 faculty members hold a masters degree in fields such as education, English, fine arts, history, library and information science, literacy and language, political science, school psychology, and Spanish literature. Twenty-seven faculty members hold a doctoral degree in fields such as anthropology, applied mathematics, clinical psychology, communication, comparative literature, composition and rhetoric, counseling, education, English literature, environmental science, humanities, sociology, and writing.

Commitment to Iowa Students and Teach-Out: By executing an electronic signature on the registration application, former Ashford University President and Chief Executive Officer Dr. Richard Pattenauode committed to the delivery of programs the University offers 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.

Compliance with Iowa Code Chapter 714

Section 714.18 – Evidence of Financial Responsibility: Ashford University has provided satisfactory evidence of financial responsibility under Iowa Code 714.18. The University has a current, \$50,000 corporate surety bond payable to the State of Iowa that was issued by International Fidelity Insurance Company.

Section 714.23 – State Tuition Refund Policy: Ashford University maintains a tuition refund policy for withdrawn students that complies with Iowa Code Section 714.23 and discloses the policy in the Catalog under *Iowa State Refund Policy* at <http://www.ashford.edu/catalog-financial-information.htm#catalog11179>.

