



Student Handbook

Maryland University of Integrative Health

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Welcome to Maryland University of Integrative Health

This Student Handbook contains important information that will guide your academic journey and support your success. Please take some time to become familiar with the handbook and refer back to it as you progress through your program.

Please note that this current copy of the Student Handbook and policies are the only valid policy and procedure manual for Maryland University of Integrative Health students. All students are subject to the policies and regulations found in the most recent version of the Student Handbook. This Student Handbook and the policies contained within it supersede all previous copies of the MUIH student handbook.

The Student Handbook is published by the Associate Vice President of Enrollment Management, in conjunction with the Provost and Director of Student Affairs. The information in this handbook was collected, reviewed and approved in the fall of 2016. Although the University intends to communicate all changes, revisions, and updates to the appropriate University community members, the information contained herein is subject to continuous review and evaluation. Therefore, the University reserves the right to make changes at any time without notice and will note the revision dates on this page of the Handbook.

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A Letter from the Office of Student Affairs

Dear Student,

Congratulations on choosing an academic program in integrative health! Your experiences at Maryland University of Integrative Health (MUIH) can change your life—and create the opportunity for you to change countless other lives for the better. Here you will be a part of a vibrant learning community working together to advance the field of integrative health and the practice of being a healing presence.

Our office is here to help you transition from one phase of your academic career to the next. We will serve you from the first time you enroll in classes until graduation. Please stay connected and inquire any time you need help or have questions or concerns.

You may reach me in any of these ways:

Phone: 410-888-9048, ext. 6627

Email: studentaffairs@muih.edu

Fax: 410-888-9278

We look forward to following and supporting your journey at MUIH!

Warmly,

Jan Mitchell Sherrill, Director of Student Affairs

Section 1: Who We Are

Mission

A distinctive community of scholars, researchers, practitioners, and advocates, Maryland University of Integrative Health promotes whole person, relationship-centered healthcare. Through discovery and exploration, we deliver progressive educational programs, advance innovative clinical models, build mutually beneficial partnerships, and provide opportunities for fulfilling careers.

Vision

Serving as a leader in the global transformation of health and wellness, we integrate healing traditions and contemporary science, acknowledge the wisdom of the body and nature as a teacher, and focus on the interconnection of mind, body, and spirit. Our work enables people to thrive through the cycles of life.

Foundational Principles

At Maryland University of Integrative Health, we commit, individually and collectively, to practicing the following foundational principles, which we use to guide our behavior, inform our decisions, and shape our preferred future.

Interconnection: Everyone and everything in the universe is intrinsically connected. Modern science and ancient healing traditions both reflect our interdependence with the environment. Healthcare research shows that individual well-being is directly connected to the health of both the social community and ecological environment. Ancient healing traditions assert that, individually and collectively, people shape the world in which they live through their words, actions and thoughts.

Holism: A person, organization, or system is more than the sum of its parts and can ultimately only be understood and explained as a whole. This holistic perspective significantly impacts healthcare, research, and community life. Working from this orientation, practitioners take into consideration the entirety of a person (body-mind-spirit); researchers apply systems approaches rather than reductionist models to the study of therapeutic disciplines; and educators, policy makers, and community members make decisions and take actions within the context of the whole.

Transformation: People, communities, and organizations have the potential for profound and ongoing change. Transformation is catalyzed by the environment and receptivity to change. The availability of resources and a sense of empowerment are central to positive transformations. Time-honored traditions assert that living in harmony with nature, cultivating mindfulness, and serving others are paths to individual and community transformation.

Diversity: Diversity underlies the health of any system. In the natural world, biological diversity generates and reflects a sustainable ecology. Diversity of people within an organization or community contributes to creativity, adaptability, and the checking of group bias. Recognition of diverse explanatory models of health and disease, the value of different healing modalities, and the uniqueness of each person provides the foundation for an inclusive and robust model of healthcare.

Resilience: Resilience is the process of navigating change and effectively recovering from challenges. It is a type of adaptation that involves maintaining core integrity while adjusting to meet the demands of shifting circumstances. At its best, resilience involves not only meeting a challenge but also evolving and thriving as a result of the process. Physiological resilience reflects the capacity to maintain and adjust biological states, as needed. From a whole person perspective, resilience emerges from a multitude of factors, including accepting circumstances that cannot be changed; taking decisive actions when required; cultivating a healthy, positive perspective; developing a sense of purpose in life; and establishing strong social support.

Values

Community - We operate from an acknowledgment and declaration of interconnection. Our strength and success derives from each of us individually and collectively taking responsibility for the whole.

Mindfulness - We are intentional and thoughtful in our interactions and in our choices. We listen deeply to one another, choose our words with care, and take actions that serve each other and the common good.

Integrity - We ground our actions and words in honesty, compassion and dignity. We aspire to excellence and accountability in all we do.

Inquisitiveness - We are committed to lifelong learning. We examine our positions and assumptions to discover new perspectives and new ways of being. We strive to be open, to receive coaching, and to respond effectively to feedback.

Discernment - We make decisions with reference to our past, present, and future. We honor and learn from the elders, align with our principles and values, and consider the impact of our choices on future generations.

Learning Community

In creating this community of ongoing learning, Maryland University of Integrative Health makes a unique assertion about education: Learning occurs for the sake of serving all of life. At MUIH, information-based learning is combined with embodied and experiential learning.

Essential to learning at MUIH is the ability to think critically and creatively. Along with the history, theory, technique, and practice taught within a particular program, students are guided in the use of thoughtful language, exercising a powerful presence, and applying the skills of their particular healing discipline. We ask that students be open to new ways of thinking and seeing. Transformative learning occurs when we are able to challenge our assumptions and make space for new perspectives and information. As a result of this transformational work, students experience varying levels of personal growth. During the course of the programs, students may reassess many different areas of their lives including health practices, lifestyle, behavior patterns, and relationships.

We also respect that each student arrives at MUIH with knowledge, skills, ideas, attitudes, and life experiences that, when shared and honored, contribute to a diverse and vibrant learning community. As members of this community, it is important that we practice self-care so that we can be fully present to our work and for each other.

Section 2: Academic Policies

Academic Integrity

Maryland University of Integrative Health is committed to academic excellence and to the belief that the attainment of academic success depends on each student's commitment to personal honor and integrity. Each student is expected to adhere to ethical principles in all of their academic endeavors in class, in clinic, in internships, in research, and in the presentation of class assignments, tests, and all written work. Any form of academic dishonesty, including cheating, plagiarism, and misrepresentation of work, is a violation of academic integrity. Students are responsible for understanding and avoiding academic dishonesty and plagiarism, whether intentional or unintentional.

Violations of Academic Integrity include the following, but are not limited to:

Cheating: use of unauthorized notes, aids, or information on an exam; allowing other student(s) to do one's work and submitting the work under one's own name; submitting identical, or similar, work for more than one course (without express permission from the instructor).

