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### Institutional Federal Compliance Report - April 2021

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## Institutional Federal Compliance Report - April 2021

### Abstract

Institutional Federal Compliance Report - April 2021



## Institutional Federal Compliance Report (As of April 2021)

- Please read *Verification of Compliance with Accreditation-Relevant Federal Regulations* before completing this form.
- Institutions must use this *Institutional Federal Compliance Report* for submission, which is available at <https://www.msche.org/resources/>
- Institutions should provide evidence that will best demonstrate the institution's compliance including the evidence identified in *Verification of Compliance with Accreditation-Relevant Federal Regulations*.
- Documentation of policies and/or procedures must be (1) in writing, (2) approved and administered through applicable institutional processes, (3) accessible to constituents, and (4) reflect current practice.
- In the event one or more of these regulations do not apply to an institution, the institution shall indicate that fact and provide an explanation in the space provided. Otherwise, all applicant, candidate, and accredited institutions are expected to provide documentation for each of the requirements.
- The *Institutional Federal Compliance Report* and supporting evidence should be combined into a single, bookmarked, PDF file. A hard copy of the report is not required and will not be accepted.
- Institutions must upload this *Institutional Federal Compliance Report* in conjunction with all other accreditation materials according to established deadlines. The institution must upload the *Institutional Federal Compliance Report* as evidence under Standard II, Criterion 8.
- For technical support with this form or its submission, contact [support@msche.org](mailto:support@msche.org). For all other questions, contact [compliance@msche.org](mailto:compliance@msche.org).

Please type the following information.

**Institution:** \_\_\_\_\_

**Report completed by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## 1. Student Identity Verification in Distance and Correspondence Education

	<b><u>Evidence to Demonstrate Compliance:</u></b>
<p>1. Policies and/or procedures used to ensure student identity verification in distance education or correspondence courses</p>	<p>The policies and procedures used to ensure student identity verification in distance education courses are as follows:</p> <p>Kean University students are assigned a “single sign-on” unique username and password to access all critical systems including email, registration and the learning management system (i.e., Blackboard). In designing the online courses and services, Kean University follows the guidelines outlined in the 2009 WCET “Best Practices to Promote Academic Integrity in Online Education”.<sup>1</sup></p> <p>Kean University has also acquired Respondus Lockdown Browser and Respondus Monitor™<sup>2</sup> for Kean Online proctoring. This software is offered at no additional cost to the students. Respondus Monitor™ offers on-demand online proctoring and identity verification for selected assessments. The purpose of the proctoring is to authenticate the identity of the student enrolled in the online class. A proctored assessment is a test taken under the supervision of a qualified person or with the use of an electronic device that allows a qualified person to monitor the student’s activity. All proctoring sessions are recorded, and the data includes video, audio, and keystroke information.</p> <p><u>Please see:</u></p> <ul style="list-style-type: none"> <li>● Appendix 1.1 Purchase Order for Respondus Lockdown Browser and Respondus Monitor</li> </ul> <p>The Dean of the School of Online Education has direct responsibility for the application of student identity verification procedures. This is evidenced by the official job description for each position.</p> <p><u>Please see:</u></p> <ul style="list-style-type: none"> <li>● Appendix 1.2 Dean of Online Education Job</li> </ul>

<sup>1</sup> 2009 WCET Best Practices to Promote Academic Integrity in Online Education:

<https://wcet.wiche.edu/wp-content/uploads/sites/11/2021/07/Best-Practices-Promote-Academic-Integrity-2009.pdf>

<sup>2</sup> Respondus™ Website: <http://www.respondus.com/products/monitor/>

	Description.
<p>2. Policies and/or procedure(s) regarding the protection of privacy (i.e. FERPA) for students enrolled in distance education and correspondence courses</p>	<p>Published information on password security and processes for changing and resetting passwords are located on the following web link and PDF:  <a href="https://www.kean.edu/media/how-reset-keanwise-password">https://www.kean.edu/media/how-reset-keanwise-password</a></p> <p>The Registrar’s Office, Office of Student Accounting, and OCIS disclose policies and procedures pertaining to FERPA compliance.</p> <p>Please See:</p> <p>Registrar’s Office link to FERPA Policy  <a href="https://www.kean.edu/offices/policies/family-educational-rights-and-privacy-act-ferpa">https://www.kean.edu/offices/policies/family-educational-rights-and-privacy-act-ferpa</a></p> <p>Release of Financial Records/FERPA Policy  <a href="https://www.kean.edu/offices/student-accounting/student-accounting-policies#release-of-financial-records">https://www.kean.edu/offices/student-accounting/student-accounting-policies#release-of-financial-records</a></p> <p>OCIS website includes a link to FERPA Policy  <a href="https://www.kean.edu/offices/computer-and-information-services/ocis-documentation">https://www.kean.edu/offices/computer-and-information-services/ocis-documentation</a></p> <p>OCIS: Computer Related Acceptable Use Policy  <a href="http://www.kean.edu/~ocisweb/PDF%20files/FERPA%20Policy.pdf">http://www.kean.edu/~ocisweb/PDF%20files/FERPA%20Policy.pdf</a></p> <p>Appendix 1.3 How to reset Keanwise Password  Appendix 1.4 FERPA Online Student Educational Records Release Form (Keanwise)</p>
<p>3. Procedure(s) for notifying students at the time of registration or enrollment about any projected additional charges associated with student identity verification including any required travel to campus. Evidence should include URLs, catalogs, student handbooks, and other locations of any alternative institutional website documenting required disclosures</p>	<p>N/A – There are no additional charges associated with student identity verification.</p>

