

10. Policy on Student Satisfaction and Student Grievance Procedures. Anaheim University places great emphasis on putting the educational experience of its student body as the first priority of its administration, faculty, and staff. In line with this "Students First, Always" policy, the University seeks to continuously improve the educational experience of its students, including the quality of academics, learning resources, online learning system, and Student Services. Students have the opportunity to provide feedback at the end of each term through questionnaires. In addition, students always have the opportunity to provide feedback, seek assistance, and express grievances to Student Services by sending an e-mail. Grievances sent in writing will receive a response within 10 days of the University receiving the grievance. Once a grievance is received, it will be directed to the appropriate department and the individual responsible for overseeing that department. Grievances that cannot be resolved by the department will be referred to the Vice-President for Administrative Affairs and the Office of the President. A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling 888-370-7589 toll-free, or by completing a complaint form, which can be obtained on the bureau's internet web site: www.bppe.ca.gov Any questions a student may have regarding this enrollment agreement that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 1747 North Market Blvd., Ste 225, Sacramento, CA 95834, www.bppe.ca.gov, by calling 888-370-7589 or 916-574-8900, or by sending a fax to 916-263-1897, or contacting the Distance Education Accrediting Commission (DEAC) at <https://www.deac.org/Student-Center/Complaint-Process.aspx> (916) 431-6959. Fax: (916) 263-1897, or the Distance Education Accrediting Commission (DEAC) at 1101 17th Street NW, Suite 808, Washington, DC 20036, ATTN: COMPLAINTS

11. Student Complaint Process Anaheim University is registered with the Maryland Higher Education Commission. The complaint process for students who are enrolled in Anaheim University and reside in Maryland is as follows: (1) Difficulties with program structures, schedules, or other issues should first be discussed with the student's professor. (2) If unresolved, students should then email the support team support@anaheim.edu with any questions or concerns. The support team will respond as quickly as possible with a resolution to the student's problem. Anaheim University is subject to investigation of complaints by the Office of the Attorney General or the Maryland Higher Education Commission. Any complaints should be directed to: Maryland Attorney General, Consumer Protection Division, 200 St. Paul St. Baltimore, MD 21202, 410-528-8662 or 888-743-0823 (toll Free)

12a Itemization and total of fees and charges – Postgraduate Programs. *The following itemizes all of the fees and charges for which the student is responsible.*

MA in TESOL DEGREE PROGRAM		GRADUATE DIPLOMA in TESOL PROGRAM		Affordable Pay-As-You-Learn System: Pay for only one course at a time, or receive a 10% discount on tuition by paying 100% of your program fees at the time you enroll Note: Program fees do not include textbooks. A student can plan on approximately \$200 in textbook purchases per course. A textbook list may be found in the online resources of the student website. Monthly Payment Plans: Monthly Payment Plan: Students who choose to pay for their programs with an approved monthly payment plan arrangement must complete and sign Attachment D of the Enrollment Agreement. All monthly payment plans are offered in compliance with the regulations of the Truth-in-Lending Act of 1968. Anaheim University's programs are approved for VA benefits for US military. *Student Tuition Recovery Fund (STRF): The Student Tuition Recovery Fund (STRF) is administered by the California BPPE and applies only to California residents. The STRF fee is currently two dollars and fifty cents (\$2.50) per one thousand dollars (\$1,000) of institutional charges. The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition. You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program. YOU ARE RESPONSIBLE FOR THIS AMOUNT. IF YOU ARRANGE A STUDENT LOAN FROM A LENDER, YOU ARE RESPONSIBLE FOR REPAYING THE LOAN AMOUNT PLUS ANY INTEREST IMPOSED BY THE LENDING INSTITUTION LESS THE AMOUNT OF ANY REFUND.
Non-Refundable Fees		Non-Refundable Fees		
Application Fee (Non-refundable after 7 days)	\$ 75.00	Application Fee (Non-refundable after 7 days)	\$ 75.00	
Registration Fee (Non-refundable after 7 days)	\$ 100.00	Registration Fee (Non-refundable after 7 days)	\$ 100.00	
STRF Fee* (non-refundable; CA residents only)	\$ 74.00	STRF Fee* (non-refundable; CA residents only)	\$ 33.50	
DUE UPON SUBMISSION OF THIS ENROLLMENT AGREEMENT		DUE UPON SUBMISSION OF THIS ENROLLMENT AGREEMENT		
Course Fees		Course Fees		
Tuition per course (\$500 per credit x four credits)	\$ 2,000.00	Tuition per course (\$500 per credit x four credits)	\$ 2,000.00	
Records Fee per term	\$ 200.00	Records Fee per term	\$ 200.00	
TOTAL PER COURSE FEES	\$ 2,200.00	TOTAL PER COURSE FEES	\$ 2,200.00	
Residential Session Fees (2 required - \$1,200 each) (Room & Board not included) ***	\$ 2,400.00	Additional Fees		
		Transfer credit fee (per course) (optional)	\$ 75.00	
		Original Transcript	No cost	
		Each Additional Transcript Fee	\$ 25.00	
		End of Program Fees		
		Diploma	No cost	
		Replacement Diploma (Optional)	\$ 200.00	
		Replacement Cover (optional)	\$ 75.00	
		Course Completion Letter (optional)	\$ 35.00	
		TOTAL FEES AND CHARGES		
		TOTAL COST OF PROGRAM	\$ 13,375.00*	
		*Assumes completion in 6 terms.		
Additional Fees				
Thesis fee	\$ 2,700.00			
Thesis Binding Fee (optional)	\$ 450.00			
Transfer credit fee (per course) (optional)	\$ 75.00			
Original Transcript	No cost			
Each Additional Transcript Fee	\$ 25.00			
End of Program Fees				
Diploma	No cost			
Replacement Diploma (Optional)	\$ 200.00			
Replacement Cover (optional)	\$ 75.00			
Course Completion Letter (optional)	\$ 35.00			
Degree Program Total (Thesis Track)	\$ 29,475.00			