Plagiarism: submitting work without attributing the correct sources to information that is not one's own work.

Fabrication: falsifying or creating information or data; presenting information that is not collected in line with the standard methods for collecting/generating data, and failing to provide accurate accounts of the methods used.

Unfair Advantage: accessing exam/course materials without express permission from the course instructor; unauthorized collaboration on assignments; retaining and circulating exam materials from courses where it was expressly indicated that all materials should be returned to the instructor; any activity that overtly creates unfair academic advantage over the work of other students.

Falsifying Records or Documents: any alteration to documents that impact academic records; forging signatures for the purpose of authorization (academic, clinical etc.).

Unauthorized Records Access: viewing or altering University records, whether physical or electronic is expressly forbidden.

Violation of Confidentiality: unauthorized sharing of patient/client information; discussing private information in a public setting; unprotected storage of patient/client health information.

Students suspecting someone of violating academic integrity should report it to their faculty member, the Academic Director of the program or the Director of Student Affairs. All charges of academic dishonesty will be investigated and resolved by the Academic Director or designee, under procedures specified in the Student Code of Conduct.

Confidentiality

Because of the clinical nature of much of the work at the University, confidentiality of patient/client information and HIPAA compliance are vital, and are considered to be a matter of academic integrity. Before speaking about a patient/client to someone else, students must ask themselves whether the communication is compliant with HIPAA. Discussing a case with family or friends is not HIPAA-compliant and is a violation of confidentiality. However, speaking with a clinic partner, clinical or academic faculty, or in the context of a class meeting, may assist or support students in their work with the patient/client. Information may be shared for the purposes of treatment, payment, or business operations without express written permission from the patient/client.

Students must control the distribution of written patient/client information with utmost care. Students must ensure that all communications about patients/clients are HIPAA-compliant. If a case is presented in class, students should include only the information that is necessary for presentation or discussion purposes, without any use of the patient's/client's "identifying information" under HIPAA. "Identifying information" includes, but is not limited to, names of individual patients, addresses, geographic

subdivisions smaller than a state, all elements of dates directly related to an individual, and ages of any individual over age 89. Additionally, students must ensure that all extra copies of information are recovered or destroyed after use within a class. Copies of medical records, etc., in a patient's/client's file should not be destroyed.

For information regarding HIPAA, please email HIPAA@muih.edu.

Additionally, students are encouraged to view the following training materials through Medscape.org:

- [Building a Culture of Compliance](#)
- [Patient Privacy - A Guide for Providers](#)

Grading

Grading of student performance must be transparent, equitable and timely. Consistent standards must be applied by all faculty members in order to maintain a complete record of student progress, ensure equity in grading, and provide timely feedback to students regarding their achievements and challenges in meeting learning outcomes.

There are four course grading options at MUIH:

1. The grade of Pass (P) denotes satisfactory work.

Generally, the cumulative work for the course must be assessed at a minimum of 80% of the maximum possible score (e.g. 160 points out of a possible 200 points in the total course) to be deemed satisfactory and receive a P grade for the course.

2. The grade of Fail (F) denotes unsatisfactory work.

If the cumulative work for a course is assessed below 80%, the work is deemed unsatisfactory and the student receives a grade of F for the course.

- a. If a student fails a required/core course, the student must retake the course. After successful completion, earning a grade of P, the previously failed course will be converted to an (R). The student will be charged per credit at the current rate of tuition for any repeated course.
- b. If a student fails an elective course, the student must successfully retake and remediate that course or pass an equivalent elective course. After successful completion, earning a grade of P, the previously failed course will be converted to an (R) only if retaking the same course. If the student chooses not to retake the same course, and instead chooses to take an alternate elective course, the F will remain. The student will be charged per credit at the current rate of tuition for any repeated course.
- c. If a student attends part of a course and stops attending a course without officially withdrawing, the student will receive a grade of F and is responsible for the full tuition.

3. The grade of Incomplete (I) denotes an incomplete course.

The grade of Incomplete (I) is reserved for exceptional circumstances. Guidelines regarding the grade of I can be found in the Standards and Practices, Request, Approval, and Contract for Grade of Incomplete, available on my.muih.edu.

4. The grade of Withdrawal (W) denotes withdrawal from a course.
 - a. If a student withdraws from a required/core course, the student must retake the course. The student will be charged per credit at the current tuition rate for that course.
 - b. If a student withdraws from an elective course, they may not be required to retake that specific course, but must still meet the requirements of the program for which they are enrolled.
 - c. Course withdrawals must be completed by the student via the student's Data Portal on my.muih.edu.
 - d. Students are eligible to withdraw from courses up to two weeks before a course ends or up to 80% of the course's completion, whichever comes first. Withdrawals are officially recorded and displayed on all student transcripts.
 - e. If the student withdraws after the deadline, the student will receive the earned grade for the course.
 - f. Students receiving financial aid should contact the Office of Financial Aid before withdrawing from a course so that the student can be aware of the impact this may have on current and future aid.
 - g. Tuition and fees charged to the student before and after the withdrawal deadlines can be found in the [refund policy](#).

Comprehensive Examination

Certain academic programs require the completion or passing of a comprehensive examination. Specific information about program requirements is available in the [Academic Catalog](#).

Grading in Clinical Courses

The nature of clinical courses requires an exception to the above grading policy. In these courses, the student will receive an initial grade of Incomplete if they have not met the treatment/consultation requirements for the trimester. No initial Fail grade will be given unless the student fails to meet the course competencies. If an incomplete grade is not resolved by the faculty member's deadline (not to exceed six months) on the Contract for Incomplete Grade Form, the grade will be reviewed by the faculty member and Academic Director and appropriate action will be taken.

Academic Dispute Resolution

An academic dispute is a disagreement between faculty and a student about a grade or other issue related to classroom instruction, such as late penalties, acceptance or non-acceptance of late assignments, and incomplete grades. Students who have an academic dispute should follow these procedures:

A student must initiate the resolution process within two weeks of the occurrence of the academic dispute issue.

The student should make an appointment with the appropriate faculty of the course to discuss the issue. The meeting can be held in-person or by phone, as convenient to both parties. If the student wishes, they can request that an Academic Advisor attend such a meeting as a third party to the discussion.

If the student cannot resolve their issue by meeting with the instructor of the course, the student may schedule an appointment (in-person or by phone) with the appropriate academic leader. Students may consult with their Academic Advisor to identify the appropriate academic leader to discuss the dispute.

The decision of the academic leader is final unless the academic leader is the instructor; then and only then should the dispute be taken to the Provost or the Provost's designee.

If the dispute is reviewed at the Provost level, the Provost, or the Provost's designee, may also designate an appropriate individual or committee to assist in resolving the concern.

