

Iowa College Student Aid Commission

Application for Registration (Authorization) of Postsecondary Schools Iowa Code Chapter 261B

Introduction

This is the application form for all schools that are required to register or renew registration under Iowa Code Chapter 261B.

All items must be completed. If it is necessary to submit separate attachments with the completed application please number them to correspond to the application item.

Submit the completed, signed application and any separate electronic attachments via email to Postsecondary Registration Administrator Carolyn.Small@iowa.gov, or store on external media (i.e.: thumb drive, CD, etc.) and mail to:

Postsecondary Registration Administrator
Iowa College Student Aid Commission
430 E. Grand Ave., FL 3
Des Moines, Iowa 50309

The information you provide will be open to public inspection under Iowa Code Chapter 22.11, and posted to the Iowa College Student Aid Commission (the Commission) website under Iowa Code Section 261.2., subsection 7(b).

Exception: A private nonprofit or for-profit educational corporation may submit financial statements associated with its most recent independent auditor's report to the Commission and request that they be treated as confidential. For more information, see application item #33.

Initial Registration Application Fee: A school must submit a nonrefundable \$5,000 application fee at the time the school submits the initial registration application. See below for the mailing address to which schools must direct all fee payments.

Renewal Registration Application Fee: No fee is payable to the Commission at the time the school submits a registration renewal application.

Annual Registration Fee: Upon registration approval, each registered school must submit a nonrefundable fee payable to the Commission by July 15th of each year in an amount determined by the school's full-time equivalent (FTE) enrollment, as reported to the U.S. Department of Education's Integrated Postsecondary Education Data System (IPEDS):

- Under 2,500 FTE - \$2,000.
- 2,500 to 9,999 FTE - \$4,000.
- 10,000 FTE or more - \$6,000.

The Commission will invoice schools that owe annual registration fee payments approximately 90 days in advance of the July 15 due date.

All fees must be paid by check mailed to:

Iowa College Student Aid Commission
P.O. Box 310348
Des Moines, IA 50331-0348

Navigating the Application: Enter or "copy and paste" the text after each application question. Alternatively, you may include links to your website where Iowa College Aid can find information that addresses each application question.

To navigate within a table: 1) Click on the first empty row to the left under the column heading; 2) use the “tab” button to move right under each column; 3) under the far right column use “tab” to move to the next row. If you need additional space, include a separate Word or Excel attachment referencing the question number and additional information. Any attachment(s) can be emailed with the completed application to Carolyn.Small@iowa.gov.

Application Citations: Provisions of Iowa Code sections are cited in the application as exemplified by “IC 261B.4,” etc. Provisions of Iowa Administrative Code (rule) sections are cited in the application as exemplified by “IAC 283-21.2.”

A school that needs more information about cross-referenced Iowa Code should visit the Iowa Legislature’s website at www.legis.iowa.gov/law/statutory and use the “Iowa Code Quick Search.”

A school that needs more information about cross-referenced Iowa Administrative Code (rule) should visit the Iowa Legislature’s website at www.legis.iowa.gov/law/administrativerules and follow these instructions:

- Click on the link for “Iowa Administrative Code (IAC) (Current and Archive)” under “Overview” at the top of the page.
- Scroll down to “Education Department.” Under “Education Department,” you will find “College Student Aid Commission [283].” Click on “Chapters” to the right.
- In the Chapter list, scroll down to “Chapter 21 Approval of Postsecondary Schools” and click on “Rules” to the right.

For assistance or questions regarding the registration application, fees, or process, contact the Postsecondary Registration Team:

Carolyn.Small@iowa.gov
(515) 725-3413

Lisa.Pundt@iowa.gov
(515) 725-3426

Application

- (1) Provide the name of the school and the address of the principal office as defined in IC 490.140 [IC 261B.4(2)] and [IC 261B.4(1)].

Name of School:

Street:

Suite: City:

State: Zip: Country:

- (2) Provide the name and contact information for the school's primary state authorization contact.

