

**ENROLLMENT AGREEMENT**

Acacia University  
7665 S. Research Drive  
Tempe, Arizona 85284  
480-428-6034  
www.acacia.edu

Name	
Address	
City	
State/Province/Region, Postal Code	
Country	
Phone	
Email	

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**PROGRAM ENROLLED**

**Master of Education in English as a Second Language**

*Disclosure: Acacia University offers graduate degrees for educators to achieve their professional goals. Completion of a degree program in itself does not constitute having a professional credential. Professional certifications and licenses are governed by boards empowered via State laws and/or professional organizations and commissions. Therefore, Acacia programs are NOT a pathway to teacher licensures in the US.*

**START DATE**

**TOTAL COST**

<b>Program Length</b>	39 credit hours
<b>Tuition</b>	\$ 5000 (\$138.88 per credit hour)
<b>Application Fee</b>	\$75 (non-refundable)
<b>Graduation Fee</b>	\$100
<b>Book for EDC572</b>	\$63.99 (Print) / \$ 43.96 (E-text)
<b>Book for EDC610-1/EDC610-2</b>	\$79.99 (Print) / \$ 44.99 (E-text)
<b>Book for EDC610-2</b>	\$79.99 (Print) / \$ 43.96 (E-text)
<b>Total Program Costs</b>	\$5,398.97 (Print) / \$ 5,350.84 (E-text)

**Note:** Textbook prices at the time of this handbook publication are listed above but **are subject to change**. Prices listed are from the publisher, however, students may purchase from any source.

**TUITION PAYMENTS**

Tuition must be paid in U.S. currency, by check, money order, or credit card. Tuition is to be paid in full by the end of the program.

**CANCELLATION, WITHDRAWAL, AND REFUND POLICY**

**Denial of Admission**

An applicant denied admission by the school is entitled to a refund of all monies paid.

**Five-Day Cancellation**

An applicant who provides notice of cancellation in any manner, within five days (excluding Saturday, Sunday, and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days after receiving the notice of cancellation, the school shall provide the 100% refund.

**Other Cancellations**

An applicant requesting cancellation in any manner, more than five days after signing an enrollment agreement and making an initial payment, but prior to entering the school, is entitled to a refund of all monies paid minus the application fee of \$75.

Acacia University provides additional consideration for students that have had extenuating circumstances, such as illness, accident, death in family, being called to active military service, or other circumstances beyond the student’s control.

**Withdrawal**

A student may withdraw from a course by notifying the professor and contacting the Office of Student Affairs (studentaffairs@acacia.edu), in any manner, stating your request to withdraw from the course, the course number, and reason for withdrawing.

A course withdrawal will be recorded as a “W” on the student’s transcript. If more than 50% of the course is completed, the student cannot withdraw and will receive the grade earned regardless of attendance from that point.

**Tuition refund after the start of classes**

Total tuition liability is limited to the term during which the student withdrew or was terminated, and any previous terms completed. Refunds are subject to the time-based refund schedule below:

Length of Course	Percentage of Tuition Returned to the Student Minus the Application Fee AFTER	
<b>8 weeks</b>	1 <sup>st</sup> Week	80%
	2 <sup>nd</sup> Week	60%
	3 <sup>rd</sup> Week	40%
	4 <sup>th</sup> Week	20%
	5 <sup>th</sup> Week	0%

Length of Course	Percentage of Tuition Returned to the Student Minus the Application Fee AFTER	
<b>16 Weeks</b>	1 <sup>st</sup> Week	80%
	2 <sup>nd</sup> Week	70%
	3 <sup>rd</sup> Week	60%
	4 <sup>th</sup> Week	50%
	5 <sup>th</sup> Week	40%
	6 <sup>th</sup> week	30%
	7 <sup>th</sup> week	20%
	8 <sup>th</sup> week	10%
	9 <sup>th</sup> week	0%

**Sample refund calculations:**

- Example 1: A student who is enrolled in the fast-track EDC510 (8-Week) course, withdraws after week 2, the student will be refunded 60% of tuition, minus the application fee, and Acacia will retain 40% of tuition plus the application fee. The student will be refunded \$250.00 of the \$416.66 tuition.
- Example 2: A student who is enrolled in the Fall Semester EDC535 (16-Week) course, withdraws after week 4, the student will be refunded 50% of tuition, minus the application fee, and Acacia will retain 50% of tuition plus the application fee. The student will be refunded \$208.33 of the \$416.66 tuition.