Students will be notified in writing of the decision. Any decision made by the Provost, Provost's designee, or academic leader is final.

Academic Program Expectations

Each student is expected to maintain openness to the philosophical roots and framework of Maryland University of Integrative Health's programs. They will be required to explore a variety of ideas and philosophies and cultural frameworks and may be called upon to engage in activities that demonstrate or include elements of different cultural traditions.

A student with religious or other beliefs that are in conflict with these requirements should consult with their religious advisor or whatever counselor or authority is in a position to grant permission to engage in this work or to assist the student in deciding whether or not to continue their studies at MUIH.

Students in the Acupuncture, Chinese Herbs, Nutrition and Integrative Health, and Therapeutic Herbalism programs are required to comply with specific health-related requirements. For a list of requirements, please contact compliance@muih.edu. As part of this compliance, students are also responsible for reading and following the information in their clinic handbook.

Attendance Policy

Attendance, online classroom presence, participation, and tardiness are among the factors faculty members take into account in evaluating student progress.

Students are required to attend and/or participate in all classes for which they are registered at the University. The course syllabus will provide a clear statement of the University and faculty's expectations concerning absences, active student participation, assignments, examinations, make-up examinations or assignments, and other matters related to class attendance and participation. In general, a student's grade and status in the program may be affected if they do not adhere to the expectations required/outlined on the course syllabus.

Whenever missing an on-campus class, not participating in an online class, or being late for a class is unavoidable, any missed class work or other assignments must be made up by equivalent work as directed by the faculty.

Attendance and participation are key factors in overall academic success. Full attendance, whether in-person or virtually in online classes, is critical in a graduate program, and it is expected. In addition, the student should be aware that attendance is a requirement.

Excused Absences

The University recognizes that there are some unavoidable reasons to miss class. The decision not to attend class should be made only under extreme circumstances.

Documentation of personal and family illness and emergencies must be presented to each faculty member for consideration of an excused absence. An excused absence does not excuse the student from learning course material, from submitting required assignments on time, or from fulfilling other course requirements. Generally, students will not be penalized for excused absences and the student will be allowed to make up any assignments or exams. In some cases, faculty members may design alternate assignments to permit students to make up missed work from an excused absence. However, the specific

nature of some classes or labs may make attendance and active student participation an absolute requirement. Examples include:

- Classes for which a state or accrediting agency requires a minimum number of hours of supervised instruction
- Seminars and online courses with frequent and/or required student discussions
- Online courses that require a specific amount of interaction and participation
- Labs with specific procedures or experiments that cannot be made up

At the discretion of the faculty, a student with more than one excused absence from this type of class may need to withdraw and retake the course at a later time.

Students' Observance of Religious Holidays

See Appendix 6: Students' Observance of Religious Holidays

Maximum Time Frame for Completion of Academic Programs

Students must complete all course work within the maximum time frame allowed. For doctoral programs this time period is within seven years of matriculation, for master's degree programs it is within five years of matriculation, and for a graduate certificate within three years of matriculation.

Students who exceed anticipated completion dates must apply for an extension and remain actively enrolled until graduation requirements are completed. Staff in the Office of Student Affairs will monitor students during this phase to ensure progress is being made. Failure to progress may affect financial aid, Satisfactory Academic Progress (see Appendix 5), and enrollment status.

Program Extension

Students who are not able to complete their program by the designated completion date may request a one year extension by submitting their request in writing to their Academic Advisor. The Academic Director or Program Manager will be responsible for determining whether or not this extension is granted.

Students who have not applied for, or who have not been granted an extension may not be able to count courses older than seven years towards a doctoral degree, older than five years toward a master's degree, or older than three years for a graduate certificate. Instead, they may be required to take additional program courses as deemed appropriate by the Academic Director or Program Manager.

If a student fails to complete their program at the conclusion of the extension, the student is considered to have exceeded the program length. At that time, the student must reapply, and be subject to the admission and program requirements in effect at the time of their new application. Acceptance is not guaranteed even for students previously admitted, and courses taken prior to the interruption of studies may not count toward degree requirements, depending on the academic program. If admitted, students will be held to the standards of the current curriculum for their program

Procedure to Request a Program Extension:

1. **Student:** Contact Academic Advisor for assistance and to inquire about the extension process.
2. **Student:** Submit a letter requesting a program extension to the Academic Advisor. The letter should include:
 - Reason for request of one year extension
 - Anticipated timeline for completion of remaining requirements
 - Supporting documentation for any extenuating circumstances that prevented timely completion of courses
 - Letter of support from a faculty member

3. **Academic Director of Program Manager** Provide a written decision to the Academic Advisor within two-weeks of submission of the request.

Transfer Credit and Course Exemption Policy

In some circumstances, students may apply for transfer credits or course exemptions. In the case of approved transfer or exemption, students will be awarded credits but no grades. In general *transferring* credits is based on academic equivalency between schools, while *exemption* is based upon experience.

The total credits for which course exemptions and transfers may be granted is 35% of total credits for Acupuncture and Oriental Medicine programs and 25% of the total credits in other (non-doctoral) degree programs. Doctor of Clinical Nutrition students may apply for and receive up to 6 credits of transfer and exemption in total (if approved).

All applications for transfer credit or course exemption are processed by the Office of the Registrar (current students) or the Office of Graduate Admissions (applicants).

A response on the transferability and/or exemption of courses will be provided within two to four weeks, depending on the nature and complexity of the request.

Transfer Credit Policy

Transfer credits may be considered in cases where a student has taken postgraduate coursework and met the same course outcomes at another institution as courses required for Maryland University of Integrative Health programs. Potential transfer coursework must have been taken **within 5 years** of starting a program at Maryland University of Integrative Health. Courses older than 5 years are not eligible for transfer credit (students may apply for a course exemption instead). Equivalency to MUIH courses is determined by the Academic Director. Each transferred course must meet a minimum grade of "B" or 80%. Upon approval, course credits are transferred to the Maryland University of Integrative Health transcript.

To apply for transfer credit:

1. Contact the Office of the Registrar (current students) or Office of Graduate Admissions (applicants) for assistance.
2. Submit the [Transfer Credit Review Request Form](#) along with official documentation to the appropriate office. Official documentation includes sealed official transcript(s) and a syllabus for each course under review from the previous school(s).
3. The application and documentation for transfer credit must be submitted at least one trimester prior to the start of the Maryland University of Integrative Health course(s) being considered.

Credits from the graduate certificates may apply to one or more master's degree programs, within three years of successful completion. Please contact the Office of the Registrar for specific questions.

Course Exemption Policy

Course exemptions may be considered in cases where a student has prior academic course experience in the subject that meets the learning outcomes of a particular course.