Name:

Telephone Number:

Email Address:

- (3) What school sector do you represent?

For-profit Non-profit Public

- (4) If applicable, provide the address of all physical locations in Iowa where instruction will occur. For a school that is applying for registration to offer distance education programs and that has established, or plans to establish, a permanent Iowa site(s) at which students will participate in a structured field experience(s), the school may record below the location of that Iowa field experience site(s).

Street:

Suite: City:

State: Zip:

Telephone:

- (5) Provide the total estimated tuition charges, fees and other costs payable to the school by a student over the course of each entire program [IC 261B.4(3) and (10)]. If the school is applying to offer both residential programs that require some face-to-face interaction between students and faculty at an Iowa location in addition to programs that are offered fully “at a distance,” please list distance education programs in the separate table provided below.

Residential Programs Offered in Iowa	Tuition	Fees	Books and Supplies	Other	Total Estimated Program Charges
Master of Arts in Education	\$380/cr	\$10/cr			\$11,700
Master of Arts in Education, PK-12 Principal / Supervisor of Special Education	\$380/cr	\$10/cr			\$14,040
Master of Arts in Education, Innovative Teacher Leadership & Instructional Coaching	\$380/cr	\$10/cr			\$11,700

Distance Education Programs Offered in Iowa	Tuition	Fees	Books and Supplies	Other	Total Estimated Program Charges
Associate of Arts; Associate of Science	\$265/cr	\$10/cr			\$17,050
Bachelor of Science in Nursing - RN to BSN Completion	\$470/cr	\$10/cr			\$20,640
Bachelor of Business Administration in Organizational Management	\$470/cr	\$10/cr			\$57,600
Bachelor of Business Administration - Accounting	\$470/cr	\$10/cr			\$57,600
Bachelor of Business Administration - Health Care Management	\$470/cr	\$10/cr			\$57,600
Bachelor of Science in Professional Studies	\$470/cr	\$10/cr			\$57,600
Graduate Certificate in Innovative Teacher Leadership and Instructional Coaching	\$380/cr	\$10/cr			\$3,900

(6) Please list all distance education programs that include a structured field experience that the school will permit an Iowa resident to participate in at an Iowa location [IC 261B.2(4)]. For each program that includes a field experience, please provide a link(s) to the school's website or separately attach documentation that describes the expectations of the student, school faculty and a site supervisor during the field experience.

One distance education program contains field work; the Registered Nurse to Bachelor of Science in Nursing requires 24 hours of clinical experience. This may be completed in three eight-hour shifts. This clinical experience must be completed with a Public Health Registered Nurse. The instructor will assist the student in securing a site near them. The scheduled shifts will be determined by the preceptor and the student, based upon the preceptor's schedule.

(7) Does the school offer a first time educator licensure program that requires the approval of the Iowa Board of Education [IC 261B.3A(2)]? If so, attach documentation of the school's approval.

- No Yes

If "yes," what is the name of the program(s)?

(8) Does the school plan to offer programs other than educator licensure programs in Iowa that prepare a student for first-time, licensed professional employment?

- No Yes

(8a) If "yes," what is the name of the program(s)?

(8b) If your answer to #8 above was "yes," then for each professional licensure preparation program, separately attach documentation demonstrating that the school's program either meets the requirements of a programmatic accrediting agency approved by the Iowa professional licensure board, or that the school's

program meets the Iowa professional licensure board's curriculum requirements such that a student who successfully completes the school's program is not required to complete additional coursework or practicum hours [IAC 283-21.3(11)].

- (9) Describe the school's policy for refunding tuition, fees, or other charges [IC 261B.4(4)] to students who never begin attendance or who withdraw, or provide the link to the school's website where that policy is posted. For a for-profit school with at least one program of more than four months in length that leads to a recognized educational credential, the school's tuition refund policy must comply with IC 714.23.

Weblink: Page #:

If no weblink, describe the school's tuition refund policy, describe the means by which the school discloses the policy and separately attach the document(s) containing the policy.