*Assumes completion in 11 terms.
 **Students will spend a total of 2 terms and 8 units completing the research portfolio or thesis. Students choosing the thesis track will also have the option of paying \$450 to have their thesis professionally bound.
 *** We offer a discounted on-campus housing option for the residential session - the cost varies depending on location. You may opt for alternate accommodations. The cost of travel will vary, depending on your distance from the residential session and your mode of transportation. Anaheim University does not provide visa services. For MA in TESOL students attending the four-day residential sessions, it is the students' responsibility to ensure that they have taken care of proper visa procedures, if required.

Transfer Credit

Have you been granted any transfer credits (\$75/course)?

Please check ←

YES NO

If so, for which course(s)?

12b Itemization and total of fees and charges – Undergrad. Programs. *The following itemizes all of the fees and charges for which the student is responsible.*

UNDERGRADUATE DIPLOMA in TESOL PROGRAM		TESOL & TEYL CERTIFICATE PROGRAMS		Note: Program fees do not include textbooks. A student can plan on approximately \$200 in textbook purchases per course. A textbook list may be found in the online resources of the student website. Monthly Payment Plans: Students who choose to pay for their programs with an approved monthly payment plan arrangement must complete and sign Attachment D of the Enrollment Agreement. All monthly payment plans are offered in compliance with the regulations of the Truth-in-Lending Act of 1968. Anaheim University's programs are approved for VA benefits for US military. Student Tuition Recovery Fund (STRF): The Student Tuition Recovery Fund (STRF) is administered by the California BPPE and applies only to California residents. The STRF fee is currently two dollars and fifty cents (\$2.50) per one thousand dollars (\$1,000) of institutional charges. The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition. You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program. YOU ARE RESPONSIBLE FOR THIS AMOUNT. IF YOU ARRANGE A STUDENT LOAN FROM A LENDER, YOU ARE RESPONSIBLE FOR REPAYING THE LOAN AMOUNT PLUS ANY INTEREST IMPOSED BY THE LENDING INSTITUTION LESS THE AMOUNT OF ANY REFUND.
Non-Refundable Fees		Non-Refundable Fees		
Application Fee (Non-refundable after 7 days)	\$ 50.00	Application Fee (Non-refundable after 7 days)	\$ 50.00	
Registration Fee (Non-refundable after 7 days)	\$ 100.00	Registration Fee (Non-refundable after 7 days)	\$ 100.00	
STRF Fee* (non-refundable; CA residents only)	\$ 8.50	STRF Fee* (non-refundable; CA residents only)	\$ 0.00	
DUE UPON SUBMISSION OF THIS ENROLLMENT AGREEMENT		DUE UPON SUBMISSION OF THIS ENROLLMENT AGREEMENT		
Records Fee	\$ 200.00	Course Fee		
Course Fees		TOTAL COURSE FEE	\$ 750.00	
TOTAL PER COURSE FEES	\$ 750.00	Additional Fees		
Additional Fees		Certificate	No cost	
Diploma	No cost	Replacement Diploma (Optional)	\$ 100.00	
Replacement Diploma (Optional)	\$ 100.00	Replacement Cover (optional)	\$ 50.00	
Replacement Cover (optional)	\$ 50.00	Course Completion Letter (optional)	\$ 35.00	
Course Completion Letter (optional)	\$ 35.00	Extension fee (optional - one 15 week term)	\$ 200.00	
TOTAL FEES AND CHARGES		TOTAL FEES AND CHARGES		
TOTAL COST OF PROGRAM	\$ 3,350*	TOTAL COST OF PROGRAM	\$ 900.00*	