**Refunds** will be issued within 30 days of the date of student notification, or date of school determination (withdrawn due to absences or other criteria as specified in the school handbook), or in the case of a student not returning from an authorized Leave of Absence (LOA), within 30 days of the date the student was scheduled to return from the LOA and did not return.

**HOLDER IN DUE COURSE STATEMENT:**

“Any holder of this consumer credit contract is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained pursuant hereto or with the proceeds thereof. Recovery hereunder by the debtor shall not exceed amounts paid by the debtor (FTC Rule Effective 5/14/76.)”

### **THE STUDENT UNDERSTANDS:**

1. The School does not guarantee job placement to graduates upon program/course completion or upon graduation.
2. Completion of the Master's degree program does not automatically confer a teaching certificate nor is it a guarantee of passing the examination and receiving a teaching certificate.
3. The School reserves the right to reschedule the program start date when the number of students scheduled is too small.
4. The School will not be responsible for any statement of policy or procedure that does not appear in the School catalog.
5. The School reserves the right to discontinue any students' training for unsatisfactory progress, nonpayment of tuition or failure to abide by School rules.
6. Information concerning other Schools that may accept the School's credits toward their programs can be obtained by contacting the office of the President. It should not be assumed that any programs described in the School catalog could be transferred to another institution. The School does not guarantee the transferability of credits to a college, university or institution. Any decision on the comparability, appropriateness and applicability of credits and whether they should be accepted is the decision of the receiving institution.
7. This document does not constitute a binding agreement until accepted in writing by all parties.

### **GRIEVANCE POLICY**

While Acacia University endeavors to maintain a congenial and responsive atmosphere for its students conducive with its educational purposes, it recognizes that from time to time, misunderstandings and disagreements may arise during the course of a student's enrollment. In response to this situation, Acacia University has established procedures to resolve problems and ensure fair adjudication of student rights.

#### **Informal Procedures**

Initially, disagreements, complaints, misunderstandings, and grievances can be resolved by the University by using informal discussion, exchanges, persuasion, and other informal procedures. It is the intent of this policy to maximize these informal procedures so long as such measures prove effective.

The formal procedure provisions of this policy should be set in motion only when the informal procedures prove to be or manifestly will be ineffective. It is expected that the great majority of cases will continue to be handled in accordance with informal procedures.

#### **Complaint**

If a student feels that he or she has been treated unfairly or unjustly by an employee, online mentor, Learning Coach, or professor with regard to an academic process such as grading, testing, or assignments, the student must submit a written statement of the grievance, including the allegation; all relevant names and dates, a brief description of

the actions forming the basis of the complaint; and copies of any available documents or materials that support the allegations, to the Office of Student Affairs ([studentaffairs@acacia.edu](mailto:studentaffairs@acacia.edu)), who is the final authority on all academic matters.

If a student has a grievance on the basis of race, color, gender, religion, age, marital status, national origin, physical disability, veteran's status, any other basis prohibited by applicable US federal, state, or local laws or any other matter, the student must submit a written statement, including the allegation; all relevant names and dates, a brief description of the actions forming the basis of the complaint; and copies of any available documents or materials that support the allegations, to the Office of Student Affairs ([studentaffairs@acacia.edu](mailto:studentaffairs@acacia.edu)). The student's grievance will be assessed within 30 days.

If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details.