- (10) Provide the name, business address and telephone number of the school's chief executive officer [IC 261B.4(6)].

Name:

Street:

Suite: City:

State: Zip: Country:

Telephone Number:

(11) In the space below, provide a link(s) to the school's website where the school provides the following disclosures to prospective students [IC 261B.9]. If the school provides this information in one or more web-based documents, please provide both the link to the document and the page number within the document where the disclosure(s) is located. If these disclosures are not posted to the school's website, describe the means by which the school provides the disclosures and separately attach the document(s) containing the disclosures.

- The name or title of the course.
- A brief description of the subject matter of the course.
- The tuition charge or other fees charged for the course. If a student is enrolled in more than one course at the school, the tuition charge or fee for all courses may be stated in one sum.
- Whether a certificate or other credential to a student upon completion of a program is applicable toward a degree granted by the school and, if so, under what circumstances.

<http://www.viterbo.edu/registrar> (see course names, titles, descriptions, and program requirements)
<http://www.viterbo.edu/business-office/student-information> (see 2018-2019 Tuition Fees Schedule link)

(12) If the school is applying for registration to operate at a fixed location in Iowa, provide the name, address, and telephone number of a contact person in Iowa [IC 261B.4(9)]. If the school is applying for distance education and has elected to register with the Iowa Secretary of State as a corporation transacting business in Iowa, please list the corporation's Iowa resident agent. If a distance education provider chooses not to register with the Iowa Secretary of State, the response to this question may be "not applicable - distance education provider."

Name:

Street:

Suite: City:

State: Zip:

Telephone Number:

(13) Provide the name, title and a summary of the education and experiential qualifications of the officers and members of the legal governing body of the school [IC 261.2(7)(a)(3)]. If the school has no legal governing body, provide the names, titles, and the education and experiential qualifications of persons holding key academic and operational leadership positions at the school. If the school posts a profile of the person on its website, the school may enter the weblink to that profile under "Qualifications." A school may also separately attach a profile for the members of its legal governing body, or if it has no legal governing body, persons who hold key academic and operational leadership positions [IAC 283-21.3(18)].

Officer Name	Title	Qualifications
See attachment "BOT Current Roster"		

(14) For a for-profit institution, provide the name(s) and business contact information for any person or entity that owns more than 10% of the school [IC 261B.4(6)].

Name	Address	Telephone Number
Not applicable		

(15) Provide the name of school’s institutional accrediting agency and, if applicable, the name of any specialized accrediting agency that accredits the school’s programs if that programmatic accreditor is recognized by the U.S. Department of Education [IC 261B.4(8)].

Separately attach a copy of the school’s current accreditation status for each agency or provide a weblink below to where the accrediting agency discloses the school’s current accreditation status. A school that has been notified of a pending or final accrediting agency sanction must also provide the Commission with a copy of that notice.

If the school is applying to initiate in-person instruction at an Iowa location and the school’s accrediting agency has not approved the Iowa location, separately attach either: 1) documentation from the accrediting agency that its approval is not required, or 2) documentation that the accrediting agency will not consider the school's approval request until the Commission approves the school to operate in Iowa.

Accrediting Agency 1

Name:

Weblink (if available):

Accrediting Agency 2

Name:

Weblink (if available):

Accrediting Agency 3

Name:

Weblink (if available):

(16) Describe the procedures followed by the school for safeguarding and preservation of student records [IC 261B.4(11)]. Please include information about how you securely store paper and/or electronic records to prevent destruction or unauthorized disclosure or theft; what disaster recovery processes you maintain; and how long you retain key student academic records including your plan for transcript retention in the event the school closes.