**Explanation if a compliance requirement is not relevant for your institution:**

## 2. Transfer of Credit Policies and Articulation Agreements

	Evidence to Demonstrate Compliance:
<p>1. Policies and procedures for making decisions about the transfer of credits earned at other institutions (regardless of modality) including any types of institutions or sources from which credits are not accepted. *Demonstrate public disclosure of policy by URL, catalog, or other public location</p>	<p>For evidence of written policies and procedures for transfer credit evaluation, please see:</p> <ul style="list-style-type: none"> <li>• Kean University’s Summary of Transfer Credit Policies: <a href="http://kean.smartcatalogiq.com/en/2021-2022/Undergraduate-Catalog/Academic-Standards-Policies-and-Procedures/Transfer-Credit-Policies">http://kean.smartcatalogiq.com/en/2021-2022/Undergraduate-Catalog/Academic-Standards-Policies-and-Procedures/Transfer-Credit-Policies</a></li> <li>• Graduate Transfer of Credit Request Form: <a href="https://www.kean.edu/media/transfer-credit">https://www.kean.edu/media/transfer-credit</a></li> </ul> <p>Written policies and procedures exist for transfer credit evaluations from credits earned (in all delivery modalities) in the following categories:</p> <ol style="list-style-type: none"> <li>1. <b>Alternative Forms of College Credit:</b> Credits from C.L.E.P., N.Y.U. Foreign Language Exams, A.P.. and other alternative forms of college credit, when included as part of an A.A. or A.S. degree from a New Jersey Community College will be awarded in the same manner as the county college, however, an official score report from the evaluating agency (College Board, NYU) must be sent to Kean prior to the awarding of credit. For all other transfer students taking these exams prior to their admission to Kean, credit will only be awarded if the program requirements accommodate those credits within the curriculum. An official score report from the evaluating agency (College Board, NYU) must be sent to Kean prior to the evaluation and the awarding of credit. See Credit by Exam policy in catalogue: <a href="http://kean.smartcatalogiq.com/2021-2022/Undergraduate-Catalog/Academic-Standards-Policies-and-Procedures/Credit-By-Exam-Policies-AP-CLEP">http://kean.smartcatalogiq.com/2021-2022/Undergraduate-Catalog/Academic-Standards-Policies-and-Procedures/Credit-By-Exam-Policies-AP-CLEP</a> See CLEP Course Equivalencies: <a href="https://www.kean.edu/media/kean-university-clep-course-equivalencies">https://www.kean.edu/media/kean-university-clep-course-equivalencies</a></li> </ol>

2. **NJ State Community Colleges:** A state-wide articulation agreement exists through “NJ Transfer” and encompasses all modes of instructional delivery. It is designed to assist students interested in transferring from a New Jersey community college to a participating four-year institution within the State.

Please see:

- NJ State Comprehensive State-Wide Transfer Agreement (Adopted by NJPC – 9/22/08):

<http://www.state.nj.us/highereducation/PDFs/XferAgreementOct08.pdf>

- NJ Transfer Website: <http://www.njtransfer.org/>

3. **College Credits from United States Post-secondary**

**Institutions:** College credits from United States post-secondary institutions which are accredited by one of the six Regional Institutional Accrediting Organizations: Middle States Associations of Colleges and Schools, Northwest Commission on Colleges and Universities, North Central Association of Colleges and Schools, New England Association of Schools and Colleges, Inc., Southern Association of Colleges and Schools, and Western Association of Schools and Colleges are evaluated by Degree Audit Specialists within the Office of the Registrar. Transfer credit may be awarded from unaccredited institutions or from institutions which are accredited by national accrediting organizations after a review by the coordinator/department chairperson/executive director of the academic program in which the student is currently enrolled.

Course equivalencies are determined after a review and comparison of available course descriptions. When course descriptions are not readily available, students must provide this information or a course syllabus to their respective Degree Audit Specialist in the Office of the Registrar for consideration. New Jersey community college coursework equivalencies are determined using these same parameters and are published on the [www.njtransfer.org](http://www.njtransfer.org) website.

4. **Any college credit earned at a non-US institution:** These credits are evaluated by an evaluation service that is a member of National Association of Credit Evaluation Services (N.A.C.E.S). These services have no affiliation with Kean University. A listing of the member evaluation services, and additional information can be obtained by visiting <http://www.naces.org/> .

**Public Disclosure of Transfer of Credit Policies:**

- 2021-2022 Undergraduate Catalog  
<http://kean.smartcatalogiq.com/2021-2022/Undergraduate-Catalog/Academic-Standards-Policies-and-Procedures/Transfer-Credit-Policies>
- 2021-2022 Graduate Catalog  
<http://kean.smartcatalogiq.com/2021-2022/Graduate-Catalog/Academic-Standards-Policies-and-Procedures/Transfer-Credit>
- Kean University's Summary of Transfer Credit Policies:  
<https://www.kean.edu/media/transfer-credit-policies>
- Kean University Transfer Admissions Website:  
<http://www.kean.edu/admissions/transfer-admissions>

Transfer Credit Evaluation:

<http://www.kean.edu/admissions/transfer-admissions/transfer-credit-evaluation>

Graduate Transfer of Credit Request Form

<https://www.kean.edu/media/transfer-credit>

NJ Transfer Website: <http://www.njtransfer.org/>

National Association of Credit Evaluation Services (N.A.C.E.S): <http://www.naces.org/>