The State Board address is:  
1740 W. Adams, Ste. 3008  
Phoenix, AZ 85007  
Direct Line (602) 542-5709  
Fax (602) 542-1253  
Website: <https://ppse.az.gov/resources/complaint-forms>

Students who are or were students of Acacia University and who believe that the school, or anyone representing the school, has acted unlawfully, have the right to file a complaint with the accrediting commission:  
Distance Education Accrediting Commission (DEAC)  
1101 17th Street NW, Suite 808  
Washington, DC 20036  
Website: [www.deac.org](http://www.deac.org)

DEAC has an "Online Complaint System" that enables individuals to file a complaint directly from the DEAC website. The complaint form may be found at [www.deac.org](http://www.deac.org) (select "Contact Us" and select the link in the left hand column). All complaints should be submitted using this form. For those who cannot access the Internet, written complaints will be accepted provided they include the complainant's name and contact information and a release from the complainant(s) authorizing the Commission to forward a copy of the complaint, including identification of the complainant(s) to the institution. Where circumstances warrant, the complainant may remain anonymous to the institution, but all identifying information must be given to DEAC.

Written complaints must contain the following: the basis of any allegation of noncompliance with DEAC standards and policies; all relevant names and dates and a brief description of the actions forming the basis of the complaint; copies of any available documents or materials that support the allegations; a release authorizing the Commission to forward a copy of the complaint, including identification of the complaint(s) to the institution. In cases of anonymous complaints or where the complainant requests for his/her name to be kept confidential, the Commission considers how to proceed and whether the anonymous complaint sets forth reasonable

and credible information that an institution may be in violation of the Commission's standards and whether the complainant's identity is not necessary to investigate.

Distance education students, who have completed the internal institutional grievance process and the applicable state grievance process, may appeal non-instructional complaints to the AZ SARA Council. For additional information on the complaint process, please visit the AZ SARA Complaint page.

Webpage: <https://azsara.arizona.edu/complaints>

### **STUDENT ACKNOWLEDGEMENTS**

1. I hereby acknowledge receipt of the School's handbook dated \_\_\_\_\_ which contains information describing programs offered, and equipment/supplies provided. The School's \_\_\_\_\_ handbook is included as a part of this enrollment agreement, and I acknowledge that I have received a copy of this catalog.

\_\_\_\_\_ Student initials

2. Also, I have received and carefully read an exact copy of this enrollment agreement.

\_\_\_\_\_ Student initials

3. I understand that the School may terminate my enrollment if I fail to comply with attendance, academic and financial requirement or if I disrupt the normal activities of the School. While enrolled in the School. I understand that I must maintain Satisfactory Academic Progress as described in the School catalog and that my financial obligation to the School must be paid in full before a certificate may be awarded.

\_\_\_\_\_ Student initials

4. I also understand that this institution does not guarantee job placement to graduates upon program/course completion or upon graduation.

\_\_\_\_\_ Student initials

### **STUDENT CONTRACT ACCEPTANCE**

I, the undersigned, have read and understand this agreement and acknowledge receipt of a copy. It is further understood and agreed that this agreement supersedes all prior or contemporaneous verbal or written agreements and may not be modified without the written agreement of the student and the School Official. I also understand that if I default upon this agreement I will be responsible for payment of any collection fees or attorney fees incurred by Acacia University.

My signature below signifies that I have read and understand all aspects of this agreement and do recognize my legal responsibilities in regard to this contract.

Signed this day \_\_\_\_\_  
Contract valid for 48 months from this date.

\_\_\_\_\_  
Signature of Student

**ACACIA UNIVERSITY CONTRACT ACCEPTANCE**

**Representative's certification:**

I hereby certify that all the admissions records, documents and transcripts for \_\_\_\_\_ have been reviewed by me and in my judgment, he/she meets all requirements for acceptance as a student. I further certify that there have been no verbal or written agreements or promises other than those appearing on this agreement.

\_\_\_\_\_  
Registrar  
Acacia University