Weblink:

Page #:

If no weblink, describe your record safeguarding procedures.

http://www.viterbo.edu/sites/default/files/administative_offices/business_office/viterbo_glba_info_security_program.pdf

Record retention policy: http://www.viterbo.edu/sites/default/files/administative_offices/business_office/Records%20Retention%20Policy.pdf

FERPA policies: <http://www.viterbo.edu/registrar/ferpa>

Student academic records are maintained by the Registrar's Office and are stored in digitized or electronic format in La Crosse, Wisconsin. Also retained are institutional-use documents, such as: admission applications, high school records, other post-secondary records, declaration and/ or change of major/ minor, degree/ program requirement waivers and/ or submissions, and demographic changes. Paper records are stored in fireproof filing cabinets in locked offices. Our electronic records, since spring 2017, are held in the secure software application Perceptive Content. The retention of documents follows the Retention Policy procedures.

(17) Provide the contact information to be used by students and graduates who seek to obtain transcript information [IC 261B.4(11)]:

Name:

Street:

Suite: City:

State: Zip: Country:

Telephone Number: E-mail address:

Website (if applicable):

(18) Has a state ever revoked the school's approval to operate in that state [IAC 283-21.3(2)]?

No Yes If "yes," attach documentation from the state of its revocation action.

(19) Has a state sanctioned the school within the year prior to the date of this application [IAC 283-21.3(2)]?

No Yes If "yes," attach documentation from the state of its sanction action.

(20) Is the school presently under investigation by or bound to the terms of a judgment issued by a state's attorney general or other enforcement authority [IAC 283-21.3(2)]?

No Yes If "yes," attach documentation of the investigation or judgment from the enforcement authority.

(21) Will the school certify that it will immediately notify the Commission of any pending or final sanction issued by the school's accrediting agency, another state agency that registers or licenses the school, or a state attorney general's office or other enforcement authority [IAC 283-21.3(14)]?

Yes No

(22) Describe the academic and instructional methodologies and delivery systems to be used by the school for programs offered to lowans and the extent to which the school anticipates each methodology and delivery system will be used including, but not limited to, classroom instruction, correspondence, internet, electronic telecommunications, independent study, and portfolio experience evaluation [IC 261B.4(12)]. If the school offers instruction via distance education, include information such as what learning management system the school uses; how the school's online learning platform facilitates student-to-student and student-to-faculty interaction; and describe any synchronous instructional methods the school uses.

Weblink:

Page #:

If no weblink, describe instructional methodologies the school uses to deliver programs offered to lowans.

<http://www.viterbo.edu/adult-learning/online-learning>
<http://www.viterbo.edu/adult-learning/online-student-resources>
<http://www.viterbo.edu/online-student-resources/online-course-policies-and-procedures>

Most courses utilize a blended course delivery framework combining face-to-face classroom instruction (typically evening or weekend format) with an asynchronous mediated learning environment in Moodle (our Learning Management system) as well as other HIPPA compliant video-conferencing platforms (e.g., our PK-12 Principal graduate program internship supervisors may utilize Zoom). Other courses are offered completely face-to-face or completely online (asynchronous learning environment utilizing Moodle).

Courses are set up through Viterbo's learning management system, Moodle; this centralized system supports quality control structures for students, faculty, and administrators. For students, the system offers ready access to academic and student support services. For administrators, the system offers ready access to current course syllabi to ensure adherence to the Viterbo syllabus template (see <http://www.viterbo.edu/instructional-design-and-online-teaching/online-syllabus-templates>) and access to course gradebooks to ensure that expectations for frequent feedback are met. Regular peer evaluation of online or partially online courses is conducted through Moodle, for formative feedback as well as summative evaluation. To ensure access to campus resources and relevant policies, Viterbo has built into the Moodle template (thus built in to all courses) a folder and link to campus resources and policies.

(23) Is the school subject to a limitation, suspension or termination (LST) order issued by the U.S. Department of Education [IAC 283-21.3(3)]?

Yes No NA – Not a FSA participating school

Please separately attach a copy of the school's current Federal Student Aid Program Participation Agreement with the U.S. Department of Education.

(24) Do you currently enroll students in Iowa?

No Yes If "yes," how many? 211

(25) Do you currently employ Iowa faculty [IC 261B.3(1)]?

No Yes If "yes," how many full-time? 1 How many part-time? 45

(26) Do you currently compensate Iowa residents to perform other operational activities for the school besides teaching (e.g., program or Iowa site coordinator, call-taker, or admissions representative) [IC 261B.2(4)]?