	<p><b>Office(s) Responsible for the Final Determination of the Acceptance or Denial of Transfer Credit:</b></p> <p>Within the Office of Enrollment Management, Kean University’s Admissions Department is responsible for all transfer credit evaluations.</p> <p>Kean University Transfer Admissions Website  <a href="https://www.kean.edu/offices/admissions/transfer">https://www.kean.edu/offices/admissions/transfer</a></p> <p>Transfer Credit Evaluation (Initial Transfer):  <a href="http://www.kean.edu/admissions/transfer-admissions/transfer-credit-evaluation">http://www.kean.edu/admissions/transfer-admissions/transfer-credit-evaluation</a></p> <p><u><a href="https://www.kean.edu/offices/admissions/transfer/transfer-credits-updates-and-appeals">Transfer Credit Evaluation (Current and Newly Admitted Transfer Students):</a></u>  <a href="https://www.kean.edu/offices/admissions/transfer/transfer-credits-updates-and-appeals">https://www.kean.edu/offices/admissions/transfer/transfer-credits-updates-and-appeals</a></p> <p>Kean Ocean (Additional Location) also has a branch office that handles admission and credit evaluations for transfer, readmit and second baccalaureate degree students for those baccalaureate degree completion programs offered on the Ocean County College campus in Toms River, NJ. Policies and procedures align with those of the main campus.</p> <ul style="list-style-type: none"> <li>• <u><a href="https://www.kean.edu/ocean/kean-ocean-transfer-admission">Kean Ocean- Office of Transfer Admission:</a></u>  <a href="https://www.kean.edu/ocean/kean-ocean-transfer-admission">https://www.kean.edu/ocean/kean-ocean-transfer-admission</a></li> </ul>
<p>2. Demonstrate public disclosure of the list of institutions with which the institution has established an articulation agreement by URL and other public locations, if any</p>	<p>A state-wide articulation agreement exists through NJ Transfer and encompasses all modes of instructional delivery. It is designed to assist students interested in transferring from a New Jersey community college to a participating four-year institution in the State.</p> <ul style="list-style-type: none"> <li>• NJ Transfer Website: <a href="http://www.njtransfer.org/">http://www.njtransfer.org/</a></li> </ul> <p>Additional transfer and articulation agreements are located on the following website:</p> <ul style="list-style-type: none"> <li>• <a href="http://www.kean.edu/admissions/transfer-admissions/agreements">http://www.kean.edu/admissions/transfer-admissions/agreements</a>.</li> </ul>

<p>3. Policies and procedures for making decisions about credit for prior learning experience including service in the armed forces, paid or unpaid employment, or other demonstrated competency or learning. Demonstrate public disclosure of policy by URL, catalog, or other public location</p>	<p>Policies and Procedures for making decisions about credit for prior learning.</p> <ul style="list-style-type: none"> <li>● Assessment of Experiential Learning <a href="http://kean.smartcatalogiq.com/2021-2022/Undergraduate-Catalog/Academic-Standards-Policies-and-Procedures/Assessment-of-Experiential-Learning">http://kean.smartcatalogiq.com/2021-2022/Undergraduate-Catalog/Academic-Standards-Policies-and-Procedures/Assessment-of-Experiential-Learning</a></li> <li>● Link to Student Manual for Assessing Experiential Learning <a href="https://www.kean.edu/mediaassessment-experiential-learning-program">https://www.kean.edu/mediaassessment-experiential-learning-program</a></li> <li>● Veterans' Student Services <a href="https://www.kean.edu/offices/veteran-student-services">https://www.kean.edu/offices/veteran-student-services</a></li> </ul>
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*\*If possible, institutions should use the same URL as the institution uses for Student Right to Know. The URL provided here should match what is submitted for the Student Achievement Webpage as reported in the Annual Institutional Update (AIU).*

**Explanation if a compliance requirement is not relevant for your institution:**

### 3. Title IV Program Responsibilities

	<b><u>Evidence to Demonstrate Compliance:</u></b>
<p><b>1.</b> The most recent three-year Official Cohort Default Rate. If applicable, submit reports on compliance from the USDE in regard to the cohort default rate, including any default reduction plans</p>	<p>The most recent three-year cohort default rates supplied by the U.S. Department of Education (DOE) are in compliance with Title IV program responsibilities (&lt; 30%) and are as follows:</p> <p style="text-align: center;">           2020 (3 Year Official) = September 2023            2019 (3 Year Official) = September 2022            2018 (3 Year Official) = 5.7%            2017 (3 Year Official) = 7.8%            2016 (3 Year Official) = 6.9%            2015 (3 Year Official) = 7.5%            2014 (3 Year Official) = unavailable            2013 (3 Year Official) = 5.6%            2012 (3 Year Official) = 6.1%            2011 (3 Year Official) = 10.4%            2010 (3 Year Official) = 8.6%            2009 (3 Year Official) = 7.5%         </p> <p>For formal documentation, please see:</p> <p><a href="https://www2.ed.gov/offices/OSFAP/defaultmanagement/cdr.html#table">https://www2.ed.gov/offices/OSFAP/defaultmanagement/cdr.html#table</a></p> <ul style="list-style-type: none"> <li>● Appendix 3.1: Cohort Default Rates (2013, 2012, 2011)</li> <li>● Appendix 3.2: Cohort Default Rate History</li> </ul> <p><b><u>Reports on Compliance from the U.S. Department of Education in Regard to the Cohort Default Rate:</u></b></p> <p>N/A - Only schools with a cohort default rate equal to or greater than 30% are identified as non-compliant and are required to establish a default prevention task force to prepare a plan of action to lower the rate.</p> <p><u>Please see:</u></p> <ul style="list-style-type: none"> <li>● Federal Student Aid Office of U.S. Department of Education Website for policies, procedures and documentation on official cohort default rates for schools:</li> </ul>

