FEDERAL COMPLIANCE CHECKLISTS

OVERVIEW

There are four checklists that WSCUC uses to address institutional compliance with some of the federal requirements affecting institutions and accrediting agencies:

    1 – Credit Hour and Program Length Review Checklist
    2 – Marketing and Recruitment Review Checklist
    3 – Student Complaints Checklist
    4 – Transfer Credit Policy Checklist

Teams complete these four checklists and add them as appendices to the team report. They are included here in order for the institution to be prepared to provide the necessary information for the team. Teams are not required to include a narrative about any of these matters in the team report but may include recommendations, as appropriate, in the Findings, Commendations, and Recommendations section of the team report.

1 - CREDIT HOUR AND PROGRAM LENGTH REVIEW CHECKLIST

Under the federal requirements referenced below, WSCUC is required to demonstrate that it monitors the institution's credit hour policy and processes as well as the lengths of its programs.

<ins>Credit Hour - §602.24(f)</ins>

The accrediting agency, as part of its review of an institution for renewal of accreditation, must conduct an effective review and evaluation of the reliability and accuracy of the institution's assignment of credit hours.

(1) The accrediting agency meets this requirement if-

    (i) It reviews the institution's-

        (A) Policies and procedures for determining the credit hours, as defined in 34 CFR 600.2, that the institution awards for courses and programs; and

        (B) The application of the institution's policies and procedures to its programs and coursework; and

(ii) Makes a reasonable determination of whether the institution's assignment of credit hours conforms to commonly accepted practice in higher education.

(2) In reviewing and evaluating an institution's policies and procedures for determining credit hour assignments, an accrediting agency may use sampling or other methods in the evaluation.

Credit hour is defined by the Department of Education as follows:

A credit hour is an amount of work represented in intended learning outcomes and verified by evidence of student achievement that is an institutionally established equivalency that reasonably approximates not less than—

(1) One hour of classroom or direct faculty instruction and a minimum of two hours of out of class student work each week for approximately fifteen weeks for one semester or trimester hour of credit, or ten to twelve weeks for one quarter hour of credit, or the equivalent amount of work over a different amount of time; or

(2) At least an equivalent amount of work as required in paragraph (1) of this definition for other academic activities as established by the institution including laboratory work, internships, practica, studio work, and other academic work leading to the award of credit hours.

See also WSCUC Senior College and University Commission's Credit Hour Policy.

Program Length - §602.16(a)(1)(viii)

Program length may be seen as one of several measures of quality and as a proxy measure for scope of the objectives of degrees or credentials offered. Traditionally offered degree programs are generally approximately 120 semester credit hours for a bachelor's degree, and 30 semester credit hours for a master's degree; there is greater variation at the doctoral level depending on the type of program. For programs offered in non-traditional formats, for which program length is not a relevant and/or reliable quality measure, reviewers should ensure that available information clearly defines desired program outcomes and graduation requirements, that institutions are ensuring that program outcomes are achieved, and that there is a reasonable correlation between the scope of these outcomes and requirements and those typically found in traditionally offered degrees or programs tied to program length.

Material Reviewed	Questions/Comments (Enter findings and recommendations in the Comments sections as appropriate.)
Policy on credit hour	Is this policy easily accessible? ❐ ☑YES ❐ NO
	Where is the policy located? The policy is located both institutional Catalogs: Undergraduate and Graduate and Professional Studies
	Comments: • Undergraduate Catalog: http://catalog.pointloma.edu/content.php?catoid=18&navoid=1278#Credit_Hour_Definition • Graduate Catalog: http://catalog.pointloma.edu/content.php?catoid=25&navoid=1641#Credit_Hour_Definition
Process(es)/ periodic review of credit hour	Does the institution have a procedure for periodic review of credit hour assignments to ensure that they are accurate and reliable (for example, through program review, new course approval process, periodic audits)? ☑YES ❐ NO

	Does the institution adhere to this procedure? ☑YES ❏ NO
	Comments: Adherence to the credit hour policy is part of the program review process for existing programs and the approval process for new programs.
Schedule of on-ground courses showing when they meet	Does this schedule show that on-ground courses meet for the prescribed number of hours? ☑ YES ❏ NO
	Comments: The schedule shows that classes meet for the prescribed number of hours. Exceptions are required to demonstrate how on-line or other assignments will accomplish compliance with the standard.
Sample syllabi or equivalent for online and hybrid courses *Please review at least 1 - 2 from each degree level.*	How many syllabi were reviewed? 4—two from each degree level
	Type of courses reviewed: ☑online ☑ hybrid
	What degree level(s)? ❏ AA/AS ☑ BA/BS ☑ MA ❏ Doctoral
	What discipline(s)?
	Are students doing the amount of work per the prescribed hours to warrant the credit awarded? ☑ YES ❏ NO
	Comments: Syllabi can be found on the Assessment Wheels and are available by department. http://assessment.pointloma.edu/academic-assessment/
Sample syllabi or equivalent for other kinds of courses that do not meet for the prescribed hours (e.g.,	How many syllabi were reviewed? 4—two from each degree level
	What kinds of courses?
	What degree level(s)? ❏ AA/AS ❏ BA/BS ❏ MA ❏ Doctoral