No Yes If "yes," how many full-time? 2 How many part-time? 0

(27) If you are applying to offer face-to-face instruction at one or more fixed locations in Iowa, provide the name, title, business contact information for the Iowa resident(s) who is employed as a full-time faculty member or program coordinator devoted to Iowa students [IAC 283-21.4(1)]. In the space provided below, summarize this person's educational and experiential qualifications or provide a link to your internet site where this person is profiled. Alternatively, you may include a curriculum vitae summary as a separate attachment.

Carol Page

Education:
 Drake University, Master of Science in Education, Educational Leadership, August, 2000
 Iowa State University, Bachelor of Science in Education, Elementary Education, Science Minor, May, 1992

Experience:
 Viterbo University - Iowa Ed Leadership Program Specialist / Graduate Programs Advisor, 2017-present
 Ames Community School District, Fellows Elementary Principal, 2001-1017
 Ames Community School District, Crawford Elementary Principal, 2000-2001
 Saydel Consolidated School District, Norwoodville Elementary, First Grade Teacher, 1992-2000

Recent Professional Development:
 Comprehensive Site Visit with Iowa Principal Leadership Academy (Iowa Dept. of Education Site Visit Team Member) - 3/18-5/18

Name:

Title:

Street Address:

Suite: City:

State: Zip Code: Country:

Telephone Number: E-mail address:

(28) Of the total number of faculty (including those that may not be Iowa residents) who will provide instruction in programs offered to Iowa residents, how many are full-time?
 How many are part-time?

Provide links below to your website, or separately attach documentation that describes 1) the educational and experiential qualifications of faculty or instructors who teach in the programs offered to Iowans, and 2) the general subject matter in which they teach [IAC 283-21.3(10)].

<http://www.viterbo.edu/iowa-pk-12-principalsupervisor-special-education-189/faculty> - The page linked here lists faculty in our primary program in Iowa, the Principal program.

Faculty in the online business and nursing programs are listed here:
<http://www.viterbo.edu/dahl-school-business/faculty>
<http://www.viterbo.edu/bsn-completion-program/faculty>

All faculty are hired in accordance with the criteria articulated in Viterbo's faculty qualifications policy and are hired through standard university hiring practices. Faculty candidates are evaluated and approved to teach through academic qualifications, or when appropriate, by professional experience in field, in accordance with stated policy. The Human Resources department utilizes and maintains an online application tool (the Applicant Pro system) for applications, applicant material submission, and for maintaining a pool of qualified candidates (See attachment: Faculty Qualifications Policy).

Graduate faculty are evaluated for scholarship appropriate for the program in which they teach, and, for professionally-qualified faculty, evidence of continued education and professional development.

(29) How will your school comply with IC 261B.7, which requires the school to disclose 1) that it is registered by the Commission, and 2) the Commission's contact information for student questions or complaints?

Weblink: Page #:

If no weblink, describe how you will provide these disclosures and separately attach a document(s) containing the disclosures.

The language regarding being registered with the commission (not approved) in the undergraduate and graduate catalog has been corrected for the upcoming catalog which will be published in spring 2019.

(30) Does your school post a list of required and suggested textbooks for all courses and corresponding international standard book numbers for the textbooks at least 14 days before the start of each semester or term at locations where textbooks are sold on campus (if applicable) and on the school's internet site? (Note: the Commission recommends but cannot require this posting.)

No Yes URL: All students access required materials lists via our intranet (VitNet); all course materials requirements are updated months in advance.