	<a href="http://www2.ed.gov/offices/OSFAP/defaultmanagement/cdr.html">http://www2.ed.gov/offices/OSFAP/defaultmanagement/cdr.html</a>
2. Financial Responsibility Composite Scores for the three most recent fiscal years. For clarity, this information may be presented as a table. ( <i>private and for-profit institutions only</i> )	N/A - Not applicable to public state institutions.
<b>3.</b> Letter or notification confirming the institution's status as a public institution from an appropriate official from a state or other governmental agency with the legal authority to make such a designation ( <i>public institutions only</i> )	<u>Please see:</u> <ul style="list-style-type: none"> <li>● Appendix 3.3 U.S. DOE Program Review Report (<b>March 1, 2016</b>)</li> <li>● Appendix 3.4 Kean University Response to the U.S. DOE (<b>April 28, 2016</b>)</li> <li>● Appendix 3.5 U.S. DOE Response to Kean University (<b>December 12, 2016</b>)</li> </ul>
4. Final Program Review Determination Letter or Expedited Determination Letter and any major correspondence from the most recent program review since the institution's last Verification of Compliance Review. If a program review is in process or an audit is underway, provide major documentation that is available such as Notification for the Program Review or Preliminary Findings. The institution should provide status reports or documentation if it has requested an extension or filed an appeal	There are no limitations, suspensions, or termination actions that the U.S. Department of Education has taken.  This can be verified by reports posted on the Federal Student Aid School Fines Report (2010-2019): <a href="https://studentaid.gov/data-center/school/fines-and-findings">https://studentaid.gov/data-center/school/fines-and-findings</a>  <u>Please see:</u> <ul style="list-style-type: none"> <li>● Appendix 3.3 U.S. DOE Program Review Report (March 1, 2016)</li> <li>● Appendix 3.4 Kean University Response to the U.S. DOE (April 28, 2016)</li> <li>● Appendix 3.5 U.S. DOE Response to Kean University (December 12, 2016)</li> </ul>
5. Single Audit (OMB-Circular A-128; OMB Circular A-133, 2 CFR 200 Subpart F; Uniform Guidance) on federal programs for the most recent three fiscal years available ( <i>non-Profit institutions only</i> )	<b>Not in 2017 report. Please advise.</b>  <b>Only</b>

6. Relevant correspondence from the USDE, since the institution's last Verification of Compliance Review, such as any actions to limit, suspend, or terminate the institution's eligibility to participate in title IV programs, including institutional response, if applicable.	Not in 2017 report. Please advise.
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**Explanation if a compliance requirement is not relevant for your institution:**

## 4. Institutional Records of Student Complaints

	<b><u>Evidence to Demonstrate Compliance:</u></b>
<p>1. Policy and/or procedures for student complaints. Include the URL and any other public location where these documents are made available to students and the public</p>	<p>Written descriptions of the policies and methods used in handling student complaints are provided below.</p> <p><b>Academic/ Registration:</b></p> <p>Grade Grievance Information:</p> <ul style="list-style-type: none"> <li>• <a href="https://www.kean.edu/offices/policies/problem-solving-procedures">https://www.kean.edu/offices/policies/problem-solving-procedures</a></li> </ul> <p><u>Graduate Catalog</u></p> <ul style="list-style-type: none"> <li>• <a href="http://kean.smartcatalogiq.com/2021-2022/Graduate-Catalog/Academic-Standards-Policies-and-Procedures/Grade-Grievances">http://kean.smartcatalogiq.com/2021-2022/Graduate-Catalog/Academic-Standards-Policies-and-Procedures/Grade-Grievances</a></li> </ul> <p><u>Undergraduate Catalog</u></p> <ul style="list-style-type: none"> <li>• <a href="http://kean.smartcatalogiq.com/2021-2022/Undergraduate-Catalog/Academic-Standards-Policies-and-Procedures/Grade-Grievances">http://kean.smartcatalogiq.com/2021-2022/Undergraduate-Catalog/Academic-Standards-Policies-and-Procedures/Grade-Grievances</a></li> </ul> <p>Other Written Descriptions of the Policies and Methods Used in Handling Student Complaints:</p> <ul style="list-style-type: none"> <li>• <a href="https://www.kean.edu/offices/registrar-office/registrar-forms-and-policies">https://www.kean.edu/offices/registrar-office/registrar-forms-and-policies</a></li> <li>• <a href="https://www.kean.edu/media/student-complaint-form">https://www.kean.edu/media/student-complaint-form</a></li> </ul> <p>Financial:</p> <ul style="list-style-type: none"> <li>• Refund and Return to Title IV Funds Disclosures: <a href="https://www.kean.edu/offices/student-accounting/student-accounting-policies">https://www.kean.edu/offices/student-accounting/student-accounting-policies</a></li> <li>• Financial Aid Appeal Process and Forms and Withdrawal Information and Procedures: <a href="http://www.kean.edu/offices/financial-aid/satisfactory-academic-progress-policy">http://www.kean.edu/offices/financial-aid/satisfactory-academic-progress-policy</a></li> <li>• Financial Aid Forms: <a href="https://www.kean.edu/offices/financial-aid/financial-aid-forms">https://www.kean.edu/offices/financial-aid/financial-aid-forms</a></li> <li>• Student Accounting Billing Dispute: <a href="http://www.kean.edu/offices/student-accounting/billing-disputes">http://www.kean.edu/offices/student-accounting/billing-disputes</a></li> </ul>

