NEWLANE UNIVERSITY

Newlane Student Handbook 2021-2022

Updated July 2022

3450 Triumph Blvd. Suite 102
Lehi, UT 84043
Email: contact@newlaneuniversity.com
Phone: (385) 204-3316
www.newlaneuniversity.com

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Confirmation of Newlane University Welcome Packet and Student Handbook Receipt

I [Full Name] _____ confirm that I have received the Newlane University Welcome Packet, including the Newlane University Student Handbook. I confirm that I accept the policies and protocols contained herein, and promise to abide by them as I conduct my coursework at Newlane.

Signed:

First Name:
Last Name:

Today's Date:
Signature:

Welcome and Introductory Note

Welcome to Newlane University!

We are thrilled that you have chosen to earn your degree with us. And please know that we are dedicated to helping and supporting you in your learning path. Newlane uses a self-paced, competency-based education model. This means that you pass courses and earn credit as you demonstrate mastery of the course goals and objectives--not because you spent time in a course. It also means that we work to make it clear what you need to master for each course, so you can focus on the appropriate learning and learning. Moreover, we have designed our university around this, so with Newlane (in fact unique to Newlane), your educational record includes not only the courses you have passed, but rigorous verification of your mastery of all the course goals and objectives.

This handbook provides an easy reference for many resources to help you on your learning path. From policies and protocols, to course scheduling and career counseling. We strongly recommend that you become very familiar with the resources, policies, and information provided in this handbook. And we hope you return frequently as we will update this handbook as we offer additional services. All of the services we offer are designed to help you earn your degree. If you have any questions or suggestions, please let us know. We are here to help you reach your goals.

Sincerely,
The Newlane Support Team

Mission and Goals of Newlane

The mission of Newlane is **To make quality online liberal arts higher education accessible to anyone on earth by breaking down the barriers of cost, schedule, and geography.**

This statement is drawn from the first tenet of our manifesto, and is perhaps the most general goal of Newlane. We use this tenet as a key goal in its own right, and also as a stand in for our complete manifesto, which reads:

- Education should be available and accessible to every person on earth; making quality education inaccessible or exclusive is immoral. Education belongs in the same category

as shelter, clean water, and basic food.

● Education should be disconnected from geography. Students should be able to learn anything from anywhere on earth. With few exceptions, tying education to geography is a form of exclusion.

● Education should be disconnected from a schedule. The most effective time to learn something is when the student is ready, not when the teacher or institution is available.

● Education should not be admission- or permission-based, but freely available upon the asking. The current admission-based system is a vestige of a scarcity model that could only fit a limited number of seats in a classroom. No one should have to be admitted or ask permission to learn a subject.

● Education should not have a prescribed completion time. The amount of time it takes to learn something shouldn't be decided before hand; some students can learn something in minutes that will take others days or years to learn.

● Education should not be set to a specific time period in a person's life; it should be a process like eating, drinking, and exercise: continual, habitual, and evolving. Students should not be categorized or limited by what they have studied or learned to date.

● Education should not be competitive or judged by other students' achievements. Students should only be assessed on whether they have mastered the stated objective or 'not yet'. Removing competition decreases the incentive for cheating or cutting corners.

● Educational records, including learning achievements, grades, transcripts, credentials, and degrees should be owned and managed by the student rather than an institution. Students should be able to move freely among any learning institution or organization at anytime or for any reason.

- Educational records should include universally understandable, useful, and verifiable documentation of student mastery of explicit learning objectives, rather than an institutional stamp attesting to completion of a vague curriculum.

- Education should not have a prescribed way of teaching. Prevalent teaching approaches are often culturally, gender or socio-economically biased. While clear and explicit learning objectives can be universally agreed upon, the manner in which these are achieved should be as diverse as the student body.

- Educational learning paths should be personalized and as varied and diverse as the students pursuing them.

- Education should not be at the service of institutions, but at the service of learning. Organizing education around institutional timelines, schedules, expertise, records, and convenience is efficient for institutions, but limits the student, and by extension humanity's potential.

Contact Information

You can reach Newlane by mail, email, or phone.

3450 Triumph Blvd. Suite 102
Lehi, UT 84043
Email: contact@newlaneuniversity.com
Phone: (385) 204-3316
www.newlaneuniversity.com

Administration

Newlane administration is devoted to helping you enroll in a degree program, complete your degree, and connect with your "next landing" after your degree. If you have a question, or would like to discuss a topic anywhere along that spectrum, please reach out to the appropriate

person. If you are unsure, you can email ben@newlaneuniversity.com and we'll put you in touch with the appropriate person.

President, Chief Academic Officer: Ben Blair ben@newlaneuniversity.com

Chief Technology Officer: Josh Stanley josh@newlaneuniversity.com

Chief Operations Officer: Erin Stanley erin@newlaneuniversity.com

Student Support Director: Kensie Louw kensiejoann@gmail.com

Alumni and Career Services: Ben Blair ben@newlaneuniversity.com

Tuition, Billing, and Finance: Josh Stanley josh@newlaneuniversity.com

Academic Calendar

Newlane University Calendar 2021-22

Holiday Schedule

Newlane University offices will be closed on the following days. However, students have access to their online courses every day, including holidays.

Holiday	Academic Year 2021-22
Labor Day	September 6, 2021
Thanksgiving Day Observance	November 25 and 26, 2021
Christmas Day	December 25, 2021
New Year's Day	January 1, 2022
Martin Luther King, Jr. Day	January 17, 2022
Memorial Day	May 30, 2022
Independence Day Observance	July 4, 2022

Hours of Operation:

M-F 9am – 5pm MST; 9am – 5pm CET (i.e. 1am – 5pm MST or 9am – 1am (+1) CET), and by appointment.

Newlane Academic Programs

Newlane University currently offers two degree programs: An **Associate of Arts in General Studies**, and a **Bachelor of Arts in Philosophy**. View **Course and Program catalog here**.

Note: In order to enroll in the Bachelor of Arts degree, students must first complete the Associate degree, or transfer the equivalent number of credits.

If you have already earned an Associate's degree from an accredited institution, you may be able to apply that toward the Newlane Bachelor's degree. If you haven't completed any college, but you meet Newlane's enrollment criteria, you can earn your Associate degree and then continue on to earn the Bachelor's degree in philosophy through Newlane.

Course Scheduling

When students register, they work with a counselor to make a degree completion schedule for their desired graduation date. Students can start working on courses immediately, starting with courses from the introduction sequence for their chosen degree, and don't need to wait for approval (unless a course has one or more prerequisite course).

Registration, Orientation, & Enrollment

In order to be considered for admission to Newlane University as a registered, provisionally-enrolled student, prospective students must meet the following criteria:

- Student must be at least 18 years of age.
- Student must verify that they have completed secondary school (high school) or equivalent.
- Student must be able to speak English at a secondary school level or higher.
- Students must have access to a computer with a camera and microphone, and internet fast enough to handle live video conferences (30+ minutes).
- Student must upload government ID.
- Student must agree to the Newlane User Agreement.
- Student must pay a registration fee.

In order to be considered for enrollment at Newlane University for the Associate of Arts degree or the Bachelor of Arts degree, prospective enrolled students must meet the following additional,

or enhanced criteria from the initial admissions criteria:

- Students for whom English is a second language must meet our English proficiency standards.
- Student must meet our residency requirements.
- Student must have completed the initiation and introduction sequences* for their selected degree.
- Student must apply to their selected degree program.

*Once a student is admitted to Newlane, in order to enroll in a degree program, they must complete the initiation sequence (an orientation course) and introduction sequence (four regular courses) for their selected degree. Completing these sequences gives students an opportunity to experience the rigor of Newlane courses, and online learning through the Newlane platform before committing to a degree program. The courses in these sequences are different for the Associate and Bachelor's degree. Moreover, students need not repeat a course for the Bachelor's degree if they have previously completed it during the Associate degree. To learn more about the Newlane degree programs, including the initiation and introduction sequences, please visit the degree programs page.

See our Admissions Process here.

Newlane offers rolling enrollment. Once a student satisfies all the admissions and enrollment criteria, they can enroll in a program at any time, and complete their coursework at their own pace and schedule, provided it meets the minimum satisfactory academic progress schedule.