(31) A registered school must comply with the requirements of Iowa Code Section 261.9(1)"e" to "h" [IAC 283-21.3(5)]:

- A substance abuse policy for students and employees that prohibits unlawful possession and use, includes sanctions, information about counseling and rehabilitation programs, and provides prevention programs or referrals to local and national prevention programs [IC 261.9(1)"e"];
- A sexual abuse policy for students and employees that includes incident reporting, campus security (if applicable), educational and counseling resources or referrals to local and national education and counseling resources [IC 261.9(1)"f"];
- A tuition and mandatory fee refund policy for a student who is a deployed national guard member or US military reservist, or the spouse of such a deployed service member with a dependent child, that allows the student to request a full refund of tuition and mandatory fees [IC 261.9(1)"g"];
- A policy for school employees who in the course of their responsibilities suspect the physical or sexual abuse of a child that requires the employee to report to school officials and to law enforcement [IC 261.9(1)"h"]. **Note:** Schools that apply for registration to offer distance education programs and who have no compensated parties working remotely for the school from an Iowa location are not required to adopt this policy.

You must attach policies that are ready for implementation upon registration approval and that comply with these requirements. Below you must also explain how you will disclose these policies to, as applicable, students and employees.

The policies linked below are clearly communicated on our public website.

<http://www.viterbo.edu/about-viterbo/policy-alcohol-tobacco-and-other-drugs>

<http://www.viterbo.edu/sex-discrimination-sexual-harassment-and-sexual-misconduct/sexual-misconduct-policy-and-sanctions>

http://www.viterbo.edu/sites/default/files/administative_offices/registrar/2018_2019_ugcatalog.pdf
(page 24)

http://www.viterbo.edu/sites/default/files/student_life/vawa062617policy.pdf (pages 11-12)

(32) Does the school agree to file annual reports that the Commission requires from all Iowa colleges and universities [IAC 283-21.3(6)]? (**Note:** At this time, the Commission does not require annual reports from any out-of-state school.)

Yes No

(33) Attach a copy of the school's most recent independent audit report prepared by a certified public accounting firm no more than 12 months prior to the application. The school's independent auditor must provide an unqualified opinion [IAC 283-21.3(7)].

Note: A school may submit financial statements associated with an independent audit to the Commission in a separate electronic file that is marked "confidential." In that case, the Commission will not disclose the school's financial statements to the public.

(34) Describe how your school provides students with learning resources, including appropriate library and other support services requisite for the school's programs [IAC 283-21.3(8)].

- Weblink: Page #:
- Weblink: Page #:
- Weblink: Page #:
- Weblink: Page #:

If no weblink, describe the school's library and other learning resources.

(35) Describe your process for developing and approving new courses and programs, and your process for the on-going evaluation of curriculum. Include information about the extent to which faculty with an appropriate discipline are directly involved in these processes [IAC 283-21.3(9)].

- Weblink: Page #:

If no weblink, describe your process for developing and evaluating curriculum.

See Chairs' Handbook linked above, pages 8, 13, 31 for course and program assessment and evaluation; pages 32-35 for new program proposal requirements.

Programs delivered at sites outside of Viterbo's primary La Crosse campus are integrated into oversight through regular campus structures, with sufficient administrative personnel to provide oversight activities. The hierarchy of leadership and administrative responsibilities ensures that every program and delivery mode (on campus, fully online, and at additional locations) receive attention for strategic vision, faculty and staff development, and quality improvement structures. The instruction delivered through additional locations is under the leadership of the Vice President for Academic Affairs (VPAA). The dean of the College of Nursing, Health and Human Behavior is the chief academic officer for the BSN program, and the program coordinator directs the program. Graduate programs in education are under the dean of the College of Education, Science and Mathematics. In addition to oversight of the VPAA and dean, graduate programs delivered through off-campus locations are also overseen by the Assistant Vice President of Academic Affairs, whose responsibility includes leading Graduate Council. The Master of Arts in Education and all graduate education certificate programs are under the leadership of the director of graduate programs in education as well as program specialists. Additional location faculty and staff are fully included in the policies and practices that ensure quality instruction, consistent outcomes and experiences for students, and expectations for continuous improvement. For example, content faculty in the Iowa Education Leadership program meet with program specialist (Carol Page) regularly to review program curriculum, instruction, and assessment to ensure programs remain relevant and meaningful. Data is collected, analyzed, and shared among faculty, program specialists, and program directors.