	<p><b>Discrimination &amp; Harassment:</b></p> <ul style="list-style-type: none"> <li>● Affirmative Action: <a href="http://www.kean.edu/offices/affirmative-action">http://www.kean.edu/offices/affirmative-action</a></li> <li>● Sexual Harassment Policy: <a href="https://www.kean.edu/titleix">https://www.kean.edu/titleix</a></li> <li>● Sexual Assault, Misconduct &amp; Violence: <a href="https://www.kean.edu/offices/policies/sexual-misconduct-policy">https://www.kean.edu/offices/policies/sexual-misconduct-policy</a></li> </ul> <p><b>Student Affairs:</b></p> <ul style="list-style-type: none"> <li>● Student Code of Conduct - Policies and Procedures: <a href="http://www.kean.edu/offices/community-standards-and-student-conduct/code-conduct">http://www.kean.edu/offices/community-standards-and-student-conduct/code-conduct</a></li> <li>● Office of Community Standards and Student Conduct - Online Incident Report System: <a href="https://publicdocs.maxient.com/incidentreport.php?KeanUniv">https://publicdocs.maxient.com/incidentreport.php?KeanUniv</a></li> </ul>
<p>2. Public location of contact information that the institution provides enrolled and prospective students for filing complaints with the institution’s accreditor and with its state approval or licensing entity and any other relevant state official or agency that would appropriately handle a student’s complaint. Include the URL and any other public location, if any</p>	<p><b>Academic/ Registration:</b></p> <p>Academic complaints are carefully reviewed as received by the academic unit (program, school, college, and the Office of the Provost and Vice President for Academic Affairs). In the case of complaints related to the assignment of final grades, the student is referred to the existing grade grievance policy and, if necessary, guided through the process by an Academic Advisor, Program Coordinator, Chair, Executive Director or Dean. All other complaints are reviewed at the point of receipt by the Program Coordinator, Chair, Executive Director, Dean or Office of the Provost and resolved on an individual basis. Resolutions include arranging advisement for the student in his/her academic major, meeting with an individual faculty member to discuss relevant issues and remediation options, consideration of curriculum or course scheduling changes in academic programs, and university-wide policy changes.</p> <p>For the Grade Grievance Policy, please see:</p> <ul style="list-style-type: none"> <li>● 2021-2022 Undergraduate Catalog: <a href="http://kean.smartcatalogiq.com/2021-2022/Undergraduate-Catal">http://kean.smartcatalogiq.com/2021-2022/Undergraduate-Catal</a></li> </ul>

[og/Academic-Standards-Policies-and-Procedures/Grade-Grievances](http://www.kean.edu/academic-standards-policies-and-procedures/grade-grievances)

- 2021-2022 Graduate Catalog:

<http://kean.smartcatalogiq.com/2021-2022/Graduate-Catalog/Academic-Standards-Policies-and-Procedures/Grade-Grievances>

The Registrar’s Office proactively reviews all correspondence—including catalog content,<sup>3</sup> website messages, emails, and phone call campaigns—to ensure the messages are factually correct and professional. When complaints arise, an internal process begins to review (a) published policies/procedures, (b) message and tone of correspondence, and (c) effectiveness of the staff. Appropriate action is taken to correct problems identified in the review.

**Financial:**

**Financial Aid:**

As a result of student complaints, the Financial Aid Office regularly assesses and improves upon existing communications to students across all communication modalities (e.g. Financial Aid Website, electronic notifications, and student advising in both group and individual settings).

**Student Accounting:**

Procedures for changes/improvements to department operations as a result of student disputes are documented in the Office of Student Accounting Policies and Procedures Manual, revised 2016.

Please see:

- Appendix 4.1 Office of Student Accounting Policies and Procedures (July, 2016), pp. 25-27.

**Discrimination & Harassment:**

Written procedures are defined by Federal and State Laws, Policies, and regulations which are strictly adhered to by Kean University.

Please see:

- Kean University’s Affirmative Action Web Page:  
<http://www.kean.edu/offices/affirmative-action>

<sup>3</sup> The Registrar’s Office reviews catalog content in collaboration with the Provost’s Office.



	<p><b>Student Affairs:</b> Student Affairs manages student concerns with a systematic procedure that proactively addresses both miscellaneous and thematic concerns. The patterns of concerns include campus safety, dining services, student life, and compliance with the Code of Conduct. Many areas of concern have designations that are reviewed by the Office of the Vice President for Student Affairs and assigned for resolution. Policies guide students and staff through a resolution process, as determined by the Office of the Vice President for Student Affairs. [Note: If reflecting this area in an appendix, forwarded are the updated specific areas of complaint and their respective systems -- <a href="#">click here</a>]</p>
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\*The Registrar's Office reviews catalog content in collaboration with the Provost's Office.

**Explanation if a compliance requirement is not relevant for your institution:**

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## 5. Required Information for Students and the Public

	<u>Evidence to Demonstrate Compliance:</u>
<p>1. URLs, catalogs and student handbooks, and other public locations of any alternative institutional website documenting required disclosures of graduation, completion, licensure pass rate and other data required by <i>Student Right to Know</i>*, as well as policies on Satisfactory Academic Progress (SAP), refund, withdrawal, leave of absence, and attendance</p>	<p>All required items can be accessed via a centralized web page that is linked directly from the main Kean University home page. This includes the URLs and supporting documentation for the following:</p> <ol style="list-style-type: none"> <li>1. graduation and completion rate for the student body disaggregated by gender, ethnicity, and receipt of Pell grants</li> <li>2. overall cohort graduation rate</li> <li>3. process for withdrawing as a student</li> <li>4. cost of attendance (i.e. net tuition calculator)</li> <li>5. policies on the refund and return of Title IV funds</li> <li>6. names of applicable accrediting agencies</li> <li>7. description of facilities and accommodations available for the disabled</li> <li>8. policy on enrollment in study abroad</li> <li>9. licensure pass rates for the most recent three-years</li> </ol> <p><u>Please see:</u></p> <ul style="list-style-type: none"> <li>• Consumer Information Web Page: <a href="https://www.kean.edu/offices/financial-aid/consumer-information">https://www.kean.edu/offices/financial-aid/consumer-information</a></li> <li>• Student Right to Know Web Page: <a href="http://www.kean.edu/offices/accreditation-and-assessment/right-to-know">http://www.kean.edu/offices/accreditation-and-assessment/right-to-know</a></li> </ul> <p>The policies covering <b>satisfactory academic progress (SAP)</b> are located on the Financial Aid web site and the University Catalog.</p> <p><u>Please see:</u></p>

- Satisfactory Academic Progress Policy:  
<http://www.kean.edu/offices/financial-aid/satisfactory-academic-progress-policy>

- 2021-22 Undergraduate Catalog:  
<http://kean.smartcatalogiq.com/2021-2022/Undergraduate-Catalog/Financial-Information/Financial-Aid-Information/Satisfactory-Academic-Progress-for-Financial-Aid>

- 2021-22 Graduate Catalog:  
<http://kean.smartcatalogiq.com/2021-2022/Graduate-Catalog/Financial-Information/Financial-Aid-Information/Satisfactory-Academic-Progress-for-Financial-Aid>

The policies covering **attendance** are located on the University Policies web page and in the University Catalogs.

