

IOWA COLLEGE STUDENT AID COMMISSION

California State University – Northridge Application for Postsecondary Registration in Iowa December 2, 2016

STAFF ACTION: Approve California State University – Northridge for a two-year registration term that begins on December 2, 2016 through December 2, 2018.

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 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 California State University – Northridge (CSUN or the University) to apply for registration because the University offers distance education programs which contain field work that an Iowa resident may participate in at an Iowa location.

Institutional Information

California State University - Northridge is a public institution whose main campus is located at 18111 Nordhoff Street, Northridge, California 91330. CSUN's Chief Executive Officer is President Dianne F Harrison, PhD, at the same address. CSUN applied for registration in Iowa only to offer distance education programs. Therefore, the University has no Iowa contact person and no Iowa resident agent. Since the University 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.

Physical Facilities: Not applicable for a distance education provider.

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

The University maintains programmatic accreditation from the following accrediting agencies that are also recognized by the federal Department of Education:

- Council on Education for Public Health
- American Speech-Language-Hearing Association Council on Academic Accreditation in Audiology and Speech-Language Pathology
- Joint Review Committee on Education in Radiologic Technology

Federal Stafford Loan Cohort Default Rate (FFY 2013): 5.3%. For comparison purposes, the FFY 2013 national average cohort default rate of all schools 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. The graduation rate for CSUN is 50%.

Average Loan Debt upon Graduation: \$24,846, for students graduating in the spring of 2014.

Record Preservation: California State University – Northridge’s Admissions and Records office maintains all student records. All CSUN student records are maintained electronically, through a system called Oracle PeopleSoft. Records are accessible through the PeopleSoft Campus Solutions modules. These modules provide access to the Common Management System (CMS), which is where the records are stored. CMS servers are located in Salt Lake City, Utah. The modules in use include applications, demographic information, contact information, students’ progress toward their degree(s) of study, class enrollment and grades, charges for tuition and other campus services, and the awarding of degrees and transcript services.

Transcript Requests: Any student wishing to request a transcript may do so by contacting:

California State University – Northridge
Admissions and Records
18111 Nordhoff Street
Northridge, California 91330
(818) 677 – 3700
Admissions.records@csun.edu
<http://www.csun.edu/admissions-records/order-transcripts>

Instructional Methodology: The University’s distance education students have access to their course content at any time via the Web. Course materials, content, assignments, and activities that are integrated into each class are designed to meet accessibility compliance standards before they are opened for student access. Podcasts are produced with transcripts and videos are produced with captions. Text-based materials, including syllabi and handouts, are produced using assistive technology devices such that they can be read in their entirety by students with hearing impairments, visual impairments, learning disabilities, cognitive disabilities, and intellectual impairments. All materials are created in advance of an offering so learners in a classroom will be given access to their course materials, regardless of necessary format, at the time the class begins. While alternative assignments may be contemplated and created for learners with disabilities in advance of a course launch, instructional designers assist online faculty in creating assignments and employing learning strategies using a universal design such that all assignments are accessible to all in their original format. The

University currently uses Moodle for all online course content delivery. However, in 2014, the Northridge campus will be transitioning to Canvas.

Student Learning Resources: California State University – Northridge students are equipped with learning resources through the University's Library. The Oviatt Library (CSUN's Library) provides services for CSUN's distance education students. The Oviatt Library has a collection of 1.36 million volumes and more than 248,000 bound periodical volumes. The Library's extensive digital collection includes electronic periodicals, books, encyclopedias, and hundreds of reference databases. Oviatt Library resources are accessible through via the Web, 24/7, at <http://library.csun.edu/>. Students may consult a librarian, renew books, obtain document delivery services and request Interlibrary Loan materials through the Library's webpage. Interlibrary Loan allows students to obtain literature that is not available in electronic format and have it delivered directly to them.

The Career Center at CSUN offers students and eligible alumni career exploration and advisement along with job-search strategies. The Career Center helps students advance their career paths by providing guidance on choosing a major and providing advice on how to make decision, set goals, and plan. The Career Center hosts a broad array of Career Fairs, Employer Info Sessions, and various workshops and programs. Through the Career Center, students have access to SUNlink, an online job board and career services system through which students can apply for jobs or internships or sign up to conduct practice interviews. More information on the Career Center can be found at, <http://www.csun.edu/career>.

CSUN students are provided free tutoring services via the Web through the Learning Resource Center. CSUN tutors are available to connect with students whenever CSUN students need assistance. Students and their tutor work together in real time in Chegg's live lesson space. Tutoring services are accessible at <https://www.chegg.com/tutors/universities/csu-northridge/>.