Connecting with Newlane Representatives Through the Newlane Platform

Contact Us Button Students can connect with Newlane for technical, or academic support, or for questions about finances/billing or other questions or concerns with their experience with Newlane through email, or through the "Contact Us" form available within the Newlane platform. Newlane community members can connect with Newlane by selecting "Contact us" from their profile drop-down menu.
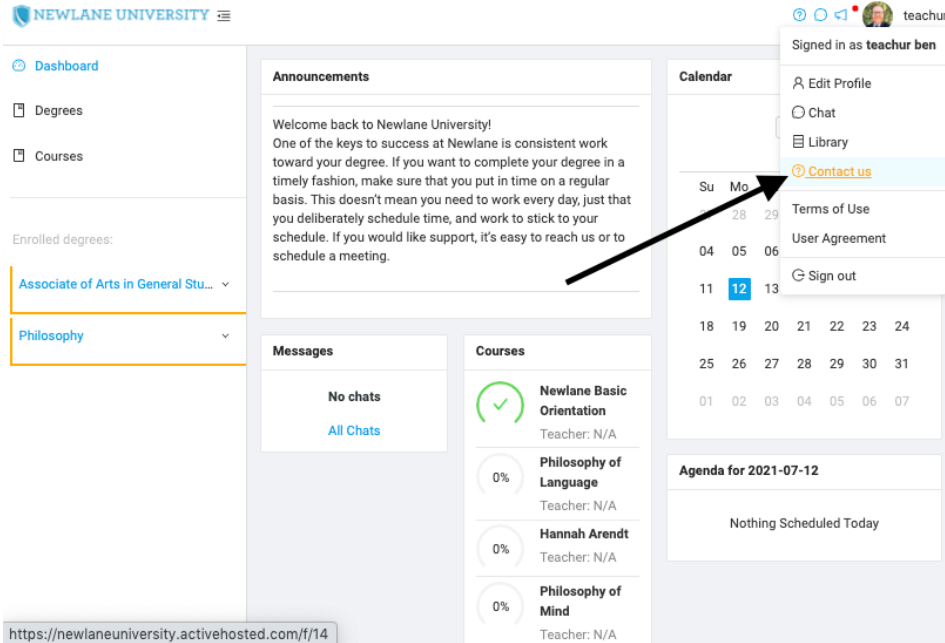
When community members click "Contact us" from their profile drop down menu, this prompts the following form:

From this form, they can select what specific kind of help they are seeking: Technical, Academic, Account/Billing, or Other, and express what help they need. Students complete and submit the form, and an appropriate Newlane representative (e.g, a faculty member, a member of the Newlane administration, etc.) reaches out within two business days.

What do you need help with?

Let us know what you need help with and we will make sure to connect you with the right person.

What do you need help with?

✓
Technical Help
Academic Help
Help with my account/billing
Other

Account Email*

Type your email

Message

Let us know what we can help you with.

Submit

In this way, students always have access to Newlane to support them through their Newlane educational journey.

Chat Newlane Community members also have the option of communicating with Newlane representatives through the Chat feature. The Chat feature is available for immediate communication from 9am - 5pm MST.

How to complete a course or degree

Process for completing a course or degree at Newlane

In order to complete a degree at Newlane students must complete the following tasks:

1. Register
   A. Verify that you meet the Admissions Criteria
   B. Sign user agreement
   C. Submit ID
   D. Pay Registration Fee
   E. [Can now access Newlane library, coursework, assessments, experts]
   F. Complete Initiation and Introduction Sequences
2. Enroll in a degree
   A. Apply for enrollment in degree program.
   B. Get accepted to degree program.
   C. Complete enrollment agreement.
   D. Complete all course assessment tasks
      i. Complete self-assessment, Mid-Course Hearing, and course exam phases of assessment
      ii. Complete course project
      iii. Submit course project
      iv. Have project approved for completion
      v. Pass a Course Hearing (In Course hearing, course professor verifies

student ID and takes additional photo to add to student profile)

3. When a student has passed no less than 75% of course work, and no more than 90% of course work, complete Intent to Graduate form.
4. Apply for and Pass a Degree Hearing. Note: Students must have paid $1500 in total, or be current on payments and be on track to pay $1500 by the time of the Degree Hearing in order to apply for a Degree Hearing.
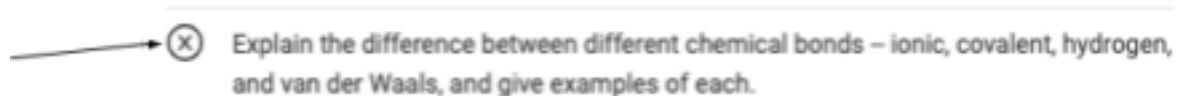5. Once student passes Degree Hearing, student may receive diploma within 1 month.

Assessments and Course and Degree Completion

Newlane incorporates three phases of assessment: Self-assessment, computer-scored assessment, and Expert-verified assessment.

One of the critical roles of Newlane is to vouch for all the mastery attested to on the Newlane platform. When you master something and demonstrate your mastery through the Newlane platform, you have the strength of the whole Newlane platform vouching for you.

To do this, Newlane incorporates three phases of assessment: Self-assessment, computer-scored assessment, and Expert-verified assessment.

Objectives have a button indicating whether you have self-assessed mastery or not. When you first encounter an objective, the radio button is white with an 'X', indicating that you have not yet self-assessed mastery of the objective.

⊗ Explain the difference between different chemical bonds – ionic, covalent, hydrogen, and van der Waals, and give examples of each.

Self-assessment is the phase where you decide if you have mastered an objective. If you think you have mastered an objective, you indicate this by marking off an objective as mastered. When you click on the objective, indicating self-assessed mastery, the button with the 'X' turns into a green check mark:

✓ Explain the difference between different chemical bonds – ionic, covalent, hydrogen, and van der Waals, and give examples of each.
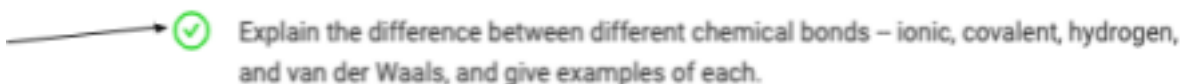
This is an important part of your learning where you judge your own mastery. This is a really critical aspect of learning that is all-too-often missing in education. When you feel you have mastered all the objectives, you're ready to move on to the next phase: a computer-scored

assessment.

The **computer-scored assessment** pulls from a library of questions, each tied to a specific objective. The test is not a random check on some of the objectives, but a systematic exam, assessing your mastery of each and every objective. When you have successfully completed the computer-scored assessment, you can move on to the next phase. While this phase helps validate your mastery, it is not the final phase. You still must demonstrate your mastery in a live video chat with an expert.

Expert-verified assessments are divided into two categories: Project Reviews and Degree or Course hearings. Most courses include one or more project. Projects, such as written papers, or video or slide presentations, are assignments that challenge you to synthesize what you have learned in a course. Projects include rubrics that detail the expectations for the project. When you submit a project, an expert reviews it according to the project rubric. If the project meets all the criteria, the expert approves it as complete. If the project does not meet all the rubric criteria, the expert marks 'not yet' and gives you guidance to review one or more specific aspect of the rubric prior to re-submitting.

Course Hearings can be further divided into two parts. There is a Mid-Course Hearing that is triggered once you have self-assessed mastery of 50% of the course objectives. The Mid-Course Hearing is a formative assessment where a course professor will ask open-ended questions about the objectives and goals you have self-assessed mastery over up to that point. They will confirm your understanding and correct any misconceptions.

Once you have demonstrated mastery on all objectives, and completed all course projects, you can launch a Course Hearing with an expert. A Course Hearing is a live video chat with a course professor to verify mastery of the course goals and objectives. In the Course Hearing, the course professor has access to your test history for the course, together with the course objectives, goals, and projects. They'll ask more open-ended questions to verify that you have mastered the course goals. If you successfully demonstrate mastery in the Course Hearing, the course professor marks all course goals and objectives as mastered, and approves you to pass the course. When a course professor verifies your mastery like this, this creates a time-stamped record that you have mastered all the course goals and objectives, and have passed the course. If you can not demonstrate mastery of course goals and objectives in the Course Hearing, the course professor marks 'not yet' and gives guidance for review prior to launching a follow up Course Hearing.

In order to pass a course, you must complete all course projects and all phases of assessment: self-assessment, computer-scored, and expert-verified. Through these phases of assessment, Newlane confidently stands behind every mastery attested to on our platform. In order to complete a degree, you must first complete all courses in the degree, any degree projects, and a Degree Hearing. A Degree Hearing is similar to a Course Hearing, except that a

Degree Hearing requires two or more degree program faculty members to sign off on all the degree aims. As with the Course Hearing, they will ask more open-ended questions to verify that you have mastered the degree aims. If you successfully demonstrate mastery in the Degree Hearing, the faculty members mark all degree aims as mastered, and approve you to pass the degree. This creates a time-stamped record that you have fulfilled all the requirements of the degree. If you can not demonstrate mastery of the degree aims in the hearing, the faculty members mark 'not yet' and give guidance for review prior to launching a follow up Degree Hearing.

Your educational record at Newlane, which includes all course projects, and attests to your mastery of each and every degree aim, and course goal and objective is available and viewable at any time.

Enrollment for non-native English speakers

Newlane offers open enrollment to all English-speaking students who meet the enrollment criteria.

Prospective students who aren't native or near-native English speakers can apply by completing an enrollment application where (among other requirements) they must furnish evidence of English proficiency.