Please see:

- University Policies Web Page:  
<http://www.kean.edu/policies>
  - New Student Attendance Policy:  
<http://www.kean.edu/policies/new-student-attendance-policy>
- 2021-2022 Undergraduate Catalog:  
<http://kean.smartcatalogiq.com/2021-2022/Undergraduate-Catalog/Academic-Standards-Policies-and-Procedures/Attendance-Policy>
- 2021-2022 Graduate Catalog:  
<http://kean.smartcatalogiq.com/2021-2022/Graduate-Catalog/Academic-Standards-Policies-and-Procedures/Attendance-Policy>

The policy covering **leave of absence** is located on the University Policies web page and in the University Catalogs.

Please see:

	<ul style="list-style-type: none"> <li>● University Policies Web Page: <a href="http://www.kean.edu/policies">http://www.kean.edu/policies</a> <ul style="list-style-type: none"> <li>○ Leave of Absence Policy: <a href="http://www.kean.edu/policies/leave-of-absence">http://www.kean.edu/policies/leave-of-absence</a></li> </ul> </li> <li>● 2021-2022 Undergraduate Catalog: <a href="http://kean.smartcatalogiq.com/2021-2022/Undergraduate-Catalog/Academic-Standards-Policies-and-Procedures/Leave-of-Absence">http://kean.smartcatalogiq.com/2021-2022/Undergraduate-Catalog/Academic-Standards-Policies-and-Procedures/Leave-of-Absence</a></li> <li>● 2021-2022 Graduate Catalog: <a href="http://kean.smartcatalogiq.com/2021-2022/Graduate-Catalog/Academic-Standards-Policies-and-Procedures/Leave-of-Absence">http://kean.smartcatalogiq.com/2021-2022/Graduate-Catalog/Academic-Standards-Policies-and-Procedures/Leave-of-Absence</a></li> </ul>
<p>2. URLs, catalogs and student handbooks, and other public locations of any alternative institutional website documenting disclosure of program completion eligibility to meet State licensure requirements including States for which the curriculum meets and does not meet State eligibility requirements, and for which eligibility has not been determined</p>	
<p>3. Documents and URLs for clear and accurate information wherever accreditation is referenced available to current and prospective students that show the accreditation phase and accreditation status with the Middle States Commission on Higher Education as well as the contact information for the Commission</p>	<p>Kean University lists information regarding accreditation on the Office of Accreditation and Assessment website, the link to this office is on the main subheader for the Kean.edu website: <a href="https://www.kean.edu/offices/accreditation-and-assessment/middle-states-information-and-publications">https://www.kean.edu/offices/accreditation-and-assessment/middle-states-information-and-publications</a></p> <p>This information is also included for both prospective students and current students in the 2021-2022 catalog which links to the Office of Accreditation and Assessment website: <a href="#">Undergraduate</a> and <a href="#">Graduate</a>.</p>
<p>4. Provide an explanation for how the institution verifies that the posted student outcomes data are accurate</p>	

*\*Many institutions create a single portal page on the institution's web site that provides hyperlinks to disclosure information (Consumer Information Page, Student Right to Know, HEOA, Fast Facts, At A Glance, etc.). This is the*

*recommended approach as it facilitates the review by the Commission since it consolidates the information in one place and meets multiple accountability requirements at one time.*

**Explanation if a compliance requirement is not relevant for your institution:**



## 7. Written Arrangements

	<b>Evidence to Demonstrate Compliance:</b>
<p>1. List of current written agreements, including the name of third-party and educational program(s) involved, and date of Commission approval</p>	<p>N/A – There are no contractual arrangements with an organization that is not certified to participate in the Title IV, HEOA programs where 25% or more of a program is being offered.</p> <p>Please see:</p> <ul style="list-style-type: none"> <li>• Middle States (2020). <a href="#">Verification of Compliance with Accreditation Relevant Regulations: Implementation for June, 2020</a>. (p. 8)</li> </ul>
<p>2. Documents and/or URLs available to current and prospective students that describe written arrangements including: the name of the educational program(s) involved; the portion of the educational program not provided by the institution; the name and location of the other unaccredited or ineligible third-party providers; and the method of delivery and estimated additional costs of that portion of the program</p>	<p>N/A – There are no contractual arrangements with an organization that is not certified to participate in the Title IV, HEOA programs where 25% or more of a program is being offered.</p> <p>Please see:</p> <ul style="list-style-type: none"> <li>• Middle States (2020). <a href="#">Verification of Compliance with Accreditation Relevant Regulations: Implementation for June, 2020</a>. (p. 8)</li> </ul>