Curriculum Evaluation and Development: After extensive exploration of the viability of developing the program in question, if a given program is approved for development, the program development process begins with a conversation between the Dean of the Tseng College and the Dean of the partner CSUN academic college(s). This conversation focuses on identifying the faculty members from the partner academic college(s) that should be involved in the program planning process. Those faculty members identified are those who are recognized as excellent in both their teaching abilities and their scholarship. They are also faculty members who are current in the field and who understand the realities of practice in the profession. It is also an advantage if the faculty members chosen are familiar with the structure, content, and points of distinction in the forefront programs in the field(s) in question. The Dean of the Tseng College and the Dean of the partner academic college(s) also work together to identify leading practitioners in the field who should also be a part of the curriculum development process.

The Dean of the partner academic college(s), in consultation with the Dean of the Tseng College, also selects a faculty member to serve as academic lead for the program. The work of the academic lead begins with the program planning and development stages, continues through the production stage, and ideally continues through the launch and ongoing academic offering of the program, leading the full program development group. For the length of their tenure in the role, the academic lead is responsible for oversight of the ongoing academic quality of the program, the integrity of the curriculum designed, and the quality of the program's instruction and instructional strategies.

Once the program learning goals and measurable student learning outcomes are determined and agreed upon, the program development group goes on to determine what courses would have to be offered, created, and/or redesigned and in what order those courses would need to be offered to achieve the learning goals at the program level and foster student achievement. Once the program development group agrees upon the courses and sequence of those courses, the group determines which faculty and practitioners will work on the development of each course. The courses are drafted and then shared in additional meetings of the full program development group so that the full group can respond to, refine, and enhance the cohesiveness among courses and promote sequential learning. This sharing process continues until the full program development group considers the program to be complete.

When the "penultimate" version of the full program curriculum is ready, it is often shared with leading scholars and/or practitioners in the field to obtain final feedback from those who are widely respected in the field. The faculty program development group makes any final refinements of the program based on feedback from this broader sharing. All programs require CSUN and CSU approvals and reviews at the department, college, University, and Chancellor's Office level.

Student Complaints Process: If the student's complaint relates to an allegation that CSUN has violated a State law, including laws prohibiting fraud and false advertising, students may present their complaint to the campus designee (current designee: Dr. William Watkins, William.watkins@csun.edu), the Vice President for Student Affairs, and/or the Dean of Students. The designee provides students with guidance on the appropriate campus process for addressing the particular issue. If a student feels that the complaint warrants further attention after they have exhausted all of the steps outlined by the designee, the student may file an appeal with the Associate Vice Chancellor or the CSUN Office of the Chancellor. This policy is not construed to limit any right that students have to take civil or criminal legal action to resolve a complaint.

Students should attempt to resolve matters informally with the relevant faculty member prior to filing an academic grievance or grade appeal. Students should also seek the review of the appropriate department chair and college Dean or designee. If the matter cannot be resolved in this manner, the student may file a formal grievance or grade appeal. Academic grievances may be filed when a student feels aggrieved in (non-grade) matters concerning an academic decision, action, or judgment by a faculty member. A grade appeal may be filed when a student believes a grade is based on

error, violation of University rule or policy, refusal by the instructor to report a grade, discrimination or other improper conduct toward the student. The grievance or grade appeal must be presented in writing before the end of the semester following the semester in which the matter occurred or the grade was assigned. These procedures were established by the Faculty Senate and are contained in the Academic Grievance and Grade Appeals Board Bylaws. The CSUN Board is empowered to act on grievances and appeals that are properly filed. Grade appeals based wholly on or in part on a subjective or qualitative judgment of an instructor will not be considered by the Board.

Information or the forms necessary for filing an academic grievance or grade appeal may be obtained at the following link, <http://www.csun.edu/studentaffairs/forms> or by calling the Office of the Vice President for Student Affairs.

Distance Education Programs Offered in Iowa

The total, estimated cost of tuition, fees, books and supplies for each distance education program CSUN offers to Iowa residents is listed below.

Certificate Programs

- Certificate of Preparation for Advanced Studies in Speech-Language Pathology: \$21,475
- Certificate of Advanced Professional Development, Speech-Language Pathology Assistant Fieldwork Experience: \$5,034
- Health Administration Certificate: \$10,900
- Radiologic Technology: CT/MRI, Certificate of Advanced Professional Development: \$5,598 - \$6,220

Baccalaureate Degree Programs

- Bachelor of Arts, Public Sector Management: \$34,302
- Bachelor of Liberal Studies: \$37,252

Master Degree Programs

- Master of Science, Assistive Technology Studies and Human Services: \$25,572
- Master of Science, Communicative Disorders – Speech/ Language Pathology (licensure): \$43,652. Note: this program includes coursework that meets the standards of the American Speech-Language Hearing Association (ASHA) for ASHA's certificate of clinical competence. The Iowa Board of Speech Pathology and Audiology considers an ASHA certificate of clinical competence sufficient to qualify an individual for Iowa licensure as a speech pathologist or audiologist.
- Master of Public Administration (Health Administration concentration option): \$24,782
- Master of Public Administration (Public Management and Leadership option): \$24,282
- Master of Public Administration (Non-Profit Sector Management): \$26,130
- Master of Public Health – Community Health Education: \$32,652