At Newlane, we accept any of the following as evidence of a non-native-English speaker's English proficiency:

A minimum score of 500 on the paper-based Test of English as a Foreign Language (TOEFL PBT), or 61 on the Internet Based Test (iBT), a 6.0 on the International English Language Test (IELTS), or 44 on the Pearson Test of English Academic Score Report. Or A high school diploma completed at an accredited/recognized high school (where the medium of instruction is English).

A minimum score on the College Board Accuplacer ESL Exam Series as follows:
ESL Language Use: Score of 85
ESL Listening: Score of 80
ESL Reading: Score of 85
ESL Sentence Meaning: Score of 90
ESL Writeplacer: Score of 4
Comprehensive Score for all exams of 350

A minimum grade of Pre-1 on the Eiken English Proficiency Exam;

A minimum B-2 English proficiency level identified within the Common European Framework of

Reference (CEFR) standards and assessed through various ESOL examinations, including the University of Cambridge;

A transcript indicating completion of at least 30 semester credit hours with an average grade of "C" or higher at an institution accredited by an agency recognized by the United States Secretary of Education and/or the Council for Higher Education Accreditation (CHEA), or accepted foreign equivalent that is listed in the International Handbook of Universities where the language of instruction was English. A "B" or higher is required for master's degree, first professional degree, or professional doctoral degree.

Orientation

As part of the registration process, you watched a basic orientation video. This video is also available at any time you are on the Newlane platform in your profile drop-down menu. Moreover, the first course you take at Newlane is "Newlane Basic Orientation and Jumpstart" this course shows you how to navigate the Newlane learning platform, and provides you with tips for success. The resources for this course are also always available to you whenever you are on the platform.

Technology requirements

You will need access to a Windows- or Mac-based computer as well as a microphone, camera (these may be part of the computer, or separate devices plugged into the computer) and internet fast enough to handle streaming video. Learning can be done online or off-line. Tests and counseling sessions will be conducted through video chat on the Newlane site. No third-party software is needed. It is safest to consider the learning platform at Newlane in beta for mobile devices. While tablets, smartphones and other mobile devices may allow for some completion of coursework, they are not guaranteed to work in all areas.

Technical Troubleshooting

If you are having issues related to the performance or functionality of the Newlane learning platform, or if you need tech support for your participation on the Newlane platform, here are some steps you can take. Of course, you can always reach Newlane through the contact form, chat feature, or by email.

Here are some troubleshooting measures you can take in the meantime:

My Microphone doesn't work. Make sure that you have allowed Newlane to access your microphone. You usually do this when you check in with a counselor when you first register, if

you are using a different computer, you may need to allow access to your microphone again.

My video doesn't work. Make sure that you have allowed Newlane to access your camera. You usually do this when you check in with a counselor when you first register, if you are using a different computer, you may need to allow access to your camera again.

I don't know how to navigate to different lessons or objectives on the platform. You should be able to navigate to different degrees, courses, lessons, and objectives using the breadcrumbs on the platform.

The app won't load. If you have not shut down your computer in a while, you may need to shut it down and restart.

These are some of the frequent issues students have voiced. If you have additional issues not addressed in this document, please let us know. We want to help make your experience earning your degree at Newlane fantastic. You can email Ben: ben@newlaneuniversity.com or Josh: josh@newlaneuniversity.com. And again, to contact Newlane, or give feedback about anything, you can also use the contact/feedback feature.

Process for Correcting Errors

Newlane University is an online learning platform and university designed around mastering learning objectives, and verifying your mastery. Newlane University is mission-driven to make quality higher education available and accessible to the world by bringing down the cost, and offering considerable flexibility in terms of geography and scheduling.

The curriculum of Newlane University is designed to continually evolve and improve over time. In order to facilitate this, community members should do the following:

If you notice what you believe to be a mistake, or a missing resource, please share this with Newlane by completing a Contact Us form.

Newlane University Code of Ethics and Professional and Academic Conduct

Newlane University seeks to build relationships, and to cultivate an environment where all community members can be and feel safe and respected. We are committed to clear communication about learning objectives, and embrace high standards of academic excellence and mastery verification. In interactions in professional and academic contexts (e.g., tasks related to carrying out the basic operations of the organization, or tasks related to assessing or

demonstrating mastery of course goals and objectives) and in all interactions between community members, we strive to uphold the following core values:

1. Be inclusive.
We welcome and support people of all backgrounds and identities. This includes, but is not limited to members of any sexual orientation, gender identity and expression, race, ethnicity, culture, national origin, social and economic class, educational level, color, immigration status, sex, age, size, family status, political belief, religion, and mental and physical ability.

2. Be considerate.
We all depend on each other to produce the best work we can as an organization and community. Your decisions will affect other community members, and you should take those consequences into account when making decisions.

3. Be respectful.
We won't all agree all the time, but disagreement is no excuse for disrespectful behavior. We will all experience frustration from time to time, but we cannot allow that frustration to become personal attacks. An environment where people feel uncomfortable or threatened is not a productive or creative one.

4. Commit to Academic Integrity
In our commitment to academic integrity, we celebrate that it is better to not yet know a subject well, than to feign mastery of a subject prematurely. At Newlane University, there is no downside to not yet having mastered one or more learning objective. It is a simple judgment by an expert, who is also a resource to help community members identify pathways for mastery.

5. Don't harass.
In general, if someone asks you to stop something, then stop. When we disagree, try to understand why. Differences of opinion and disagreements are mostly unavoidable. What is important is that we resolve disagreements and differing views constructively. Always conduct yourself professionally. Be kind to others. Do not insult or put down others. Harassment and exclusionary behavior aren't acceptable. This includes, but is not limited to:

- Threats of violence.
- Bribing a community member
- Offering to compromise academic integrity, or other ethical standards in return for one or more favor.
- Discriminatory jokes and language.
- Sharing sexually explicit or violent material via electronic devices or other means.
- Personal insults, especially those using racist or sexist terms.
- Unwelcome sexual attention.
- Advocating for, or encouraging, any of the above behavior.

6. Make differences into strengths.
We can find strength in diversity. Different people have different perspectives on issues, and that can be valuable for solving problems or generating new ideas. Being unable to understand why

someone holds a viewpoint doesn't mean that they're wrong. Don't forget that we all make mistakes, and blaming each other doesn't get us anywhere.

Instead, focus on resolving issues and learning from mistakes.

If you experience a violation of the Newlane University code of ethics and professional development, or become aware of a violation occurring among any community members, please complete this code of ethics and professional conduct violation notice. Your submission will be shared with the committee on Safety, Ethics, and Integrity, and you will be kept anonymous (unless you prefer otherwise). If you have any questions about the form, or the code of ethics, email ben@newlaneuniversity.com.

On my honor, I promise to adhere to the Newlane University Code of ethics and professional conduct.

By registering with Newlane and accepting the User agreement or Enrollment agreement, you agree to abide by Newlane University's Code of ethics and professional conduct.

Academic Integrity

Newlane Academic Integrity Standards and Policies

Plagiarism and cheating are not tolerated by Newlane University, and students involved in such activities are subject to disciplinary action. Specifically, plagiarism is defined as: "the use, whether by paraphrase or direct quotation, of the published or unpublished work of another without full and clear acknowledgment".

Cheating is summarized as follows: "the giving or receiving of unauthorized assistance on quizzes, examinations or written assignments from any source not approved by Newlane or its Faculty." Cheating occurs when a student attempts to get academic credit in a way that is dishonest, untrustworthy, irresponsible, or unfair. Cheating misrepresents a student's knowledge and abilities, and undermines an expert's ability to honestly and fairly assess student knowledge and mastery of learning objectives, or an expert's ability to honestly and fairly assess whether a student has fulfilled the rubric guidance on projects. Cheating also undermines Newlane's ability to honestly, fairly, and accurately verify student mastery of course goals and objectives. Plagiarism is an example of cheating.

Plagiarism and cheating are serious academic offenses that can be easily avoided with a proper understanding of citation guidelines. You'll usually have resources in your course to help you learn or review citation guidelines. If you have questions, you can reach out to Newlane Student or Academic support.

The minimum punishment for plagiarism or cheating violations is no credit for the assignment. This means that the student would need to re-do and re-submit the assignment to get credit. At the first cheating violation, the student can re-do and re-submit the assignment. At the second violation, the student is put on academic probation and must meet with an academic advisor. At the third violation, the student is dismissed. The student can appeal the violation by completing a

suspected academic violation appeal form. Appeals are reviewed by the Safety, Ethics, and Integrity Committee, whose decisions are final.

All suspected plagiarism and cheating violations must be submitted to the committee on academic integrity--even if the student re-works and re-submits the assignment.