**Explanation if a compliance requirement is not relevant for your institution:**

## 8. Assignment of Credit Hour

*Institutions must provide the follow information and evidence:*

	<b><u>Documents, Policies, and Procedures</u></b>
<p>1. Policy and procedures for credit hour assignment covering for all types of courses (including studio, internships, laboratory, practica, etc.), disciplines, programs, degree levels, formats, and modalities of instruction (including hybrid and online). Include each policy that documents the assignment of credit hours specific to the types noted above. The following should be clearly indicated:</p> <ul style="list-style-type: none"> <li>○ Academic period (e.g., 15 weeks plus one week exam over two semesters);</li> <li>○ Recommended instructional time (e.g., three 50-minute sessions or two 75-minute sessions per week);</li> <li>○ Recommended out-of-class time requirements (e.g., twice in-class time).</li> </ul>	<p>Kean University’s semester credit hour policy is derived from the New Jersey Administrative Code: Title 9A - Higher Education (p. 5) and is articulated as follows:</p> <p><b>SEMESTER CREDIT HOUR</b></p> <p>As defined by the New Jersey Administrative Code Title 9A- Higher Education, “Semester credit hour” represents 50 minutes of face-to-face class activity each week for 15 weeks (or the equivalent attained by scheduling more minutes of face-to-face class activity per week for fewer weeks in the semester) in one semester complemented by at least 100 minutes each week of laboratory or outside assignments (or the equivalent thereof for semesters of different length). The code further specifies that this hour-for-hour method of calculation is not required for certain types of courses, such as independent study, distance learning or blended (or hybrid) learning.</p> <p>This policy is located in the University’s 2016-2017 Undergraduate (p. 26) and Graduate Catalogs (p. 22) which are published online.</p> <p><u>Please see:</u></p> <ul style="list-style-type: none"> <li>● Appendix 8.1. New Jersey Administrative Code: Title 9A - Higher Education (p. 5)</li> <li>● New Jersey Administrative Code: Title 9A - Higher Education: <a href="http://www.nj.gov/highereducation/documents/pdf/Licensure/LicensureRules.pdf">http://www.nj.gov/highereducation/documents/pdf/Licensure/LicensureRules.pdf</a> (p.5)</li> <li>● Kean University 2016-2017 Undergraduate Catalog: <a href="http://www.kean.edu/academics/undergraduate-catalog">http://www.kean.edu/academics/undergraduate-catalog</a> (p. 26)</li> <li>● Kean University 2016-2017 Graduate Catalog: <a href="http://grad.kean.edu/graduate-catalog">http://grad.kean.edu/graduate-catalog</a> (p. 22)</li> </ul>
<p>2. URLs, catalogs, student</p>	<p><u>Please see:</u></p>



<p>handbooks, and other locations of any alternative institutional website documenting required disclosures.</p>	<ul style="list-style-type: none"> <li>● Appendix 8.1. New Jersey Administrative Code: Title 9A - Higher Education (p. 5)</li> <li>● New Jersey Administrative Code: Title 9A - Higher Education: <a href="http://www.nj.gov/highereducation/documents/pdf/Licensure/LicensureRules.pdf">http://www.nj.gov/highereducation/documents/pdf/Licensure/LicensureRules.pdf</a> (p.5)</li> <li>● Kean University 2016-2017 Undergraduate Catalog: <a href="http://www.kean.edu/academics/undergraduate-catalog">http://www.kean.edu/academics/undergraduate-catalog</a> (p. 26)</li> <li>● Kean University 2016-2017 Graduate Catalog: <a href="http://grad.kean.edu/graduate-catalog">http://grad.kean.edu/graduate-catalog</a> (p. 22)</li> </ul>
<p>3. Evidence that the institution’s credit hour policies and procedures applied consistently across the full range of institutional offerings. If the institution is required to obtain approval from the relevant State Department of Education, compliance with this requirement should be documented.</p>	<p><b><u>A. Academic Program Reviews</u></b></p> <p>As referenced in the University’s 2017 Periodic Review Report (p. 5), the Academic Program Review Guidelines were revised through a shared governance process and were approved by the Board of Trustees on March 6, 2017. The revised procedures for review now include a component on the assignment of credit hours as follows:</p> <p>“10. Review Kean University’s Semester Credit Hour Policy. Provide a brief statement on methods employed to ensure adherence to the policy with respect to courses” (Kean University Program Review Guidelines, 2017, p. 5).</p> <p>As a result of this revision, subsequent program reviews will provide evidence that the University’s credit hour policy was reviewed and utilized to determine compliance (effective Fall 2017).</p> <p><u>Please see:</u></p> <ul style="list-style-type: none"> <li>● Appendix 8.2 Kean University Program Review Guidelines, 2017, p. 5.</li> <li>● Appendix 8.3 Board of Trustees Approval (March 6, 2016).</li> </ul> <p><b><u>B. New Course and Program Approvals</u></b></p> <p>Evidence of procedures used to monitor compliance with the credit hour policy exists in the University Curriculum Committee (UCC) Procedures Manual developed by the UCC of the University Senate and are articulated as follows:</p> <p>The procedure for ensuring adherence to this credit hour policy across the curriculum occurs in two stages of the curriculum process as follows:</p>

**Stage 1:** Review of credit hours will take place at the course-level through verification by the College Curriculum Committee.

Evidence of review will be demonstrated on the appropriate course recommendation transmittal form.

**Stage 2:** Review of credit hours will take place at the program-level through verification by the University Curriculum Committee (UCC). Evidence of review will be demonstrated by ensuring all courses within the proposed program were reviewed by the College Curriculum Committee (and therefore were examined for adherence to the credit hour policy) (UCC Manual, 2017, p.6).

Please see:

- Appendix 8.4 University Curriculum Committee (UCC) Procedures Manual, 2017, p. 6.
- University Senate Manuals:  
<https://sites.google.com/a/kean.edu/faculty-senate/forms-and-documents/manuals>

### **C. Registration Software/Systems**

Kean University uses Colleague/Datatel, a secure Student Information System (SIS), in accordance with the established Semester Credit Hour policies. There is an established set of Class Schedule Periods (see Appendix 8.5) with approved start/end times that correspond to the Semester Credit Hour policy. In the Colleague software, there are required fields for entering the start/end times and number of credits for each course section in a given term. Data is collected via spreadsheet and Course Scheduling Worksheets (CSWs) and then entered and verified by trained Registrar's Office Scheduling Unit staff.