- Master of Social Work (licensure): \$43,002. Note: this program is accredited by the Council on Social Work Education, which is an educational requirement of the Iowa Board of Social Work for Iowa licensure as a social worker.
- Master of Science, Tourism, Hospitality and Recreation Management: \$22,602

Field Experience: A number of the University's programs contain a form of field work that must be completed by an Iowan at a location in Iowa. The programs that the University offers which contain field work and a description of that field work is as follows:

- Master of Social Work: CSUN assists students in locating a placement at a private nonprofit or public agency for two years of field education. Students must not complete their first year internship at their current place of employment. However, that is an option during the second internship year.
- Master of Public Health – Community Health Education: This program contains a practicum consisting of a minimum of 400 on-site hours. The practicum must be completed during two consecutive terms. Students may locate and secure their field placement. The internship supervisor will correspond directly with the on-site internship preceptor for initial and exit reviews. The internship setting may be a local, state, national, or international public health agency, a health-based nonprofit, a community-based organization, or other organization that focuses on health care, research, or worksite wellness.
- Master of Science – Communicative Disorders: Students enrolled in this program must complete a minimum of 400 on-site hours of supervised practicum, that includes at least 375 hours of direct client/patient contact and 25 hours of clinical observation. Students will complete five practicum courses during the duration of this requirement.

Registration Compliance

As required by Iowa Code Section 261B.4, the University discloses its policy on refunding tuition charges for withdrawn students at the following locations, <http://www.csun.edu/stufin/ucs-refund-policy> and <http://www.csun.edu/stufin/ucs-refund-information>. The University's specific tuition refund policy is not a criterion for registration.

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.csun.edu/sites/default/files/anon-sexual-assault-report-form.pdf>
 - ✓ <http://www.csun.edu/sites/default/files/assault-prevention-chart.pdf>

- ✓ <http://www.csun.edu/police/assault>
 - ✓ <http://www.csun.edu/police/rape-and-sexual-assault-resources>
 - ✓ <http://www.csun.edu/sites/default/files/clery-report.pdf>
 - ✓ <http://www.csun.edu/sites/default/files/2015%20Annual%20Campus%20Safety%20Plan.pdf>
 - ✓ http://www.csun.edu/sites/default/files/900-06-policy_1.pdf
 - ✓ <http://www.csun.edu/sites/default/files/website-atod-treatment.pdf>
 - ✓ <http://www.csun.edu/police/alcohol-awareness>
 - ✓ <http://www.csun.edu/police/crime-prevention-resources>
 - ✓ <http://www.csun.edu/police/drug-awareness>
 - ✓ <http://www.csun.edu/hr/alcohol-and-other-drug-information>
 - ✓ <http://www.csun.edu/counseling>
 - ✓ <http://www.csun.edu/counseling/counseling-services>.
- 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. CSUN maintains a compliant policy and discloses the policy to Iowa resident students on the Statement of Intent to Register/Policy Acknowledgement Form, which CSUN sends to a student after the University accepts the student's application for admission. Students are expected to review the policies contained on the form and sign accepting CSUN's offer of admission.
 - 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 new policy now 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 does not employ any Iowa resident faculty. Thus, the University is not required to adopt this policy.

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 discloses this information in various locations on its website, including:

- <http://www.csun.edu/stufin/ucs-refund-policy>
- <http://tsengcollege.csun.edu/programs/online>
- <http://www.csun.edu/stufin/tuition>
- <http://www.csun.edu/wasc>.

The University affirms on the application that it will comply with the provisions of Iowa Code Section 261B.7. These provisions of Iowa Code 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 that it is registered with Iowa College Aid on its website at <http://catalog.csun.edu/about/colleges/the-tseng-college/>, under *State Authorization*.

Financial Responsibility: Staff reviewed the most recent independent audit conducted by KPMG, LLP, of the California State University system for the institutional fiscal year ending June 30, 2015. In the auditing firm’s report dated February 15, 2016, the auditors expressed the opinion that the University system’s financial statements presented fairly, in all material respects, the financial position of the systems business activities, and the aggregate discretely presented component units of the California State University.

- ,A public school that participates in the federal student aid programs is not required to calculate a financial responsibility composite score. The federal Department of Education considers a public institution to be financial responsible based on the full faith and credit of the State in which the school is located.
- A public institution is not required to calculate the percentage of revenue that the institution derives from federal student aid.

Full-Time Iowa Resident Faculty Member or Program Coordinator: Iowa administrative rules do not require a school to employ a full-time, Iowa faculty member or program coordinator if the school applies for authorization to offer only distance education programs. CSUN has no Iowa-based employees.