If you are unsure whether you may be cheating or plagiarizing, here are some general rules to apply:

- Complete all academic assignments by yourself.
- Don't use any unauthorized aids during an exam or Course Hearing.
- Acknowledge and cite source material in your projects, papers, or assignments.
- Don't copy another student's assignment, in part or in total, and submit it as your own work.
- Don't copy anyone's work, in part or in total, and submit it as your own work
- Don't purchase help or assignment completion from anyone (while purchasing help may mean you "own" the material in a transactionary sense, it does not make it "yours" in an academic sense)
- Don't copy your online quiz or assignment answers from the internet or from anyone.
- Don't share your online quiz or assignment answers with any unauthorized individuals or groups.

Identity And Academic Integrity
By signing the enrollment agreement, students sign the following Identity and Academic Integrity Statements:

Identity:
I verify that I am who I am presenting myself to be, and that I, and I alone will conduct all required coursework for which I am responsible for any course in which I enroll at Newlane University.

Academic Integrity:
I affirm my commitment to the standards of academic integrity in the Newlane University community. I will be honest and truthful and will strive for personal and platform integrity at Newlane University -- that I will be honest in my purported identity and I pledge to uphold the integrity of the learning platform so that it can be trusted to validate mastery by the individuals purporting to have mastered learning content. I recognize that in submitting any project, taking any test, quiz, or exam of any kind at Newlane University, I am implicitly affirming this pledge:

"On my honor, I have neither given nor received unauthorized aid on this academic work, nor am I aware of others doing so."

Newlane University is committed to being a reliable, trusted worldwide resource and platform for verifying mastery of learning objectives. In order to maintain this trust requires the shared commitment of all community members to academic integrity. By this we mean that every community member is honest in their presented identity, and every community member completes their work and presents their work for other members of the community (e.g. a

student turns in an assignment to be reviewed by an expert) without unauthorized aid. It means that cheating is not tolerated.

In our commitment to academic integrity, we celebrate that it is better to not yet know a subject well, than to feign mastery of a subject prematurely. At Newlane University, there is very little downside to not yet having mastered one or more learning objective. It is a simple judgment by an expert, who is also a resource to help community members identify pathways for mastery. This idea is captured in a tenet from our manifesto:

Education should not be competitive or judged by other students' achievements. Students should only be assessed on whether they have mastered the stated objective or 'not yet'. Removing competition decreases the incentive for cheating or cutting corners.

Here are instructions given to all faculty members on What to do if they suspect a violation of academic integrity standards:

If you suspect that a student has violated the academic integrity policy, (for example, if you suspect that a writing submission, or a portion of a writing submission was plagiarized) you must report this to the committee on academic integrity by taking the following steps, and filling out a Suspected Academic Integrity Violation form (even if the student has re-done and re-submitted the work):

- Whenever a student submits a writing sample, select several small samples of exemplary passages and do an advanced search for the exact passage to see if it appears elsewhere on the web.
- Inform the student that you suspect a violation of our academic integrity policy.
- Inform the student of your rationale for your suspicion (e.g. a submitted writing sample is considerably more advanced from the student's typical work, discovery of a plagiarized section of a submission, etc.)
- Provide any relevant evidence for your suspicion. (e.g., a web page with very similar or identical phrasing)
- Remind the student of the seriousness of violations of academic integrity and consequences for such violations (i.e. the assignment can't be considered complete; a pattern of violations may result in expulsion from the University)
- Remind the student that they can also submit a defense or explanation to the committee on academic integrity.
- Submit a [Suspected Academic Integrity Violation form](#).

Examinations procedures

Newlane incorporates a competency-based learning approach to education. Newlane is committed to being a reliable, trusted worldwide resource and platform for verifying mastery of learning objectives.

In computer-scored exams, students are welcome to use any notes they have taken. Students can also re-take a course exam as many times as they need. But they also should note that the final step to passing a course is an oral exam ("Course Hearing") with an expert.

Students may also use notes in their Course Hearings--knowing where to find answers is as important, and likely a better long-term skill than being able to provide answers quickly with no reference material. Regardless of whether a student uses notes or not, the expert will work to ask open-ended questions, and follow up questions or prompts to ensure that the student has mastered the course goals and objectives, and not just gathered notes or memorized responses on the course without understanding or mastering the content.

Graduation requirements

In order to graduate, students must complete all the graduation requirements, which are:

● Complete all required coursework.

● Complete the Intent to Graduate form

● Complete a Degree Hearing

● Satisfy tuition payment requirement

For more on the process of completing a degree, see [Process for completing a course or degree at Newlane](#).

Overview of Records at Newlane

Initiating a record
A student record is initiated when a student registers with Newlane. In order to do this, students provide two forms of government-issued ID, and meet in a live video chat with a counselor. The counselor verifies that the student meets all the admissions criteria and registers the student.

Contents of a record
The student record includes academic information (such as objectives mastered and courses passed, etc.) stored on the Newlane platform, and administrative information (such as name, address, payment status, executed enrollment agreement, etc.) in a password-protected google

drive. Students also receive a copy of their executed enrollment agreement and payment information from 3rd party services that handle those aspects (i.e., Stripe and DocuSign).

Adding to a record

Students can update their record as they self-assess mastery of objectives, and demonstrate mastery of course objectives through the course exam (a computer-scored test).

In order for a student to pass a course, they must self-assess mastery of all course objectives, pass the course exam, complete the course project, and pass the Course Hearing. Only a course professor can approve the course project as complete, and only an expert can approve a student for passing a Course Hearing.

When a student's project is approved by a course professor, this means that a course professor has reviewed the project in light of the project rubric standards, and verified that the project meets those standards. If a course professor does not yet approve, they will identify which parts of the project standards were not met. Course professors give feedback on the project to identify how and where they met or didn't meet project standards, and to make suggestions to improve the project. When a course professor approves a project, this is time stamped on the student's record with the course professor's signature. The approved project becomes part of the student's permanent educational record.

When a student is approved to pass a Course Hearing, this is time-stamped with the course professor's signature. This records that the student has passed the course, meaning they have demonstrated mastery of all the course goals and objectives, verified by a course professor.

Accessing and Storing records

We use a secure database (Heroku and AWS) with redundancies to store our records. If a student wishes to view their record, they can at any time by logging into their profile. The student also grants access to the school to access their record. Student records are readily accessible by school administration, including authorized experts and staff. Administration does not share the student's record without the student's consent. By default, Newlane University maintains and stores academic records indefinitely. For more information on how Newlane protects and stores student records, please see the [Newlane privacy policy and adherence to FERPA and GDPR.](#)

Policies

Grading policies

All Newlane University degree programs take a competency-based approach. This means that passing a course is just a matter of demonstrating that you have mastered all the course goals and objectives (or intended learning outcomes), and is not tied to time in the course, or any other factor. In order to pass a course, students must demonstrate mastery of all course goals and objectives by completing a course project, a computer-scored exam and a Course Hearing–the Course Hearing is an oral exam with a course professor in a video conference through the Newlane platform.

When a student submits a project, Newlane provides prompt, fair, and consistent feedback, including whether the project is approved or not yet, and whether a student has passed a course or not.

Prompt: When a student submits a project, a Newlane course professor (note: all faculty members eligible to review a project or host a Course Hearing hold an advanced degree in a relevant field for the course) confirms with the student within two working days that they (the course professor) agree to review it and they inform the student when they (the student) can expect to receive feedback (within one week).

When a student participates in a Course Hearing, the hosting course professor provides feedback at the end of the hearing, including whether the student has passed the course or not yet.

Fair and Consistent: In order to assess fairly and consistently, Newlane faculty use rubrics in evaluating course projects and student mastery in Course Hearings. In order for a student's project to be approved, the course professor must judge that the project fulfills all the rubric criteria for the project. In order for a student to pass a Course Hearing, the course professor must judge that the student has mastered all the course goals and objectives (the Course Hearing rubric and script make it straightforward for the course professor to make this determination).

If the course professor judges that the student has mastered all course goals and objectives, they select "APPROVE" the student for demonstrating full mastery of the course goals and objectives, or in other words, they approve the student for passing the course. The student's educational record for that course is updated to PASS: FULL MASTERY. If the course professor determines that the student has not yet mastered all course goals and objectives, they select "NOT YET", and the student's record for that course remains as not passed.

In Degree or Course Hearings, faculty evaluators use a rubric to help them evaluate student mastery. In order for a student to be approved to pass a course or degree, they must satisfy the evaluator(s) in the hearing that their responses reflect a level 5. See below:

APPROVED 5: Student is able to accurately answer all or almost all questions posed by the examiner. And upon closer scrutiny on any questions where the student did not initially accurately answer, student demonstrates an accurate understanding.

NOT YET 4: Student is able to accurately answer most questions posed by the examiner. Upon closer scrutiny on questions where the student did not initially accurately answer, student continues to demonstrate an inaccurate understanding.

NOT YET 3: Student is able to accurately answer a few questions posed by the examiner, but not enough to warrant closer scrutiny by the examiner of the questions where the student did not accurately answer.

NOT YET 2: Student is unable to accurately answer questions posed by the examiner.