*Assumes completion in 4 terms.		*Assumes completion in 15 weeks. Maximum cost of program is \$1100 (extension fee of \$200 for one additional 15-week term).		
Affordable Pay-As-You-Learn System: Pay for only one course at a time, or receive a 10% discount on tuition by paying 100% of your program fees at the time you enroll.				

12c TOTAL CHARGES FOR THE CURRENT PERIOD OF ATTENDANCE

ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM:	MA: \$26,775	Graduate Dip: \$13,375
THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT:	Undergrad Dip: \$3,350	Certificate: \$900
	\$175.00	

Notice Concerning State Approval

Anaheim University is approved to operate by the California Bureau for Private Post-Secondary Education. "Approval to operate" means that Anaheim University operates in compliance with state standards as set forth in the California Education Code and the California Code of Regulations.

Notice Concerning Transferability of Units and Degrees Earned at our Institution

Anaheim University is accredited by the Distance Education Accrediting Commission (DEAC). The DEAC is listed by the U.S. Department of Education as a recognized accrediting agency and recognized by the Council for Higher Education Accreditation (CHEA). In general, qualifications from accredited universities are widely recognized; however, prospective students are advised to check with their respective school districts, state, professional organizations and government agencies when licensing and/or credentials are the eventual objective of the prospective student. It is entirely up to the discretion of the college, university or institution for which a student is seeking admission, to decide on the acceptance of the said student into a given degree program and the transferability of units and degrees to other institutions is not guaranteed. It is recommended that if transfer of credit or degree is the eventual goal of the prospective student, that the student contact all institutions in which the student is potentially interested in seeking enrollment. The transferability of credits you earn at Anaheim University is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the Master of Arts, Graduate Diploma, Undergraduate Diploma, or Certificate in TESOL or Certificate in Teaching English to Young Learners you earn in the Anaheim University Graduate School of Education or David Nunan TESOL Institute is also at the complete discretion of the institution to which you may seek to transfer. If the credits, degree, diploma or certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Anaheim University to determine if your credits, degree, diploma or certificate will transfer.

"My signature below indicates that I have read and understand the information above."

→ _____ Signature of student _____ Date (Month / Day / Year) _____ Signature of Anaheim University Representative _____ Date (Month / Day / Year)

Attachment A to Student Enrollment Agreement

Date of Application ←

"Checklist of Pre-Enrollment Disclosures" (please initial below)

The school represents and the school acknowledges that before the student signed the enrollment agreement, the school provided each of the following materials to the student, and gave the student a sufficient opportunity to read and review each of the materials before obtaining the student's signature to the agreement. The initials of the school's representative and the student signify that the materials were provided to the student at the time and in the manner required.