To apply for course exemption:

1. Contact the Office of the Registrar (current students) or Office of Graduate Admissions (applicants) for assistance.

2. Submit the Course Exemption Review Request Form found on my.muih.edu under Forms & Policies/For Students, along with fee and official documentation to the appropriate office. Official documentation requirements are listed on the course eligibility form for each program and include: sealed official transcripts and syllabi for courses older than 5 years; documentation of licensure; portfolio; written assignment, etc., as determined by program faculty. The fee for review is \$75 per credit and must be submitted with the Course Exemption Review Request Form.
3. The application and documentation for course exemption must be submitted at least one trimester prior to the start of the Maryland University of Integrative Health course(s) being considered. The following deadline dates apply: September 15 for consideration for spring trimester or later, January 15 for consideration for summer trimester or later, and May 15 for consideration for fall trimester or later.
4. In most cases, an exam or other evaluation will be required. If an exam is required, arrangements for taking the exam can be made through the Academic Director or designee. The \$75 per credit fee paid for review covers any additional exam requirements and a second fee is not required.
5. Students who are approved will have the equivalent exempted MUIH course with an "X" placed on their transcript.

Course Audits

An audit is a registration status allowing students to attend a course without receiving credit.

A student may audit, without fees, any course that is explicitly identified as part of their program. Courses audited outside of the specific requirements of the student's program will be subject to audit fees (see below). All requests for audit must be approved by the Academic Director and the course faculty member who will consider the following in making the decision: class size (current registrations), course prerequisites, and nature of the academic course.

Students at Maryland University of Integrative Health may have either the need or desire to audit courses that the University offers but that they are not required to complete for a grade. These practices clarify which courses may be taken and what charges will be assessed in order to ensure that students auditing courses are fairly assessed. Students must successfully meet the prerequisite requirement of the audited course. Special permission to audit a course must be acquired from the Academic Director if students do not meet the prerequisites. Students do not get credit for audited courses, and thus audited courses will not count toward core or elective requirements.

No matter what the reason for the audit, students must:

- Be currently enrolled as a student at MUIH.
- Be familiar with the regulations governing an audited class, which include a full commitment to the class and adhering to the University and faculty's attendance policies.
- Obtain an Audit Registration Form found on my.muih.edu under Forms & Policies/For Students and acquire the necessary signatures as delineated on the audit form.
- Check that the audited class does not conflict with their current classes.
- Check that the audited class is approved by the academic program.
- Be familiar with the following aspects of auditing:
 - The conditions of the audited class are set by the faculty.
 - After the first major assignment/exam or if the class has met for 50% or more of the allotted timeframe, students cannot change their enrollment status from audit to credit.

- Tuition to audit a required course within an enrolled students' current academic program is generally waived. Exceptions include: Courses not necessary to meet the requirements of a student's current program, courses in excess of their current program requirements, or courses in a different program that are audited. These exceptions are billed at 50% of the tuition rate for each audited course. Audits are limited based on available space.
- This audit policy does not apply to the National Certification Commission of Acupuncture and Oriental Medicine (NCCAOM) Review class.
- Due to space limitations of some courses, students who are taking a class for credit have priority.
- Students must successfully meet the prerequisite requirement of the audited course. Special permission by the Academic Director must be acquired in circumstances whereby students do not meet the prerequisite requirement.
- Students do not get credit for audited courses.
- Audited courses will appear on the student's transcript with a mark of "A."

Graduate Status

Advanced Standing

Maryland University of Integrative Health offers several options for Advanced Standing through partnerships and articulation agreements. Please reference the most recent version of the University's Academic Catalog for details on eligibility and information about how to receive credit.

PASS Status (Program for Advanced Special Students) and Individual Academic Courses

There are several courses at Maryland University of Integrative Health that are open to both currently enrolled students as well as prospective students who are not yet enrolled in a degree program. Those not enrolled in a degree program are categorized as Program for Advanced Special Students (PASS) and must meet admissions requirements. PASS students are limited to registration of no more than nine total credits, at which point they must matriculate into a certificate or degree program.

Seats in these PASS-eligible courses are open on a space available basis, with first priority given to students enrolled in certificate, master's, or doctoral programs. Please contact the Office of Graduate Admissions or Office of the Registrar for costs and a current update of courses offered independently, as they are subject to change. Students who subsequently enroll in a degree program will not be reimbursed for the extra costs incurred for tuition before entering the program.

Federal Financial Aid is not available to PASS students who are enrolled in individual academic courses.

Enrollment Status

A student must be enrolled in courses totaling six credits or more per trimester to be considered a full-time graduate student. Students enrolled in courses totaling at least three credits per trimester are considered half-time graduate students, and those enrolled in less than three credits per trimester are considered less than half-time students. Students must be enrolled in a minimum of three credits per trimester (half-time status) to maintain financial aid eligibility. Courses that are audited do not count toward minimum enrollment credits.

Students who are using Veteran Affairs (VA) benefits to pay for their tuition are also expected to meet this same standard for the purpose of full-time, part-time, and less than part-time enrollment status. Housing allowance calculations are completed by the VA, and take into account Rate of Pursuit (ROP), course modality (on-campus or online), and our non-standard course start and end dates. VA students are advised to check with their VA representative regarding course start and end dates to ensure the minimum requirements for Maximum Housing Allowance (MHA) are achieved.

International students' basis for "full-time" status is dependent upon the expected pace designed by the program in which they are enrolled, and the Registrar will certify their status each term.

Inactive status

Students who are enrolled in a program but who are not currently enrolled in a course are considered inactive. An inactive status will affect financial aid eligibility and may automatically trigger financial aid loan repayment. Students will be administratively withdrawn after one full trimester of inactivity, and in accordance with the Leave of Absence policy (see Appendix 4).

Notice of Faculty Concern

At any time during a student's enrollment in a program, a faculty member may fill out the Notice of Faculty Concern to express a concern about a student's performance. The Notice of Faculty Concern is used to notify students of issues that exist and to ensure that both students and their Academic Advisor are aware of any issue. The faculty may include details of how a student may successfully pass a course, whether behavioral or academic shifts need to be addressed, and give pertinent timeframes for completing any work.

When possible, faculty will give the Notice of Faculty Concern to a student in person or by phone, or meet with the student (in person or virtually) shortly after submitting the form, to facilitate a conversation about ways to improve or enhance academic performance.

A copy of the Notice of Faculty Concern is given to the Academic Advisor. In most cases, especially if there are multiple Notices on record, the Academic Advisor will check in with the student to offer additional guidance and support.

A copy of the Notice of Faculty Concern can be found on my.muih.edu under Forms & Policies/For Faculty.

Satisfactory Academic Progress

See Appendix 5: Satisfactory Academic Progress.