Ensuring consistent quality of instruction in all of Viterbo's programs, in all locations, and in all modalities rests, in part, on hiring qualified faculty. Full-time and adjunct faculty candidates are evaluated for the appropriate qualifications, and all faculty documentation, including official transcripts, is maintained in the Office of the Vice President for Academic Affairs. New faculty are oriented to Viterbo, introduced to structures and resources, and mentored in teaching and scholarship. Program specialists orient new faculty to the mission and vision of Viterbo University, as well as to program goals, outcomes, and standards, and to expectations for faculty. Instructors are approved to teach online or partially online courses by successfully completing Viterbo's online training courses or by the dean evaluating and approving the new instructor through his or her extensive experience in online education.

(36) If the school is applying to offer instruction from a fixed location in Iowa, please separately attach a copy of a signed agreement for a facility purchase or lease or option to purchase or lease. Explain below how the school's physical facilities in Iowa will be adequate for the programs and student services the school offers. You are encouraged to attach a blueprint that illustrates or provide a narrative that describes the facility's classrooms; library; independent study, administrative, and faculty areas; parking; and, if applicable, laboratory or other experiential learning areas [IAC 283-21.4(3)].

See attachment "West Des Moines Lease 10-2019" for facility lease for the fixed location at Viterbo's Iowa Center in West Des Moines.

Viterbo University maintains administrative offices and an instructional center at 4949 Westown Pkwy., Suite 195, West Des Moines, Iowa. The Iowa Center in West Des Moines houses classrooms equipped with wireless access for students, LCD projectors, and document cameras. Ten laptops are available for student use.

Viterbo's learning management system, Moodle, provides off-campus students with clear avenues for access to all academic and student services. The registrar, financial aid, business office, career services, advising, VitNet (Viterbo's course information system) and library resources are all readily available online. Off-campus graduate students have the support of graduate writing assistance, which is offered online. Viterbo University's license for Qualtrics provides support for survey research for all students. Counseling services are available for students, face to face or virtually, through the Counseling office in La Crosse. All Viterbo University library resources and librarian support services are readily available online. Viterbo librarians provide virtual library orientations for students from additional locations to orientate them to the library research services. Librarians are also available via phone, email, and chat during regular reference hours.

At Viterbo University, all on-campus and off-campus students who are involved in a degree, licensure, or endorsement program are provided with an academic advisor. This advisor provides a plan of study for their students and periodically reviews the students' degree audits. Students who are performing below the required GPA are placed on probationary status and provided with additional advising, counseling, or academic support. For students at Viterbo's additional locations, the academic advisor is a key point of contact and ever-ready source of support and guidance.

Through its partnerships with Iowa AEAs, the University offers courses at various other locations throughout Iowa. In these cases, the Iowa AEA selects the site and physical facility based on AEA-identified student needs.

(37) For a nonpublic school that is a subsidiary of another organization, provide the name of the parent organization and the names, titles, educational and experiential qualifications of the parent organization's legal governing body [IAC 283-21.3(19)]. In the absence of a legal governing body, provide the names, titles, educational and experiential qualifications of persons holding key academic and operational leadership positions at the parent organization. You may use the space provided below to summarize an individual's qualifications or enter a link to your website where the school posts a profile of the individual. Alternatively, provide separate attachments as necessary.

Not applicable

(38) Describe the school's policy for the resolution of student and graduate comments and complaints. Alternatively, you may enter below a link to your website to where you disclose your complaint process to students. Provide complete contact information for the person or office at the school to which complaints may be referred.

Weblink: http://www.thezonelive.com/SchoolStructure/WI_ViterboUniversity/handbook.pdf

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If no weblink, describe the school's policy for resolving student complaints, explain the means by which the school discloses its complaint policy to students, and separately attach the document(s) containing the policy.