I have received all of the materials in the following checklist of Pre-Enrollment Disclosures, which I acknowledge by initialing them:

Enrollment agreement - upon signing the enrollment agreement, the student received a copy of this agreement, including all applicable information, the title of the program, and an itemization and total of all charges:

School AU Student STUDENT INITIALS (Please initial)

Catalog [or brochure] - before signing the enrollment agreement, the student received a copy of the school's catalog [or brochure], including a description of the program of instruction:

School AU Student STUDENT INITIALS (Please initial)

Explanation of withdrawal and refund rights (Attachment B of this enrollment agreement) - before signing the enrollment agreement, the student received a written statement of the refund policy that applies if the student withdraws after the cancellation period, including examples of how the policy applies:

School AU Student STUDENT INITIALS (Please initial)

Performance Fact Sheet (Attachment C of this enrollment agreement) - "Prior to signing this enrollment agreement, you must be given a catalog or brochure and a School Performance Fact Sheet, which you are encouraged to review prior to signing this agreement. These documents contain important policies and performance data for this institution. This institution is required to have you sign and ate the information included in the School Performance Fact Sheet relating to completion rates, placement rates, license examination passage rates, and salaries or wages, and the most recent three-year cohort default rate, if applicable, prior to signing this agreement."

School AU Student STUDENT INITIALS (Please initial)

14 Certification by student

I understand that this is a legally binding contract. My signature below certifies that I have read, understood, and agreed to my rights and responsibilities, and that the institution's cancellation and refund policies have been clearly explained to me. I also understand that the University reserves the right to change admission standards, tuition and other fees, graduation requirements, and any and all academic and administrative policies or course schedules during my term of study.

_____ Signature of student _____ Date (Month / Day / Year) _____ Signature of Anaheim University Representative _____ Date (Month / Day / Year)

Publicity Release and Personal Data

I authorize Anaheim University to use my name, statements and likeness, without charge, for promotional purposes in Anaheim University publications, video webpages, or in other formats.

Signature of student: → _____ Date _____

First Name	Last Name	(Month / Day / Year)	OFFICE USE ONLY Copy given to student: _____ Date: _____ (Month / Day / Year)		
Address: Street Address					
City	State / Province / Prefecture	Zip / Postal Code	Country		
Program for which you are enrolling:					
MA in TESOL	Graduate Diploma in TESOL	Undergraduate Diploma in TESOL	TESOL Certificate	TEYL Certificate	

Anaheim University and Accessibility Accommodations

Anaheim University will make reasonable provision for students with learning or other disabilities. Do you have a disability that you would like the University to accommodate?

Please check → YES NO

If yes, please provide documentation and detail on how your disability can best be accommodated. 4

Payment Information: Registration Fee

To complete the enrollment process, Anaheim University must receive a one-time registration fee of \$100 at the time the enrollment agreement is submitted. This fee is non-refundable after seven days. Please indicate the method of payment you would like to use:

- Credit card (form available at www.anaheim.edu/credit-card)
 Please check here if you would like to use the same credit card that was used for your application fee
- Check (please mail to Anaheim University, Office of Admissions Room 110, 1240 S. State College Blvd., Anaheim, CA 92806)
- Bank transfer (please contact registrar@anaheim.edu for further information)

Please check



Attachment B to Student Enrollment Agreement

Explanation of Program Withdrawal and Refund Rights

STUDENT'S RIGHT TO CANCEL

The student has the right to cancel an enrollment agreement in any manner through the first day of the course, or the seventh day after signing the enrollment agreement, whichever is later (the "Cancellation Period"), and obtain a full refund of all monies paid, less the STRF fee, which is currently two dollars and fifty cents (\$2.50) per one thousand dollars (\$1,000) of institutional charges and applies only to California residents. Students canceling after the seven-day Cancellation Period will receive a refund of all amounts paid, less the non-refundable registration fee of \$100 and the non-refundable application fee of \$75 (for graduate programs) or \$50 (for undergraduate programs).

The written notice of cancellation may be given by e-mail, fax, or postal service (in which case, the effective date begins when the letter is deposited in the mail properly addressed with postage prepaid). The "Official Notice of Withdrawal" form can be downloaded from the University website.

For the purposes of determining the student's obligation for the time attended, the student will be considered to have withdrawn from the program when any of the following occurs, unless the Dean or Program Director determines a different course of action:

- The student notifies the school of the withdrawal.
- The school terminates the student's enrollment.
- The student fails to attend classes for a three-week period. In this case, the date of withdrawal will be the last date of attendance.
- The student fails to submit three consecutive lessons or fails to submit a completed lesson required for home study or correspondence within 60 days of its due date.
- The student has not responded to communication in any form from the University for four months.