Disciplinary Probation, Disciplinary Suspension, and Dismissal

See Appendix 3: Student Code of Conduct

Academic Appeals Process

Appeals of academic suspension or academic dismissal may be made to the Academic Director of the program or their designee within one week of notification of the suspension or dismissal. The Academic Director of the program or designee will review the circumstances and may either confirm the decision or appoint an Academic Review Committee to review the situation. The Academic Review Committee will have the power to affirm, reverse, or modify the decision, or to make recommendations to the Academic Director, or to redirect the decision back to a faculty consensus meeting for further consideration. A student may continue to attend class during the appeal process for an academic suspension or academic dismissal.

Appeals may be based only on the following grounds:

1. Proper procedure was violated and a procedural error caused material prejudice to the decision.
2. New and relevant evidence has arisen that was not reasonably available at the time of the faculty consensus meeting which may have affected the decision.

The appeal should be made in writing to the Academic Director of the program. The appeal will be decided based upon this written submission and a review of the minutes of any faculty consensus meetings, as well as interviews with appropriate faculty. In cases where an Academic Review Committee is convened, members of the committee will meet to decide the appeal and provide recommendations to the Provost. The decision must be agreed upon by a majority of the committee members present for the meeting and presented to the Provost. Decisions of the Provost (or designee) are final.

Academic Contracts

An academic contract may be issued at any time. To satisfactorily fulfill the conditions of the contract, a student may be required, for example, to complete outstanding coursework; complete additional special assignments; attend classes to make up missed days; and/or repeat all or part of a course. A student who is required to repeat a course or courses may have to alter their projected progress and/or completion date.

The contract may include recommendations that the student receive tutoring, mentoring, educational testing, counseling or other forms of personal work, or the requirement of a medical evaluation. A copy of the contract will be provided to the student and a copy will be placed in the student's official educational record.

Failure to fulfill the terms and conditions of an academic contract within the specified timeframe may result in suspension or dismissal from the program without prior warning.

Examples of academic contracts include "I Grade" and "Independent Study" contracts.

Leave of Absence

See Appendix 4: Leave of Absence

Withdrawal from a Course

Students have the opportunity to withdraw from a course (with a grade of "W") up to two weeks before a course ends or up to 80% of the course's completion, whichever comes first, by filling out and submitting an Individual Course Withdrawal Form, found on my.muih.edu under Forms & Policies/For Students, to the Office of the Registrar. A course withdrawal is reflected as a "W" on the official transcript.

Students who stop attending classes, and do not request a withdrawal will receive the grade they earn and will be responsible for the payment of all tuition and fees.

During the [schedule adjustment period](#), students are given the opportunity to modify their schedules. During this time, any attempt to leave a course will be considered a drop and not a withdrawal.

Students dropping or withdrawing from a course may refer to the [refund policy](#) established by the Finance department. Exceptions to the published refund policy will be considered only when requests are supported by written documentation that indicates compelling justification from an employer, physician, Academic Advisor, or other authority, and clearly documents responsibilities and or commitments that were not pre-existing at the time of registration, such as an emergency or other grave situation. Exceptions will be reviewed and adjudicated on a case by case basis by the Registrar and are not to be interpreted as regular Maryland University of Integrative Health policy.

Withdrawal from a Program

Students are responsible for initiating the withdrawal process in writing with their Academic Advisor or Office of the Registrar.

Students will only be refunded a portion of their tuition if they completely withdraw from a program (as established by the [refund schedule](#)). Exceptions to the published refund policy will be considered only when requests are supported by written documentation that indicates compelling justification from an employer, physician, Academic Advisor, or other authority and clearly documents responsibilities and or commitments that were not pre-existing at the time of registration, such as an emergency or other grave situation. Exceptions will be reviewed and adjudicated on a case by case basis by the Finance Department, and are not to be interpreted as regular Maryland University of Integrative Health policy.

A student who withdraws from a program and seeks to return to the University must contact the Office of Graduate Admissions. The Office of Graduate Admissions will ensure that students fulfill all requirements and pay all fees prior to resuming coursework. A student may be subject to additional requirements or conditional requirements for reinstatement. Re-acceptance is not guaranteed. A student wishing to reapply for financial aid must contact the Director of Financial Aid.

If the student does not submit a written request to the Academic Advisor for a withdrawal from a program, an administrative withdraw may be initiated by the Academic Advisor or the Office of the Registrar. All grades earned at the time of withdrawal will be assigned to the student.

Involuntary Withdraw

Subject to the University's duties under the Americans With Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973 as amended, a student may be asked to withdraw voluntarily or may be administratively withdrawn involuntarily from the University when the student:

- Poses a direct threat to the health or safety of self or others
- Has interfered with the rights of other students, faculty, staff, or other members of the educational community or with their ability to exercise of any proper activities, functions, or duties
- Has repeatedly harassed any member of the University community

Graduation

The awarding of certificates and degrees is conditional upon satisfactory completion of all program requirements and compliance with all other Maryland University of Integrative Health policies. In order to be considered for graduation, students must have resolved any outstanding fees and charges of misconduct, and must have complied with the terms of any sanctions.

Students must have demonstrated academic achievement and their records must indicate the following:

- Successful academic progress
- Completion of the required courses as determined by the program curriculum
- Successful completion of any clinic, internship, practicum or research responsibilities
- Completion of all non-credit requirements of the program
- Completion of program within the imposed deadlines

Degree Conferral Process

Upon successful completion of all academic requirements of a degree program, it is the responsibility of the student to apply for graduation through the Office of the Registrar. Degrees may be conferred at different times throughout the academic year, although a commencement ceremony occurs only once each year. The Office of the Registrar is able to accommodate individual degree conferral dates.

Diplomas

The graduate's name on the diploma will be their legal name, as it is reflected on their official student record. Any changes must be recorded in the Student Information System (SIS) prior to graduation.

Name changes are only made for currently enrolled students who provide officially-issued documentation, such as a passport, birth certificate, or other legal document. A driver's license is not acceptable for proof of a name change.

Replacement or Additional Diplomas

Replacement or additional diplomas are available to all graduates and are issued with the name that the student used while attending the University, unless a legal name change has been officially filed with the Office of the Registrar with necessary documentation. There will be a \$50 fee for replacement or additional diplomas.

Graduates of the University who would like to order a replacement or additional diploma must include the following information in their written request:

- Name while attending the University, as recorded in the Student Information System (SIS) and printed on their transcript - this is what will appear on the replacement diploma
- Graduation date
- Degree program
- Current email address
- Telephone number
- Address to which the diploma should be sent

Requests should be emailed to registrar@muih.edu or mailed to:
Maryland University of Integrative Health
7750 Montpelier Road
Laurel, Maryland 20723
Attn: Office of the Registrar

Please make checks payable to Maryland University of Integrative Health and allow approximately 8-10 weeks for the replacement diploma to be delivered.

Alumni

Following graduation, alumni are encouraged to stay in touch. MUIH provides a variety of resources for alumni including opportunities for continuing education, professional development, networking, socializing and career development. See the [Alumni page](#) for additional information.