NOT YET 1: Student is unable to answer questions posed by the examiner.

Accordingly, Newlane does not provide letter grades, but rather rigorously verifies and documents student mastery of all course goals and objectives before approving a student to pass a course.

Course extensions and Incomplete grades: Since Newlane courses are self-paced, there is no timeline or due date for assignment submissions, or for scheduling or completing Course Hearings (outside of satisfactory academic progress quantitative standard related to time to graduate), but that standard relates to and can only affect a student's category (i.e., Full time, Part time, or dismissed). This means that there are no course extensions, or incomplete grades offered through Newlane.

Newlane Clock/Credit Hour Policy

Newlane University espouses a credit hour competency-based education approach.

Newlane uses the "semester credit hour" unit of academic measurement, defined as follows: "Academic degree or academic credit-bearing distance education courses are measured by the learning outcomes normally achieved through 45 hours of student work for one semester credit." as the reference for our credit hour equivalencies. While Newlane works with this definition in developing courses, and in documenting the semester credit hours for Newlane courses, the University's philosophical approach to college credit is that credit should denote mastery over a set of learning objectives suitable for a college-level course, independent of instructional or student work time. In many ways, this approach is closer to the actual experience of many college students today–in both competency-based and time-based programs, it facilitates more rigorous attention to course outcomes, and it provides more flexibility in course design and assessment.

Nevertheless, despite Newlane's commitment to a competency-based learning approach, Newlane courses are designed to require academic rigor and effort that requires time equivalent to traditional time-based courses. For the purposes of assigning semester credit hours, Newlane course developers assume only that the student has met the criteria to enroll in a degree program, and that they have completed any prerequisite courses for a given course. These

criteria accommodate different levels for courses (e.g., introductory, intermediate, and advanced) and degrees (Associate and Bachelor's). In determining and assigning semester credit hours, outside of these criteria, Newlane course developers assume the student is unfamiliar with the course content.

Newlane course developers use following estimates for time for academic tasks (Newlane organizes the tasks into four categories: **Engagement**–engaging in activities related to mastering the course goals or objectives; **Preparation**–conducting research, studying for assessments, etc.; **Presentation**–work related to producing a course project or a mini-course project exercise; **Assessment**–participating in assessment activities):

Academic reading	Engagement	20 pages per hour
Academic video viewing	Engagement	Time per video
Academic other media	Engagement	Variable
Academic writing	Presentation	1 hour per page
Academic presenting (slides)	Presentation	1 hour per slide
Academic presenting (video)	Presentation	1 hour per 30 second video
Conducting research for writing or other presentations	Preparation	2 hours per written page/presentation slide/30 seconds of video
Studying for assessments	Preparation	20 min per objective
Self-assessment	Assessment	30 min
Mid-Course hearing	Assessment	30 min
Course exam	Assessment	30 min
Course hearing	Assessment	30 min

Courses are the smallest unit for which students can earn credit. To justify the credit hour estimation for a given course when developing a course, and where possible, Newlane course developers first align the course with a comparable course, including aligning to the number of

semester credit hours. Newlane course developers also use the times noted above allotted for different types of academic tasks to arrive at a total number of hours for a course (including instructional and student work). Newlane also references feedback from students in End of Course Evaluations to get an informal estimate of the time students spend on academic activities related to the course to inform semester credit hour estimates.

Student Privacy

Please read our [Privacy policy](#) for details on how Newlane treats the information gathered from students.

Adherence to FERPA

Your educational record is protected. Only you or your designated agent(s) can access it in accordance with the Family Education Rights and Privacy Act of 1974 (FERPA). Under the provisions of FERPA, eligible students, or where applicable, the parents of the students, are afforded certain rights pertaining to University records and personally identifiable information on file with the institution. An eligible student is defined as any person who is currently enrolled or has been enrolled in the institution's programs. It is the policy of the institution to treat all student information, both personal and academic, as strictly confidential. Student information will only be released after appropriate written permission has been obtained.

Adherence to GDPR

In compliance with the European Union's General Data Protection Regulation (GDPR) Newlane affirms that it protects student data by design. Newlane discloses that it gathers and/or develops and stores the following student data:

Student personal information, including an image of government ID, photos of students captured during video conferences, email, address, phone
Student Educational records, including student course projects and reviews, and student Course Hearing assessments, and student course exams
Student Administrative records, including student enrollment status and academic progress status

Newlane does not share a student's personal information, educational record, or administrative record with any outside party except as requested by the student. In such instances, Newlane rigorously verifies the student's identity before sharing.

Newlane stores and updates student personal information for the life of a student's registration with Newlane University. Newlane deletes the students personal information except student name, student ID, and student email one year after a student has completed their degree with

Newlane (unless they are pursuing another degree through Newlane), or cancelled their registration. Newlane will also comply with requests from students to delete personal information upon degree completion or cancellation.

Newlane updates student educational records for the duration of a student's registration with Newlane. Newlane stores student educational records indefinitely. Newlane will comply with requests from students to delete their educational record. Such requests must be submitted in at least two forms (e.g., email and phone). In such instances, Newlane will rigorously verify the student's identity, and confirm with the student one week following the request before removing the record.

Newlane updates student administrative records for the duration of a student's registration with Newlane. Newlane deletes the student's administrative records (except as may be necessary as part of a student's educational record) one year after a student has completed their degree with Newlane (unless they are pursuing another degree through Newlane), or cancelled their registration. Newlane will also comply with requests from students to delete administrative records upon degree completion or cancellation.

Nondiscrimination Policy

Newlane is in compliance with all requirements imposed by or pursuant to Title VI of the Civil Rights Act of 1964 and section 504, Rehabilitation Act of 1973. The institution does not discriminate on the basis of race, color, religion, sex, or national origin in its activities, programs, or employment policies, in accordance with Federal, State, and local laws.

Accommodations for Students with Disabilities

Newlane University provides reasonable accommodations in the form of reasonable modifications to policies, practices, or procedures in order to make its services, programs, and activities accessible to qualified individuals with disabilities unless the modification would fundamentally alter the nature of a university service, program, or activity. Once approved, Newlane strives to make these accommodations and adjustments in a timely manner and on an individualized and flexible basis.

Individual students, staff, and faculty members are responsible for identifying themselves as an individual with a disability when seeking an accommodation or, specifically in the case of students, a modification to an academic program. Individual students, staff, and faculty members are also responsible for documenting their disability (from an appropriately licensed professional) and demonstrating how the disability limits their ability to complete the essential functions of their job or limits the student's participation in services, programs, or activities of the university. Medical documentation will be kept confidential.

Students, staff, and faculty members must maintain institutional standards of performance.

Procedures

The standard procedures for accommodations requests allow for an interactive process whereby the following occur:

- A request for accommodation is made; (students can also make a request through email, by phone, or video conference or mail)
- The appropriate documentation is provided to support the disability and the requested accommodation; and
- A reasonable accommodation is made, if appropriate, in a timely manner.
- More detailed procedural steps based on the role of the individual seeking the accommodation are below.

To request an accommodation under the ADA, students must file an application to the Director of Accommodations Services for Students with Disabilities (henceforth 'the Director'). Requests for accommodations should be made far enough in advance to allow staff adequate time to coordinate needed services. Generally, it is best to request needed services before a student begins a course or as soon as a disability becomes known.

Students must provide documentation of their disability and how it limits their participation in the university's services, programs, or activities. Documentation of the disability should be timely and from appropriate professionals licensed to diagnose the type of disability the student has. Medical documentation will be retained by only the office serving students with disabilities and will be kept confidential.

The Director makes the determination of whether the student is eligible for accommodations under the ADA. The Director and the student will then discuss what assistance is needed and, if requested, will provide information to relevant faculty members, information technology and student support personnel, and/or the academic unit indicating the nature of the accommodation required. Common examples of reasonable academic adjustments include but are not limited to alternative assignments, supplementary instructional resources, etc.

Nothing in these accommodations may require an academic unit to make changes that would fundamentally alter the nature of its academic program.

Students are responsible for notifying the Director if reasonable accommodations are not implemented in an effective and timely way. To request an academic program modification under the ADA, students must file an application with the Director and the application must be accompanied by documentation of their disability.

Documentation of the disability should be timely and from appropriate professionals licensed to diagnose the type of disability the student has. If the student is already receiving accommodations, the student may, but is not required to submit additional documentation in support of the request for an academic program modification. The Director may also request

additional documentation if prior documentation does not adequately address the requested academic program modification.

The Director will forward the request and any other relevant information developed by that office to the appropriate official(s) in the academic unit and will serve as a resource as the unit makes its determination as to whether the requested academic program modification constitutes a fundamental alteration to the program. In addition to serving as a resource for the academic unit, the Director will support the interactive process by facilitating requests for additional information and updates, if any, between the academic unit and the student. This process will be undertaken by using reasoned deliberation and will include a diligent assessment of available options. Nothing in these procedures requires an academic unit to make a program modification that would fundamentally alter the nature of its academic program.