For Courses Lasting from 7 - 10 weeks	Percentage of Refundable Tuition	SAMPLE CALCULATION based on \$2,200 tuition for a 7 - 10 week course
Week 1 (days 0 - 7)	100% of tuition refunded	Refund: \$2,200 (100% of \$2,200)
Week 2 (days 8 - 14)	85% of tuition refunded	Refund: \$1,870 (85% of \$2,200)
Week 3 (days 15 - 21)	70% of tuition refunded	Refund: \$1,540 (70% of \$2,200)
Week 4 (days 22 - 28)	55% of tuition refunded	Refund: \$1,210 (55% of \$2,200)
Week 5 (days 29 - 35)	40% of tuition refunded	Refund: \$880 (40% of \$2,200)
Week 6 (days 36 - 42)	20% of tuition refunded	Refund: \$440 (20% of \$2,200)
Weeks 7 - 10	0% of tuition refunded	Refund: \$0

NOTICE: YOU MAY ASSERT AGAINST THE HOLDER OF THE PROMISSORY NOTE YOU SIGNED IN ORDER TO FINANCE THE COST OF THE EDUCATIONAL PROGRAM ALL OF THE CLAIMS AND DEFENSES THAT YOU COULD ASSERT AGAINST THIS INSTITUTION, UP TO THE AMOUNT YOU HAVE ALREADY PAID UNDER THE PROMISSORY NOTE.

For Courses Lasting a total of 15 weeks	Percentage of Refundable Tuition	SAMPLE CALCULATION based on \$750 tuition for a 15- week course
Week 1 (day 0 - 7)	100% of tuition refunded	Refund: \$750 (100% of \$750)
Week 2 (day 8 - 14)	90% of tuition refunded	Refund: \$675 (90% of \$750)
Week 3 (day 15 - 21)	80% of tuition refunded	Refund: \$600 (80% of \$750)
Week 4 (day 22 - 28)	70% of tuition refunded	Refund: \$525 (70% of \$750)
Week 5 (day 29 - 35)	60% of tuition refunded	Refund: \$450 (60% of \$750)
Week 6 (day 36 - 42)	50% of tuition refunded	Refund: \$375 (50% of \$750)
Week 7 (day 43 - 49)	40% of tuition refunded	Refund: \$300 (40% of \$750)
Week 8 (day 50 - 56)	30% of tuition refunded	Refund: \$225 (30% of \$750)
Week 9 (day 57 - 63)	20% of tuition refunded	Refund: \$150 (20% of \$750)
Weeks 10 - 15	0% of tuition refunded	Refund: \$0

For the Residential portion of the Ed.D. and MA in TESOL programs, students are entitled to a refund of the 28-hour Residential session as follows:

Hours completed for the 28-hour TESOL Residential	Percentage of Refunded Tuition	SAMPLE CALCULATION based on an \$1,200 residential for 28 hours of instruction
Up to 4 hours (14% of total hours)	90% of residential fee	Refund: \$1,080 (90% of \$1,200)
5 - 8 hours (29% of total hours)	75% of residential fee	Refund: \$900 (75% of \$1,200)
9 - 17 hours (60% of total hours)	40% of residential fee	Refund: \$480 (40% of \$1,200)
More than 17 hours	0% of residential fee	Refund: \$0

If any portion of the student's tuition was paid from the proceeds of a loan, the refund will be sent to the lender or to the agency that guaranteed the loan, if any. Any remaining amount of the refund will first be used to repay any student financial aid programs from which the student received benefits, in proportion to the amount of the benefits received. Any remaining amount will then be paid to the student. If there is a balance due, the student will be responsible in proportion to the amount of the benefits received. Any remaining amount will be paid to the student. If the student paid for his/her entire program at the time of enrollment and received the 10% tuition discount for payment in full, the regular course tuition will be used in the calculation of the refund since the discount will no longer apply. All monies due the student will be refunded within 30 days of the notice of cancellation.

If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.