Student complaint procedures are described in the student handbook (link above). Policies in the student handbook are also clearly described here:

<http://www.viterbo.edu/about-viterbo/policies-student-handbook>

Students, employees, and family members can report issues and concerns at <http://www.viterbo.edu/student-affairs/viterbo-speaks>

Complaint contact at the school:

Name:

Title:

Street Address:

Suite: City:

State: Zip Code: Country:

Telephone Number: E-mail address:

(39) Provide the most recent official Stafford loan cohort default rate that the U.S. Department of Education reports for the school. If the school has multiple campuses and is applying for distance education programs, report the cohort default rate for the campus that supports the school's online programs.

(40) Provide the average loan debt upon graduation of individuals completing programs at the school.

(41) Provide the graduation rate for each location that the school reports to the U. S. Department of Education National Center for Education Statistics. If the school has multiple campuses for which it reports a graduation rate and is applying for distance education programs, report the graduation rate for the campus that supports the school's online programs.

(42) For a nonpublic institution, provide the most recent official financial responsibility composite score that has been verified by the U.S. Department of Education. Separately attach confirmation of the school's composite score from the U.S. Department of Education. A school that does not participate in the federal student aid programs must calculate a composite score using the method prescribed by the U.S. Department of Education and provide written confirmation of its composite score from its accrediting agency or its independent auditor.

(43) For a for profit school, provide the school's most recently calculated 90/10 ratio that was verified by the U.S. Department of Education. Separately attach confirmation of the school's 90/10 ratio from the U.S. Department of Education.

(44) If the school participates in the federal student aid programs and is applying for registration to offer face-to-face instruction from a fixed location in Iowa, provide the weblink where the school posts an Education Loan Code of Conduct that complies with IC 261F.2.

Weblink:

(45) Do you provide a preferred lender list as defined in IC 261F.6 to students/parents?

Yes No

If yes, is this information on your website?

Yes No

If yes, provide a weblink:

If no, separately attach the document that contains your preferred lender list and disclosures that comply with IC 261F.6.

If the school does not provide a preferred lender list, please explain how financial aid staff responds to student requests for information about additional private loan financing.

Signature:

Applicant School Chief Executive Officer

Name:

Title:

Signature: Digitally signed by Glena Temple
Date: 2018.08.27 11:37:25 -05'00'

Date:

By my signature above, I commit to the delivery of programs my school offers in Iowa, and agree to provide alternatives for students to complete programs at my school or at another school(s) if my school closes a program, or my school closes before students have completed their courses of study. Notwithstanding any limitations on student eligibility for a teach-out plan approved by a school's accrediting agency, the alternatives that the school provides under this agreement with the Commission shall ensure that all academically eligible students attending the programs the school offers under its registration are provided with a viable option(s) to finish the program(s). The school shall obtain the prior approval of the Commission for any agreement the school proposes to establish with another institution that provides completion alternatives for programs the school offered under its registration [IAC 283-21.3(15)].

Additional Instructions:

- If any information in this application changes before the Commission considers the application the school should inform the Commission via email.
- Registrations must be renewed every two years. **A registered school must submit a registration renewal application to the Commission at least six months before the ending date of the**

school's current registration term. The Commission does not issue renewal notices. Timely application for registration renewal is the sole responsibility of the school.

- During a registration term, a school must notify the Commission via email of any of the following:
 - A change of ownership or governance. Notice must be provided as soon as possible, but no later than within 30 days after the date of the change. In the case of a change of ownership the Commission will require the school to submit a new (initial) registration application to continue the school's authorization to operate in Iowa under the new owner.
 - Any substantive change in program offering, location, or accreditation. A substantive change in program offering occurs when a school proposes to initiate or modify a program that 1) requires that approval of the Iowa Board of Education or 2) prepares a student for an occupation that requires professional licensure in Iowa. Notice must be provided as soon as possible, but no later than within 90 days after the date of the change.
 - Other changes that occur to the information provided in this application (for example, a change in the school's chief executive officer; a new program that does not require the approval of an agency of the State of Iowa or that does not prepare a student for an occupation that requires a professional license issued by the State of Iowa). Notice must be provided as soon as possible, but no later than within 90 days after the change.