The Director will fully document in the student's file the date of the request for program modifications, the nature of each request and any supporting documentation, the reason(s) for any denials, and the interactive process that occurred between the university and the student.

The academic unit will consider whether the requested program modification constitutes a fundamental alteration to the academic program, which includes lowering its academic standards or compromising the rigor of the program.

The appropriate official in the academic program will notify the student in writing that the request for an academic program modification has been approved or denied in a timely manner and, if denied, the reason(s) for the denial. Timely manner means that once a request is made, Newlane will let the student know within one week whether the request is approved or denied. If a request is approved, a "reasonable" solution will be proposed within one week of the approval. The student may appeal a denial of a request for an academic program modification to the Newlane Educational Records and Student Experience Committee no later than ten calendar days after the date of the denial. The Educational Records and Student Experience Committee will make a determination on the appeal within ten calendar days of receipt of the appeal and will communicate that determination in writing to the student. The Educational Records and Student Experience Committee's decision is final.

For information about what evidence to include in an Accommodations Request, see below for information on providing good evidence of a disability.

Providing good evidence of a disability will support Newlane to make a decision about your eligibility for accommodations. Good evidence has the following characteristics: The evidence (is):

- recent
- completed by a treating health professional who is relevant to your primary disability
- confirms your primary disability
- confirms the impacts of your disability on your ability to succeed in a Newlane program without accommodations.

- describes previous accommodations (if any) and outcomes–especially relevant are educational accommodations
- describes future accommodations options and expected outcomes of those accommodations–especially relevant are options for educational accommodations

Primary disability refers to the impairment that impacts most on your ability to succeed in a Newlane educational program.

Who can provide evidence of your disability?

You can work with your treating health professionals to provide your evidence of disability.

Examples of common treating health professionals include:

- General Practitioner (GP)
- Pediatrician
- Orthopaedic surgeon
- Occupational Therapist
- Speech Pathologist (Therapist)
- Neurologist
- Psychologist
- Psychiatrist
- Physiotherapist

The treating health professional who provides the evidence of your disability should:

- be the most appropriate person to provide evidence of your primary disability; and
- have treated you for a significant period of time (e.g. at least six months).

What evidence do I need from my treating professional?

This will depend on your primary disability. Your treating health professional will need to provide evidence that:

- You have, or are likely to have, a permanent disability, including information about:
    - the type of disability;
    - the date your disability was diagnosed (if available);
    - how long the disability will last; and
    - available treatments (i.e. medications, therapies or surgeries).
- Your disability impacts your ability to succeed in a Newlane academic program without accommodations. Your treating health professional should include a description of how your disability in any of the following (or other) areas may impact your ability to succeed in a Newlane academic program without accommodations:
    - mobility/motor skills
    - communication
    - social interaction
    - learning

- ○ self-care
- ○ self-management

Can another Newlane Accommodations Request be made at a later date?

Newlane Accommodations Request decisions are made based on the current impact of your disability. The impact of your disability on your ability to succeed in a Newlane academic program may change over time. Changes in a person's disability may result from progression of a degenerative disability (such as Multiple Sclerosis), a recently acquired traumatic injury or accident (such as acquired brain injury) or an unexpected deterioration in a person's day-to-day function.

If your previous Accommodations Request was made more than three months ago, you can contact the Newlane to make a new request.

What happens if you do meet Newlane's Accommodations Request criteria?

If you do meet Newlane's Accommodations criteria, you will be advised of the decision in writing, and a Newlane representative will work with you and your treating health professional to develop suitable accommodations.

Newlane Transfer Credit Policy

Newlane University accepts credit from accredited postsecondary institutions toward a degree at Newlane University. Transferring credits is a great way to speed up the clock on earning your degree.

For credits that are transferred, up to 75 percent of the degree credit requirements can be accepted, and, where applicable, up to 25% of the major credit requirements can be accepted. Transfer credit is not accepted toward completion of a Capstone Project. Transfer credits will show as "Unspecified General Education" or "Unspecified Elective Credit" or "Transfer Credit".

Transfer credit will be counted toward degree credit requirements, but will not be considered for documenting student mastery of degree outcomes (aims, goals or objectives).

Advanced Placement or CLEP (College-Level Examination Program) exams less than five years old with scores of three and above may also be considered for credit.

Courses designated as Approved Quality Curriculum (AQC) or American Council on Education (ACE) recommended may also be considered for credit.

For more information regarding transfer credit, students are encouraged to contact the Education Director, Ben Blair (ben@newlaneuniversity.com)

Transfer Credit Guidelines

The information recorded on the transfer credit evaluation becomes part of the student's permanent record at Newlane University. Credits must meet the following requirements to be

transferable:

- For credits to be transferable, they must be earned from an appropriately accredited college, university, or training institution which has received A.C.E. (American Council on Education) recommendation for college credit (or other similarly accredited institutions in other countries).
- Only transcripts in English will be considered for transfer credit. Newlane does not offer translation services, but may consider an official transcript that has been translated by a certified agent.
- Newlane University accepts only grades of "C" or higher for transfer credit.
- Due to advances in technology and changes in laws, some credits older than 3 years may not be transferable.

*All credits are subject to review by the Education Director and may be approved or denied at their discretion.

The student is responsible for requesting official transcripts from their previous college(s). Only official transcripts will be evaluated for possible transfer credits. Exceptions may be made if the school where the credits were earned is no longer a going concern, or can't be reached, or if obtaining an official transcript is prohibitively difficult (e.g., the cost to obtain the transcript is prohibitively expensive, physical appearance on campus is required and the student no longer resides near the school, etc.) Such exceptions are reviewed and documented by the Education Director and may be approved or denied at their discretion.

The Newlane University official transcript merely lists the total number of transfer credits awarded. Transfer grades are not included in the Newlane University transcript.

To apply for transfer credit, please provide the following:

- An official transcript from the institution where credits were earned. You may submit your unofficial transcripts while waiting for the official ones to arrive in order to expedite the evaluation process. Download a transcript request form.
- Once your transfer credit evaluation is completed, an admissions advisor will provide you with a degree plan that outlines the courses for which you have earned transfer credit and those you will still need to complete to earn your degree.

Life Experience and Transfer Credits

Newlane University does not currently award transfer credit for experiential learning. Most Newlane University students bring tremendous life experience and knowledge to the classroom—knowledge that may have been acquired both in and outside of the traditional classroom setting. We value any knowledge and mastery students have gained, regardless of how or where they gained it. While Newlane University does not have a straight line life experience transfer credit option, students may review course goals and objectives to determine which they have mastered through their life experience and test out of a course by demonstrating mastery of the course goals and objectives by completing the course exam,

project, and hearing.

Satisfactory Academic Progress (SAP)

Requirements for Maintaining Satisfactory Academic Progress (SAP):

Newlane University monitors and evaluates academic progress for all enrolled students monthly and informs students of their progress status in regular student support emails. Newlane University monitors and evaluates academic progress by drawing from the student's enrollment date, and number of courses completed to reach a progress rate and a projected graduation date.

Each (succeeding) month a student is not making satisfactory academic progress, they receive escalating warnings.

To maintain Satisfactory Academic Progress (SAP), a student must meet both of the following standards:

1. Qualitative Standard: Mastering Course Goals and Objectives:

In order to meet Newlane's qualitative standard for SAP, a student must demonstrate mastery of course goals and objectives, as determined by a qualified course professor. This qualitative standard is built into the fabric of the Newlane learning and mastery-verification platform. Meeting this standard involves, essentially, passing courses at an equivalent to at least a "C" grade in a traditional program. Passing courses involves, essentially, mastering the course goals and objectives as determined by a qualified course professor.

2. Quantitative Standard: Time to Graduate:

In order to meet the Time to Graduate quantitative standard for SAP, students must complete at least three credits per year, and must complete their degree within six years from their enrollment. This means that, although a student may complete only three credits in any given year, they cannot continuously do so and stay enrolled. They only have up to six years to complete their coursework.

If a student passes a year of enrollment but has not completed at least three credits, they are dismissed. If a student passes the maximum time to complete their program, they are dismissed. A student may appeal the dismissal by completing the SAP Appeal Form. Once a student is dismissed, they no longer have access to the Newlane learning and mastery-verification platform and course work and Newlane no longer collects the student's monthly tuition charge.

SAP Monitoring and Appeals

Newlane monitors SAP monthly. Each month a student is not making SAP, they receive escalating SAP warnings. The university closely monitors student progress during the year, and offers escalating support services and messaging following its student support triggers and responses.