internships, labs, clinical, independent study, accelerated) *Please review at least 1 - 2 from each degree level.*	What discipline(s)?
	Are students doing the amount of work per the prescribed hours to warrant the credit awarded? ☑ YES ❒ NO
	Comments: Syllabi can be found on the Assessment Wheels and are available by department. http://assessment.pointloma.edu/academic-assessment/
Sample program information (catalog, website, or other program materials)	How many programs were reviewed? 4—two from each degree level
	What kinds of programs were reviewed?
	What degree level(s)? ❒ AA/AS ☑ BA/BS ☑ MA ❒ Doctoral
	What discipline(s)?
	Does this material show that the programs offered at the institution are of an acceptable length? ☑ YES ❒ NO
	Comments:

Review Completed By: Mark Pitts

Date: 4/24/16

2 - MARKETING AND RECRUITMENT REVIEW CHECKLIST

Under federal regulation §602.16(a)(1)(vii), WSCUC is required to demonstrate that it monitors the institution's recruiting and admissions practices.

Material Reviewed	Questions and Comments: (Enter findings and recommendations in the Commenst sections of this table as appropriate.)
**Federal Requirements	Does the institution follow federal requirements on recruiting students? ☑ YES ☐ NO
	Comments:
Degree completion and cost	Does the institution provide information about the typical length of time to degree? ☑ YES ☐ NO
	Does the institution provide information about the overall cost of the degree? ☑ YES ☐ NO
	Comments:

Careers and employment	Does the institution provide information about the kinds of jobs for which its graduates are qualified, as applicable? ☑ YES ☐ NO
	Does the institution provide information about the employment of its graduates, as applicable? ☑ YES ☐ NO
	Comments:

**Section 487 (a)(20) of the Higher Education Act (HEA) prohibits Title IV eligible institutions from providing incentive compensation to employees or third party entities for their success in securing student enrollments. Incentive compensation includes commissions, bonus payments, merit salary adjustments, and promotion decisions based solely on success in enrolling students. These requirements do not apply to the recruitment of international students residing in foreign countries who are not eligible to receive Federal financial aid.

Review Completed By: Scott Shoemaker and Jeanne Cochran

Date: 4/24/16

3 - STUDENT COMPLAINTS REVIEW CHECKLIST

Under federal regulation*§602-16(1)(1)(ix) WSCUC is required to demonstrate that it monitors the institution's student complaints policies, procedures, and records. (See also WSCUC Senior College and University Commission's Complaints and Third Party Comment Policy.

Material Reviewed	Questions/Comments (Enter findings and recommendations in the Comments sections of this table as appropriate.)
Policy on student complaints	Does the institution have a policy or formal procedure for student complaints? ☑YES ☐ NO
	Is the policy or procedure easily accessible? ☑YES ☐ NO Where? On the main/front page of the PLNU web site under the link "Consumer Complaint Process."
	Comments:
Process(es)/ procedure	Does the institution have a procedure for addressing student complaints? ☑YES ☐ NO
	Please describe briefly: Students are encouraged to contact the consumer complaints officer who receives the complaint and, depending on its nature, directs the student to the next step in the appropriate academic or non-academic procedure, involving a written complaint, forwarded to the appropriate officer, a response which, if not satisfactory, is

	escalated to the next step in the process through resolution or completion of the process.
	Does the institution adhere to this procedure? ☑YES ☐ NO
	Comments:
Records	Does the institution maintain records of student complaints? ☑ YES ☐ NO Where? In the office of the Vice Provost for Academic Administration. One complaint has been received in the last six years.
	Does the institution have an effective way of tracking and monitoring student complaints over time? ☑YES ☐ NO Please describe briefly: Complaints are tracked through the office of the VPAA.
	Comments:

Review Completed By: Mark Pitts

Date: 4/24/16

4 – TRANSFER CREDIT REVIEW CHECKLIST

Under federal requirements*, WSCUC is required to demonstrate that it monitors the institution's recruiting, transfer, and admissions practices accordingly.

Material Reviewed	Questions/Comments (Enter findings and recommendations in the Comments sections of this table as appropriate.)
Transfer Credit Policy(s)	Does the institution have a policy or formal procedure for reviewing and receiving transfer credit? ☑ YES ☐ NO
	Is the policy publically available? X YES ☑ ☐ NO If so, where? In the appropriate university catalog.
	Does the policy(s) include a statement of the criteria established by the institution regarding the transfer of credit earned at another institution of higher education? ☑YES ☐ NO
	Comments:

*§602.24(e): Transfer of credit policies. The accrediting agency must confirm, as part of its review for renewal of accreditation, that the institution has transfer of credit policies that--

(1) Are publicly disclosed in accordance with 668.43(a)(11); and

(2) Include a statement of the criteria established by the institution regarding the transfer of credit earned at another institution of higher education.

See also WSCUC Senior College and University Commission's Transfer of Credit Policy.

Review Completed By: Mark Pitts

Date: 4/24/16