Family Educational Rights and Privacy Act (FERPA)

Access to Student Information Policy

Maryland University of Integrative Health complies with the Family Educational Rights and Privacy Act (FERPA) of 1974 which protects the privacy of students. Students have specific rights and privileges regarding the University's release of personal information and records. Student records are protected by FERPA which stipulates that institutions cannot release students' records to any third party without the student's consent. Educational Records include student records or information directly related to a student, which may be found in print, electronic records, film, handwriting, etc., secured by the University or an agent of the University. The following are not considered educational records: security or law enforcement records, employment records (unless employment is a result of student status), and medical records.

Students may complete a written waiver giving consent to release their official records. This form can be located on my.muih.edu under Forms & Policies for Students. Maryland University of Integrative Health maintains students' personal information and records and is responsible for their maintenance, release, and disposal. Additionally, FERPA requires that students be advised of their rights concerning educational

records maintained by the University. In accordance with FERPA, the policy covers educational records and allows students the opportunity:

- To view and inspect their individual records
- To challenge information in their individual educational records as inaccurate
- To maintain their educational records as private, unless they provide written consent to allow access to a third party

To file formal complaints alleging a violation of FERPA with the Department of Education, send to:
Family Policy Compliance Office
US Department of Education
400 Maryland Avenue, SW
Washington, DC 20202-5901

Student Review of Records

Students have the opportunity to review their own educational records after providing a written request and a reasonable timeframe to the Office of the Registrar.

An appropriate staff member will make the needed arrangements for access to educational records and will notify the student of the time and place for the records to be reviewed within a reasonable timeframe, with the presence of a staff member. If facilities permit, a student may obtain copies of their records by paying reproduction costs.

MUIH considers the following categories of information as Directory Information which may be disclosed without prior consent: student name, address, phone number, enrollment, program in which a student enrolled, dates of attendance and degree awarded.

Request to Amend Educational Records

Students who believe that their educational records are inaccurate may ask the custodian of the educational records (Registrar) to amend the record. Requests to amend an educational record must be made in writing to the Registrar with any necessary documentation reaffirming the need for the amendment. The Registrar will decide whether to amend the record within a reasonable time after the request.

Request for Releasing Educational Records

Maryland University of Integrative Health will not disclose educational records or the personally identifiable information contained therein unless permitted by FERPA, under the following circumstances, with a written request by the student:

- The request specifies the type of information needing to be disclosed and the purpose for the disclosure
- The request clearly identifies with whom the information must be shared
- The request is signed and dated by the student

Student Evaluation of Courses and Faculty

MUIH values and encourages students' feedback on their academic experiences. Surveys are distributed to students at the end of designated courses to evaluate the efficacy of the class and the instruction. Each evaluation allows the student to provide feedback on the faculty's performance and assess how well the course met its stated purpose and outcomes. This confidential information is used in the ongoing work of learning outcomes assessment, curriculum review and revision, and faculty development and evaluation. Student contributions are very important and matter deeply for future generations of students.

Section 3: Conduct Policies and Procedures

Purpose

Human beings grow and mature in communities. Living in a community assumes our mutual dependence and acknowledges our interconnection. We rely on and respect the knowledge, integrity, and compassion of each other. In turn, the best communities help individuals mold habits and values that will enable them to achieve the highest personal satisfaction and to serve the larger community.

These conduct policies and procedures are designed to protect the unique learning community at Maryland University of Integrative Health. They foster a commitment to excellence and equity and affirm the shared values that make respect for diversity possible.

Student Rights and Responsibilities

The term “rights” comes with the responsibility to act with integrity and in consideration of the larger community.

1. Each student has the right to freedom of expression, assembly, advocacy, and inquiry. Each student is responsible for complying with all rules, regulations, policies, and procedures
2. Each student has the right to be treated as a respected member of the community with freedom from discrimination or harassment based on race, color, national or ethnic origin, sex, gender identity, gender expression, sexual orientation, age, religion, pregnancy, paternal or maternal status, marital status, citizenship, veteran status, genetic information, or disability. Likewise, each student is responsible for acting in a respectful, nondiscriminatory manner toward all members of the community, including faculty, students, staff, visitors, and patients/clients
3. Each student has the right to offer opposing opinions as well as to keep silent about their views, beliefs, academic evaluations, political affiliations, and educational records. Each student is responsible for respecting this right of others. Each student is also responsible for exercising their right of expression in a manner that is not disruptive to the University's work or the work of individual programs of study.
4. Each student has the right to learn with freedom from any action that unduly interferes with their rights and/or the learning environment. Each student has the responsibility to not infringe on the rights of other students or other students' learning environment.
5. Each student has the right to participate in the formulation of relevant institutional, academic, and student policies. Opportunities for such participation will be provided through representation on appropriate committees, and through feedback on issues presented at faculty, program, school, and other institutional meetings. As a participant in the institutional process, each student is responsible for complying with all policies and procedures, attending meetings, and giving feedback on institutional policies with the welfare of the entire student body in mind.
6. Each student has the right to participate in the evaluation process of academic courses. Each student is responsible for rendering fair and accurate evaluations.
7. Each student has the right to fair evaluation by instructors, based upon clearly defined criteria represented at the beginning of the course. Each student is responsible for meeting all established requirements of the course in which they enroll.
8. Each student has the right to expect that the University's published procedures will be followed in any disciplinary action. Each student is responsible for following all rules, regulations, policies, and procedures that apply to student conduct
9. Each student has the right to file academic or general grievances against any faculty or staff member who has, in the student's opinion, displayed inappropriate behavior, as defined by Maryland University of Integrative Health's Institutional Values (see page 8).
10. Students are responsible for taking effective action in all matters and especially in accordance with the grievance policy, or to be willing to let go of complaints and concerns.