A student may appeal to SAP warnings and decisions if there are extenuating circumstances that affected the student's ability to make SAP. Examples of these include personal or family critical illness (both physical and mental), natural disaster impacting the student or family's

home, assault, etc. If an SAP appeal is approved, the student will be placed on SAP probation, and have 6 months to satisfy the SAP criteria. To appeal, students must complete the SAP Appeal Form, which allows a student to explain the situation, document circumstances, and triggers an Academic Recovery Plan that the student makes together with an academic advisor. SAP Appeal Forms are reviewed by the Educational Records and Student Experience committee, whose decision is final.

Satisfactory Academic Progress and Dismissal from a degree program

A student may be dismissed from a degree program for not making SAP. If a student is dismissed for not making SAP, in order to re-enroll, the student must re-apply and be accepted. SAP-related student dismissal can be triggered in one of two ways:

1. If a student does not complete at least 3 credits within the past 12 months of enrollment.
2. If a student does not complete their degree program within 6 years from enrollment.

Satisfactory Academic Progress Schedule

	Maximum Time to Complete	Minimum number of credits required to complete per year
Associate of Arts, General Studies or Bachelor of Arts, Philosophy*	6 years from enrollment	3 credits

*In order to enroll in the Bachelor of Arts, Philosophy degree, Students must first complete the Associate of Arts degree, or transfer the equivalent number of credits.

Students initial the following agreement as part of their Newlane University Enrollment Agreement:

I understand and accept Newlane's qualitative and quantitative standards of satisfactory academic progress, including the mastering course goals and objectives, and the time to graduate criteria. I understand that I must meet BOTH of these standards in order to make satisfactory academic progress. I understand that I can appeal any negative satisfactory academic progress judgments, and my appeal will be reviewed by Newlane's Educational Records and Student Experience committee, whose decision is final. [Student initial]

AGREE TO BE CONTACTED TO HELP MAKE SATISFACTORY ACADEMIC PROGRESS

I understand and agree that once I enroll in a Newlane degree program, I may be contacted in multiple ways throughout my enrollment in Newlane University in efforts to help me make satisfactory academic progress toward completing my degree program. [Student initial]

Academic and Non-Academic Dismissal Policies

Newlane students may be dismissed for failing to make satisfactory academic progress. We follow these policies and protocols for interventions due to inactivity or unsatisfactory academic progress. Students may also be dismissed for repeatedly violating our Academic Integrity Policy.

Complaint Policies and Procedures

Link to Complaint/Grievance Policy on Website

Newlane University is committed to providing a learning environment that champions and exhibits high standards for education, including clear expectations, rigorous verification of mastery of learning goals and objectives, fair and equitable assessment processes, and ethical business practices. The University's complaint/grievance policy addresses scenarios where students or other community members may feel underserved, or that the university is in violation of Utah's Postsecondary Proprietary Schools act, or accreditation standards of Accreditation Services of International Schools, Colleges, and Universities (ASIC), or United States federal law, and a clear process for resolution.

Disputes about the outcomes of course project reviews, or course hearings, and similar academic disputes do not fall under the complaint/grievance policy, unless they are complaints of a civil rights nature, including complaints related to discrimination based on age, sex, race, religion, color, ethnic/national origin, disability, sexual orientation, or veteran status. Student allegations of discrimination are grounds for initiating a grievance.

Procedure:

Informal Resolution: Community members, including students, faculty and staff, are encouraged to attempt first to resolve complaints under this policy informally with the individual(s) against whom they have the complaint/grievance. If the grievant is uncertain who the appropriate individual is, they should contact the Chief Academic Officer. This informal resolution step does not require communication or notification of any other Newlane personnel beyond the individual against whom the grievant has the complaint. If the attempt for an informal resolution is unsuccessful, or unsatisfactory, the grievant is encouraged to attempt to resolve the complaint through mediation.

Mediation: Only after the complaint has either given reasonable time for the individual against whom they have the complaint to respond to a request for an informal resolution (no less than five working days) or is not satisfied with the response to the request, should the grievant move to this step. At this step, the grievant must contact the Chief Academic Officer and request a mediation. The Chief Academic Officer will discuss the option of mediation with the grievant and any involved parties. If all involved parties agree to mediation, the University will appoint a mediator to attempt to work with the involved parties to resolve the matter. If, during the mediation, the parties reach a resolution, the mediator will document the resolution and share it by sending an email including the agreed-upon resolution to all parties involved and the Chief Academic Officer.

Formal Resolution: If the issue is not resolved through the previous steps, the grievant may elect to initiate the formal complaint process by completing the Complaint Form, updated to reflect the

grievant's dissatisfaction with previous resolution attempts, and delivering it to the Chief Academic Officer. The Chief Academic Officer has 10 working days from receipt of the Form to form a Complaint Committee of at least three members total (including the Chief Academic Officer). If the complaint involves a faculty member or staff member or administrator, this committee requests a response to the complaint from the individual in question to be submitted within 5 working days from the time the Complaint Committee is formed.

The Complaint Committee has 10 working days from receipt of the faculty member/administrator response to share a written decision, including any necessary follow up or enforcement actions to be taken, and a timeline for these to take place, with the grievant and the individual(s) against whom the grievant has the complaint. The Complaint Committee may convene an additional faculty panel to advise on this decision.

If, after 10 working days from receipt of the faculty member/administrator response, the Complaint Committee deems it impossible to achieve a satisfactory resolution between the parties, the grievant can choose to close the matter or file a formal complaint. If the grievant is unsatisfied with the Complaint Committee's decision, they can choose to close the matter or file a formal complaint.

If a satisfactory resolution cannot be reached at the institutional level, or a community member wishes to file a complaint, they can file the complaint to the Utah Consumer Protection Services at: consumerprotection@utah.gov | 160 East 300 South Salt Lake City, UT 84111 | Phone: 801-530-6601

Newlane Refund Policy

Newlane University Refund Policy

CANCELLATION REQUIREMENTS AND REFUND ELIGIBILITY WITHIN FIRST 30 DAYS
All Newlane University students (whether enrolled or provisionally-enrolled) can cancel their Newlane account at any time. Evidence of a written statement of withdrawal or cancellation via the Newlane Contact form, or via email sent to ben@NewlaneUniversity.com or contact@NewlaneUniversity.com, shall be deemed as meeting the terms of the account cancellation.

All Newlane University students may receive a full refund within a thirty-day cooling-off period of their registration, which registration includes a $200 registration fee and an initial tuition installment payment. Evidence of a written statement of withdrawal or cancellation via the Newlane Contact form, or via email sent to ben@NewlaneUniversity.com or contact@NewlaneUniversity.com, within thirty days of the student's registration shall be deemed as meeting the terms of the account cancellation within the cooling-off period.

If a student cancels their account within 30 days of their initial registration, they receive a full refund of all monies paid (including the registration fee) and at the end of the 30 days, they lose access to the Newlane platform.

Once a student has canceled their account, they can re-register at will, but do not receive credit for any past payments, including any registration fee they had previously paid. This policy applies to all account cancellations, whether a student cancels or withdraws, or is dismissed.

Upon receipt of a cancellation request, Newlane issues all eligible refunds within 30 days.

REFUND POLICY FOR PROVISIONALLY-ENROLLED STUDENTS AFTER 30 DAYS
If a provisionally-enrolled student cancels their account after thirty days of their initial registration, they do not receive a refund, but all scheduled future charges on their account are stopped.

NEWLANE REFUND POLICY FOR ENROLLED STUDENTS AFTER 30 DAYS
After 30 days, enrolled students may be eligible for a refund depending on how many credits they have completed, minus the registration fee. If an enrolled student has completed more than 50% of the credits for a program, they are not eligible for a refund. If an enrolled student has completed 50% or fewer of the credits for a program, they are eligible for a refund of a prorated portion of the tuition.

An enrolled student's eligibility for a refund, and the refund amount are determined by the student's progress in their degree program according to the **Newlane Prorated Refund Policy** and detailed in the tables and schedules following (see **Program Completion and Refund Eligibility Schedule** table for refund algorithms and **Sample Table of Refunds After 30 Days** table for examples).Note, in order to enroll, students must complete at least 12 credits, which amounts to 20% of the required credits for a 60 credit hour degree. Although the BA Philosophy degree consists of 120 credit hours, students cannot directly enroll in the BA Philosophy program without first completing the AA program, or transferring the equivalent number of credits. This requirement is designed to limit the student's financial liability and time commitment.

Newlane Prorated Refund Policy

- If a student has completed up to 20% of the total credits required for their degree program and wishes to cancel, they are eligible for a 90% tuition refund minus the registration fee.
- If a student has completed over 20% and up to 25% of the total credits required for their degree program and wishes to cancel, they are eligible for a 75% tuition refund minus the registration fee.
- If a student has completed more than 25% and up to 50% of the total credits required for their degree program and wishes to cancel, they are eligible for a 50% tuition refund minus the registration fee.
- If a student has completed more than 50% of the total credits required for their degree program and wishes to cancel, they are not eligible for a refund.