Please see:

- Appendix 8.5 Class Scheduling Grid
- Appendix 8.6 Office of the Registrar-Course Scheduling Worksheets (CSWs)

### **D. Academic Calendars and/or Schedules, and Course Matrices**

The Kean University Academic Calendar is established by committee using the approved Class Schedule Periods in conjunction with the Semester Credit Hour policy to determine the appropriate start and end date for a given semester.

Course scheduling occurs in two phases. During phase one, the Course schedules for a given term are proposed by the Academic Program using the established Scheduling Guidelines and approved Class Schedule Periods. The Academic Program submits

proposed course schedules for the forthcoming academic term to the respective Dean's Office. Once the Dean's Office approves the course schedules, review is conducted by the Office of the Provost and Vice President for Academic Affairs if appropriate, and schedules are submitted to the Registrar's Office.

The Registrar's Office reviews the proposed schedules to ensure adherence to the established Scheduling Guidelines and approved Class Schedule Periods. Once approved, the course schedule spreadsheets are distributed to the Registrar's Office Scheduling Unit staff for data processing into Colleague/Datatel. During phase two, all course additions, changes, and cancellations are submitted by the Academic Program to the Dean's Office via Course Scheduling Worksheets (CSWs) for the term in question to its respective Dean's Office.

Once the Dean's Office approves the CSWs using the established Scheduling Guidelines and approved Class Schedule Periods, review is conducted by the Office of the Provost and Vice President for Academic Affairs if appropriate, and CSWs are submitted to the Registrar's Office. The Registrar's Office reviews the proposed CSWs to ensure adherence to the established Scheduling Guidelines and approved Class Schedule Periods. Once approved, the CSWs are distributed to the Registrar's Office Scheduling Unit staff for data processing into Colleague/Datatel.

Please see:

- Appendix 8.5 Class Scheduling Grid
- Appendix 8.6 Office of the Registrar-Course Scheduling Worksheets (CSWs)

**E. Documentation of adherence to credit hour requirements, consistent with federal regulations, from a system, or disciplinary organization; etc.**

Face-to-Face Instructional Offerings

Documentation of adherence to credit hour requirements is provided through the University Scheduling Guidelines.

Please see:

- Appendix 8.7 University Scheduling Guidelines, p. 3

Online Instructional Offerings (Distance Education)

A detailed course map document has been developed for each online course to demonstrate equivalency to the face-to-face modality (e.g. student learning outcomes, assessment, student credit hours, etc.).

	<p><u>Please see:</u></p> <ul style="list-style-type: none"> <li>● Attachment 8.8 Distance Learning Course Map (Artifact 1)</li> <li>● Attachment 8.9 Distance Learning Course Map (Artifact 2)</li> </ul>
<p>4. Processes used by the institution to review periodically the application of its policies and procedures for credit hour assignment.</p>	<p><b><u>Face-to-Face Instructional Offerings</u></b></p> <p><u>A. Processes:</u></p> <p>Processes used by the institution to review periodically the application of its policies and procedures for credit hour assignment are provided in the previous section (items 2.C, 2.D, and 2.E of this report).</p> <p><u>B. Responsible Individual:</u></p> <p>Kean University’s Office of the Registrar oversees policies and process for <u>all</u> instructional locations (i.e. Kean Union, Kean Ocean, and Wenzhou Kean).</p> <p><b><u>Online Instructional Offerings (Distance Education)</u></b></p> <p><u>A. Processes:</u></p> <p>To ensure academic quality of the courses to be delivered online, a five step process has been developed bringing together the standard course approval processes of Kean University with the specific needs of online course development:</p> <ol style="list-style-type: none"> <li>1. Academic unit recommendation for a course to be offered using online instruction.</li> <li>2. College recommendation for the course to be offered online.</li> <li>3. Distance Learning Committee of the University Senate ‘Provisional Recommendation’ for the course to be offered online [Using a Distance Learning Transmittal Form found in the University Curriculum Committee (UCC) Manual, the course sponsor/author will update the curriculum, utilizing the relevant guidelines, to obtain this Provisional Recommendation].</li> <li>4. Office of the Provost and Vice President of Academic Affairs’ approval for the course to be offered online.</li> </ol>

	<p>At this juncture, the curriculum is moved forward to the Center for Online Learning for the Instructional Design process.</p> <p>5. After Instructional Design has been completed, the course will be submitted to the Distance Learning Committee for final recommendation to the University for adoption. If approved, the course will be constructed and scheduled.</p> <p><u>Please see:</u></p> <ul style="list-style-type: none"> <li>• Appendix 8.10 Guidelines for Provisional Approval of a Distance Learning (DL) Course</li> <li>• Appendix 8.11 Distance Learning Committee: DL Code Instructional Design Evaluation Form</li> </ul> <p><u>B. Responsible Individual:</u></p> <p>In support of Kean University’s 2013-2020 Strategic Plan: Objective 1.2.3.1. “Hire a Director of Online Learning”, the Institution filled the position on May 5, 2014 to provide administrative oversight for the online delivery method. As stated in the official job description for this position, “Under the administrative direction of the Provost and Vice President for Academic Affairs, the Director of Online Learning and Professional Development provides long-term and day-to-day management of online courses and programs offered by the University”.</p> <p>The Director organizes, plans, and directs initiatives in online learning; sets goals and plans to implement online learning programs; and develops policies and procedures in accordance with University policies, goals and objectives.</p> <p><u>Please see:</u></p> <p>Appendix 1.3 Director of Online Learning Job Description</p>
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**Explanation if a compliance requirement is not relevant for your institution:**