11. Students are responsible for knowing and understanding all policies and procedures contained in publications including the Academic Catalog, Student Handbook, and Clinic Handbooks.
12. Students must take responsibility for their educational endeavors and assignments, and adhere to deadlines.
13. Students should expect a timely response from faculty and/or staff pertaining to a request within 48 hours.
14. Students are required to comply with the University's Drug-Free Workplace Policy, which was established to adhere to the Drug-Free Workplace act of 1988.
15. Students are responsible for formally requesting, in advance, reasonable accommodations for a documented disability and for providing documentation of this disability to the Academic Advisor as described in the Disability Services section of the Student Handbook. Grievances regarding accommodations should be first addressed with the Academic Advisor.
16. Each student has the right to the confidentiality of their academic records. Maryland University of Integrative Health follows the guidelines established by the Family Educational Rights and Privacy Act (FERPA) of 1974. Questions or requests may be referred to the Office of the Registrar.
17. Each student is expected to represent their skills and qualifications honestly, including educational achievements, licensure, and professional affiliations. Outside of the student intern experience, each student is expected to provide only those services that lie within the scope of their competence and licensure.
18. Students may not treat or practice outside the course of training while enrolled, without permission from the Academic Director.
19. Students will not initiate or engage in any sexual conduct or sexual activities with a patient/client, including any behavior that could be construed as sexual. (See Sexual Harassment, Sexual Misconduct, Sexual Assault and Retaliation policy)
20. Students will not initiate or engage in any sexual conduct or sexual activities with a faculty or staff member, including any behavior that could be construed as sexual. (See Sexual Harassment, Sexual Misconduct, Sexual Assault and Retaliation policy)
21. Each student is expected to safeguard the confidentiality of all patient/client information according to State and Federal law. Students will follow all policies, regulations, codes and requirements as required by the state of Maryland or Federal law.
22. Students will not treat patients while under the influence of alcohol, drugs, or medications that impair their abilities.
23. Each student will conduct all activities—personal, business and professional—with honesty and integrity.
24. Students are free to form, join and participate in any group for intellectual, religious, social, economic, political, or cultural purposes.
25. Students are free to use campus facilities for meetings of student-chartered campus organizations, subject to the policies governing the University and its facilities.

Cultivating a Healing Presence

In addition to academic work, each student may be evaluated by faculty on progress in cultivating a healing presence; in other words the student must demonstrate the maturity, emotional stability, and good judgment that will allow them to become a safe, effective, and independent practitioner.

The following outline lists some of the requisites for cultivating a healing presence:

- Willingness to be a learner:
 - Ask for help when needed
 - Listen receptively
 - Be responsive versus reactive
 - Be respectful
 - Be open to receiving coaching
- Developing an observing self:
 - Be aware of how you present yourself to others

- Develop the tools and practices to “recover” the observing self when you are not being observant
- Holding oneself accountable for one’s actions
- Developing rapport skills
- Developing the ability to bring forth the appropriate mood, emotion, or disposition
- Conscientiously using words and presence as instruments to effect change
- Being in partnership with others
- Exhibiting a professional demeanor

Student Grievance Policy

In any diverse community, there are bound to be disagreements and misunderstandings. Direct, open, and cooperative dialogue, in which all parties acknowledge and understand their contributions to a conflict can often lead to a better understanding of the situation and a satisfactory resolution. The clear preference of Maryland University of Integrative Health is that any resolution of concerns, complaints, or conflicts proceeds in the spirit of interconnectedness, reconciliation, and healing. Restorative justice is the choice over retributive justice. This possibility is enhanced when the parties can come together and craft an agreement. Any efforts that serve to achieve reconciliation are therefore encouraged. Parties to complaints are encouraged to take whatever steps appear appropriate to achieve reconciliation.

When presented with a complaint, the academic and administrative staff will make a determination of the appropriate actions needed. If the matter is of a serious nature, requires immediate attention, or is determined to be a violation of the Student Code of Conduct policy, specific procedures are in place to address these situations.

See Appendix 2: Student Grievance Policy

Academic Dispute Resolution

See the academic dispute resolution procedure located under Section 2: Academic Policies for details on how to address academic disputes with faculty, such as disputes involving grading, deadlines, homework, and more.

See the academic appeals process located under Section 2: Academic Policies for information on how to appeal academic suspension or academic dismissal.

Conduct Policies

Policy on Standards of On-Campus and Virtual Classroom Behavior

Primary responsibility for managing the classroom environment, whether on campus or online, rests with the faculty. A student who engages in behavior prohibited by the faculty or exhibits behavior that results in disruption of a class may be directed by the faculty member to leave the class. Faculty must inform the Academic Advisor and document these situations.

In contrast, behaviors that enrich the learning community include, but are not limited to:

- Respect for all other students, classes, and activities on campus.
- Meeting all requirements for attendance, timeliness, deadlines, and contributions.

- Respect for the faculty and fellow students and their unique opinions and contributions.
- Being prepared for and engaged in class. The learning environment is enriched by each student's thoughtful contributions when everyone is prepared and engaged.

Sexual Harassment, Sexual Misconduct, Sexual Assault and Retaliation

Please review the Maryland University of Integrative Health policy on Sexual Harassment, Sexual Misconduct, Sexual Assault and Retaliation located in the Standards & Practices section of my.muih.edu under Health & Safety.

Email, Computer Usage, and Internet Access

Email is considered the University's official means of communication and all University communications will use students' muih.edu accounts. Students will be held responsible for all official notifications sent via email.

While in class on campus, usage of electronic devices should not disturb or interfere with normal classroom activities.

Drug-Free Workplace Policy

Please review the Maryland University of Integrative Health Drug-free Workplace Policy located in the Standards & Practices section of my.muih.edu under Human Enrichment.

Student Code of Conduct

See Appendix 3: Student Code of Conduct

It is important to respect other students, staff, and the faculty by demonstrating appropriate language, and demeanor. Further, certain behaviors may be considered disruptive to the learning environment and/or may be disrespectful toward other students and faculty. A student may be asked to leave a program or levied an academic sanction, at any time due to failure to comply with the rules and regulations of MUIH as stated in the Academic Catalog, Student Handbook, Clinic Handbooks, or any version or addendum that may be issued by the University. Code of conduct violations include, but are not limited to, violations of State and Federal Law, and University violations that involve integrity, misuse of property, and/or affecting the health and safety of self and others.

Disciplinary Probation and Disciplinary Suspension

Students will be placed on interim disciplinary probation or suspension for the following reasons:

- Posing an immediate threat to self or others.
- Pending Conduct Review hearing, criminal proceeding, or medical evaluation.
- As a result of a Code of Conduct violation, as determined by the Academic Director and/or the Conduct Review Committee.

Disciplinary Dismissal

Students will be dismissed for the following reasons:

- Posing an immediate threat to self or others.
- As a result of a Code of Conduct violation, as determined by the Academic Director and/or the Conduct Review Committee.

The Academic Director or their designee is authorized to impose a disciplinary suspension and to determine when the student is permitted to return to campus. A student placed on disciplinary suspension will be required to leave campus and remain off campus until completion of the disciplinary proceedings, and will have access removed from online classes. The disciplinary suspension will become effective immediately, and without notice. A student suspended on a disciplinary basis can formally

request in writing to appear personally before the Academic Director or their designee in order to discuss the following issues:

- The nature, extent and reliability of the information concerning the student's alleged conduct.
- Whether the conduct and surrounding circumstances reasonably indicate that the continued presence of the student on premises poses a substantial and immediate threat to him/herself, to others, or the stability and continuance of normal University functions. The Provost or their designee's decision on interim suspension is final.