Program Completion and Refund Eligibility Schedule

% of Total Program Credits Completed	Credits earned through Newlane in the AA Program OR in BA program if student has already earned an AA degree. (60 total credits required)	% Tuition refund eligibility and tuition retained by Newlane	Registration fee withheld
Up to 20%	Up to 12	90% refund eligible 10% retained	$200
> 20% - 25%	Between 13 and 15	75% refund eligible 25% retained	$200
>25% - 50%	Between 16 and 30	50% refund eligible 50% retained	$200

>50% - 100%	Over 30	0% refund eligible 100% retained	$200

Newlane Refund Policy and Transfer Credits

The completion percentages used to calculate refund eligibility do not consider transfer credits. Refunds are determined strictly on the **number of credits required for the degree**, and the **number of credits earned through Newlane**. For example, if a student had 30 transfer credits to the Associate degree (which requires 60 credits), and completed 6 credits through Newlane, they would have a total of 36 credits, which is more than 50% of the credits required for the degree. However, since the student only earned 6 credits through Newlane, they would be eligible for a refund correlating to completing 10% of the credits required for the degree, since that is the percentage of credits they completed through Newlane.

Assessment Benchmark Considerations for Refunds

The completion percentages are based exclusively on Newlane course hearings completed. Newlane refund calculations do not figure in other assessment or completion benchmarks, such as completion of the course exam or course project.

See Sample Refund Calculations:

Refunds for the first 30 days ($249 registration and initial tuition installment and $39/month payment plan). If a student wishes to cancel their Newlane account within 30 days of registration, they receive a full refund of all monies paid. If a student registered with a discount or scholarship and paid less than $249 and canceled within the first 30 days of registration, they would be refunded the full amount paid.

Sample Table of Refunds After 30 Days

If an enrolled student wishes to cancel their Newlane account after 30 days of enrollment, they may be eligible for a refund depending on the percentage of the program they have completed.

Total Cost = $1500
Registration Fee = $200
Total Tuition Cost (Total Cost - Registration Fee) = $1300

Years enrolled	Est. Amount Paid	% of degree program credits complete (hypothetical)	Total Refund Amount
1	$678	20%	**$348**
2	$1145	25%	**$620**
3	$1500	30%	**$650**
4	$1500	75%	**$0**

For more details on the above sample refund calculations, see table below:

Total Cost = $1500
Registration Fee = $200
Total Tuition Cost (Total Cost - Registration Fee) = $1300

| A	B	C	D	E	G	H	I
Years enrolled	Est. Amount Paid	% of degree program credits	% tuition refund eligible	% tuition retained	% retained of Total Tuition Cost (E * $1300) =	Amount Paid minus Total Tuition Retained	Payment minus Retained minus Registration Fee

		complete (hypothetical)			Total Tuition Retained	(B - G) = Payment minus Retained	(H - $200) = Total Refund Amount
1	$678	20%	90%	10%	$130	$678 - $130 = $548	$548 - $200 = $348
2	$1145	25%	75%	25%	$325	$1145 -$325= $820	$820 - $200 = $620
3	$1500	30%	50%	50%	$650	$1500 - $650 = $850	$850 - $200 = $650
4	$1500	75%	0%	100%	$1300	$1500 - $1300 = $200	$200 - $200 = $0

Students initial the following statement as part of the enrollment agreement:

I understand that I can receive a full refund within a thirty-day cooling-off period of my initial registration payment and that after this, my refund eligibility and amount is based on my progress in my degree program minus a registration fee, in accordance with the Newlane prorated refund policy. **[Student initial]**

Library Services

Newlane library services help students access reliable academic learning and instructional resources, and source materials. You can access our online library through your profile drop down menu under "Library".
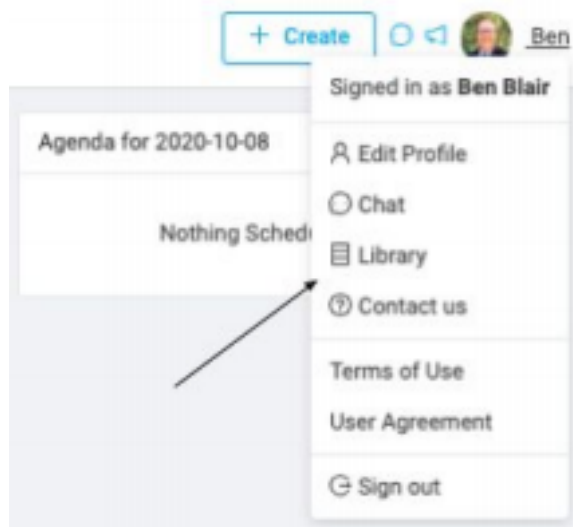
All Newlane Community members have the same username and login: Go to this URL (again, this is available in your drop-down menu under "Library"):

https://proxy.lirn.net/Newlane
And enter the following:
User Name: 98672
Password: goodgrain81

If you need help with research, or help finding a resource, please email our librarian, Martha Talman: matalman@gmail.com

Student code of conduct and Grounds for Dismissal

Newlane is a community of learners committed to maintaining an environment that encourages personal and intellectual growth. It is a community with high standards and high expectations for those who choose to become a part of it, including established rules of conduct intended to foster behaviors that are consistent with a civil and educational setting. Members of the University community are expected to comply with all laws and University policies, conducting themselves in ways that support a scholarly environment, and reinforce the integrity of the platform in rigorously and reliably verifying mastery.

Please note that behavior plausibly meant to deceive another member on the platform about your identity (e.g. having someone else complete your work, or completing someone else's work, or having someone stand in for you in a degree or Course Hearing, or standing in for someone in a degree or Course Hearing), and/or any other behavior plausibly meant to cheat the platform in any assessment or project are grounds for dismissal. Also, inappropriate conduct such as racist, sexist, hate or other inflammatory speech or behavior directed towards Newlane counselors, proctors or experts during assessments or counseling sessions are also grounds for dismissal. Furthermore, those engaging in inappropriate speech (see above) towards other students or counselors, proctors, or experts may be dismissed. To be considered for re-entry, a student will be assigned a panel of three Newlane employees (professors, counselors, and/or proctors) to review the conduct and make a recommendation for re-entry.

Student Services

Newlane students have access to a range of support services, including instructional support, platform orientation, and alumni and career services

Tuition and Fees

Newlane charges $1500 tuition per degree. In order to enroll in Newlane University's Bachelor degree program, a student must first complete the Associate of Arts degree, or transfer the equivalent number of credits. Students make an initial payment of $249 that includes a $200 registration fee, and a $49 tuition installment for a total of $249, and then pay $39 a month until they reach $1500 total per degree (including the $200 registration fee). Students pay a maximum

of $1500 per degree, regardless of how many years a student has been registered, or how many courses they have attempted. Newlane does not charge any interest.

The other possible costs outside the $1500 amount are books, tools and supplies, estimated at $100-200.

Newlane does not finance a student's payment plan, nor does it offer or arrange any student loans. However, if you pay with a credit card, you may be charged interest with that credit card independent of Newlane, depending on the terms of your credit card (as you would with any charge you made with your credit card), that you should consider in your decision to enroll in a Newlane degree program. Newlane has nothing to do with the terms of a student's credit card or financing service, except to collect the payments outlined above.

Consequences of nonpayment: If a student does not make a scheduled payment, they may lose access to the Newlane platform until they are current on their payments. Newlane does not assess late payment fees, but if a student falls behind on payments for 60 days, they can no longer access the platform until their payment method is current. In order to receive a Newlane diploma and transcript certifying completion of a Newlane degree program, students must satisfy the $1500 payment requirement. If this would present a financial hardship for the student, they can apply for a Newlane scholarship.

When you register with Newlane, you agree to pay all monthly charges until you have paid $1500. If you pay the regular initial installment of $249, then the regular $39/month subscription fee, it will take around 3 years to reach $1500.

Total Charges:

	Minimum Credits	Degree charge	*Books/Supplies Estimate	Total Charge Estimate
Associate of Arts (AA)	60	$1500	$100	$1600
Bachelor of Arts (BA)	120 (60 in addition to the 60 for the AA)	$1500 (in addition to the $1500 for the AA)	$100 (in addition to $100 for the AA)	$1600 (in addition to the $1600 for the AA).

*The only costs outside the $1500 would be books, tools, and supplies that may be recommended or required. Newlane does not sell these items but may point to resources that can help with the students' education on online stores. These are generally optional and Newlane tries to keep these recommendations to a minimum.

Conclusion

Thank you for taking the time to acquaint yourself with this handbook, and the tools and resources available through Newlane. We hope this handbook helps you make the most of this amazing platform as you work toward earning your degree and beyond.

We hope this information has been helpful, and hope that you'll return often to this handbook for tips, reassurance, or references. We'll update this handbook as we update our resources to better serve you. Please help us to better help you by participating in surveys and questionnaires about our services when we distribute them.

If you need more information, or would like to speak with a representative, please email Ben: ben@newlaneuniversity.com.

Thank you! And we wish you well on your learning path!