Instructional/Supervisory Staff Qualifications: The University maintains faculty profiles on online program web pages. Staff reviewed the profiles of CSUN faculty for each online program that the University offers.

Master of Science, Assistive Technology Studies and Human Services: The University lists the credentials for nine faculty members. Out of those nine faculty members, five hold a masters degree in fields that include assistive technology and human services, human factors and applied experimental psychology, or rehabilitation counseling with specialization in deafness. Four out of the nine faculty members hold a doctoral degree in fields that include education, education administration, exercise science, or medicine.

Certificate of Preparation for Advanced Studies – Speech Language Pathology: The University lists the credentials for 14 faculty members on its website. Four out of those 14 faculty members hold a masters degree. Out of the 14 faculty members, 10 hold a doctoral degree in fields that include audiology, communicative disorders, linguistics, medical speech language pathology, special education, and speech and hearing sciences.

Master of Science, Communicative Disorders: The University lists the credentials of 14 faculty members on its website. Four out of those 14 faculty members hold a masters degree in business administration or communicative disorders. Out of the 14 faculty members, 10 hold a doctoral degree in fields such as audiology, communicative disorders, education, linguistics, and medical speech language pathology.

Master of Arts, Humanities Faculty: The University lists the credentials for six faculty members who provide instruction in the University's Master of Arts – Humanities program. All six of the faculty members hold a doctoral degree in fields such as communication studies, English and American literature, geography, and religion.

Master of Public Administration: The University lists the credentials for 12 faculty members who provide instruction in the University's Master of Public Administration program. Two of those 12 faculty members hold a masters degree, one in the field of applied psychology and the other in public administration. Out of the 12 faculty members, 10 hold a doctoral degree in fields such as community and environmental design, political science, and public policy.

Master of Health Administration: The University lists the credentials for five faculty members who teach in the University's Master of Health Administration program. All five of those instructors hold a doctoral degree in economics, health administration, health policy and planning, and urban planning and development.

Master of Public Administration, Non-Profit Sector Management: The University lists the credentials of 47 faculty members who teach in this program. Of those 47 faculty members, 10 hold a masters degree in business administration or public administration. Out of the 47 faculty members, 37 hold a doctoral degree in fields such as communication theory, education, humanistic studies, geography, management, political science, political sociology, criminology and deviance, public administration, public management, and public policy. One of these instructors is the Director of the Los Angeles County Child Support Services Department.

Master of Public Health, Public Sector Management and Leadership: The University lists the credentials of 13 faculty members who provide instruction in this program. Two of those 13 faculty members hold a masters degree in public administration. Out of the 13 faculty members, 11 hold a doctoral degree in fields such as political science, public policy, and urban planning.

Master of Public Health, Community Health Education: The University lists the credentials of nine faculty members who provide instruction in this program. All nine faculty members hold a doctoral degree in fields such as epidemiology, health education and promotion, health studies, public health, and toxicology.

Bachelor of Arts, Public Sector Management: The University lists the credentials for 10 faculty members who provide instruction in the University's Bachelor of Arts – Public

Sector Management program. All 10 faculty members hold a doctoral degree in public administration or sociology.

Certificate of Advanced Professional Development: The University lists the credentials for five faculty members which provide instruction in this programs. One of those five faculty members holds a baccalaureate degree in radiologic technology. This instructor has extensive professional experience in the field. Three of the five instructors hold a masters degree, one of which is in higher education. One of the five faculty members holds a doctoral degree.

Master of Social Work: The University lists the credentials for 18 faculty members who provide instruction in the University's Master of Social Work program. Eight of those 18 faculty members hold a masters degree in the field of social work. One of these eight instructors holds a dual masters degree in fine arts and social work. Out of the 18 faculty members, 10 hold a doctoral degree in clinical psychology, psychology, social welfare, or social work. One of these faculty members has post-doctoral research work in mental health economics at the Department of Health Care Policy, Harvard Medical School.

Speech-Language Pathology Assistant Fieldwork Experience, Certificate of Advanced Professional Development: The University lists two faculty members who provide instruction in this program. Both of these faculty members hold a masters degree. One faculty member holds a dual masters degree. One instructor's clinical expertise is in pediatrics. and adult brain injury and dysphagia. The second faculty member's clinical experience is in pediatrics.

Commitment to Iowa Students and Teach-Out. By executing an electronic signature on the registration application, President Dianne Harrison 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.

Compliance with Iowa Code Chapter 714

Section 714.18 – Evidence of Financial Responsibility

The financial responsibility provisions of Iowa Code do not apply to CSUN. The University 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].

Section 714.23 – State Tuition Refund Policy

California State University – Northridge is exempt from Iowa Code Section 714.23 because it is a public institution.