Section 4: Services

Student Affairs

The mission of the Office of Student Affairs is to provide high-quality, individualized services to all students by:

- Providing proactive, personalized services that enhance the students' educational experience at MUIH.
- Maintaining accurate records.
- Delivering timely, efficient, and courteous services, including advising, coaching and advocacy.
- Implementing and adhering to policies.

Student support services include providing guidance and information, or directing the student to an appropriate resource.

The University's primary mode of communication with students is muih.edu email. Students are required to have connectivity and to maintain their email accounts responsibly.

The Office of Student Affairs reserves the right to investigate complaints, grievances, incidences, and other inquiries to determine whether a Code of Conduct violation has occurred. The findings from this investigation may be reported to the academic directors and the Provost, or designee as appropriate.

Registrar

The Office of the Registrar serves as the custodian of student academic records, coordinates course enrollment and registration, and manages the student information system. Staff delivers administrative support for matters related to grades, transcripts, enrollment verification, as well as support for veterans and international students, graduation and commencement.

Academic Services and Support Center

The term academic support refers to a wide variety of instructional methods, educational services, or University resources provided to students in the effort to help them accelerate their learning progress, catch up with their fellow peers, meet learning standards, or generally succeed in school. The goals and functions of the Academic Support Center involve creating relationships and providing services to enhance MUIH students' learning and academic success, consultations with students and faculty to develop customized learning plans, and to assist students in project management skills applied to an academic environment. Rather than delivering a "one size fits all" approach, the Academic Support Center utilizes various research-based academic support models and assists students in becoming successful, active learners.

Typical services offered by the Academic Support Center include:

- Assisting students in understanding course concepts.
- Engaging students in active learning processes.
- Guiding students toward discovering solutions to academic problems.

- Encouraging students to become independent thinkers and lifelong learners.
- Facilitating a discovery process that enables students to set goals in a specific academic skill area.
- Working with students to create individualized academic plans to reach goals.
- Helping students remain accountable for the academic goals that they have set.
- Increasing students' initiative, autonomy, and responsibility as a learner.

The Academic Support Center is a free service for which students may refer themselves, may be referred by a faculty member, or may be referred by their Academic Advisor. Additional services and resources can be found by viewing the Academic Support Center site in Canvas.

Academic Advising

Academic Advisors often serve as the first point of contact for current students who have academic or personal questions and concerns. At the student's request, the Academic Advisor is in a position to make recommendations and suggestions on a direction or course of action to help the student navigate a path to success in their academic program or to address a personal concern.

Students at Maryland University of Integrative Health can seek guidance and support from classmates, senior students, faculty members, and administrative staff members. The Academic Advisors have specific roles in offering academic guidance and coaching.

Subject matter covered by advisors includes, but is not limited to:

- Course selection
- Taking effective action
- Tracking academic progress
- Operating within a community
- Understanding policies and procedures
- Obtaining referrals for disability evaluation and counseling services outside of the University

Records

Student Academic File

Academic records are maintained in the Office of the Registrar, and the privacy of student records is protected in accordance with the Family Educational Rights and Privacy Act of 1974 (FERPA), as stated in Maryland University of Integrative Health's catalog.

Documentation and Communications

Students are advised to save all pertinent information received from faculty and staff members, and make copies of documentation submitted to the Office of the Registrar, or any other department. The muieh.edu email account is the official vehicle used by faculty and staff to communicate with students. Students are held responsible for all email notifications received from Maryland University of Integrative Health. It is the students' responsibility to check their muieh.edu email account, or they may miss important deadlines and critical information. Additionally, MUIH will periodically communicate with students through mail and phone, so student contact information must be current at all times. It is essential that the Registrar is updated with changes in students' addresses, phone numbers, and email addresses.

Grades

Students can immediately access their grades online on my.muieh.edu as part of their Data Portal. To access grades: Log on to my.muieh.edu (with your MUIH user name and password), click on Data Portal and choose the My Curricula link.

Transcripts

Students may request transcripts of their academic record. An individual transcript is maintained for all students detailing their academic history while at Maryland University of Integrative Health.

Transcripts will only be issued if the student has met all financial obligations with the Maryland University of Integrative Health.

Transcript Fees:

- There is a \$5 fee for official transcripts.
- Unofficial transcripts are free of charge.
- There is a \$50 fee for preparation of transcripts or other supporting paperwork to be sent to credentialing agencies in California, Washington, Arizona, and New Mexico.
- Students are responsible for including and signing any forms the Registrar may need to complete to accompany a transcript.
- Should requests be made with special mailing instructions, students will be required to assume additional fees.
- The Office of the Registrar does not email transcripts due to potential security risks.

Ordering Transcripts

- Students must complete a [Transcript Request Form](#).
- Transcripts will be issued only upon the direct written request of the individual student or graduate, and must include the student's signature. Transcripts cannot be released without a student's signature.
- Transcript requests must include the individual's full legal name while enrolled at the University, program attended, and enrollment dates.
- Students must provide an address and phone number to complete the order.
- Students must include any forms to be filled out by the Registrar with signatures as necessary.
- Students must include the name and address of where the transcript is requested to be sent.
- A check payable to Maryland University of Integrative Health must be included with the transcript request.
- Processing time may be up to ten days.

Requests may be sent to:

Maryland University of Integrative Health
7750 Montpelier Road
Laurel, Maryland 20723
Attn: The Office of the Registrar

ID Cards and Name Badges

Students may receive their first ID for free. If a student loses their student ID or name badge for any other reason and needs a replacement, they should complete the [Photo ID Replacement Card form](#). The form can be submitted to the students' Academic Advisor. Replacement ID cards are \$10 each.

Veterans Services

The Office of the Registrar is the primary point of on campus contact for Veteran Affairs (VA) benefits-eligible students. Students attending Maryland University of Integrative Health and receiving veterans benefits must be aware of the following:

- Students are expected to pursue approved degree programs or approved post-baccalaureate certificate, or post-masters certificate programs at the University.
- Students must achieve satisfactory academic progress toward degree or program completion.

- Students must report changes in enrollment including drops, adds, withdrawals, changes to audit, and changes to educational objectives to the Registrar as well as the Department of Veterans Affairs (DVA).
- Students who register for courses and do not attend without officially withdrawing are misusing federal funds.
- Students who repeat a course for which a passing grade was awarded are ineligible for DVA benefits for that course.
- Students who audit a course or register for a non-credit course will be ineligible for DVA benefits.
- Students who wish to receive Veterans Benefits must also notify the Office of the Registrar in writing one month prior to the intended start date of every trimester of enrollment.

For further information, please visit the Veterans Benefit website at www.va.gov or call 1-888-442-4551.

Disability Services

Maryland University of Integrative Health is committed to ensuring equal access for qualified individuals with disabilities and fully complies with all relevant federal and state laws. At MUIH, no qualified individual with a disability is excluded from participation in, denied the benefits of, or subjected to discrimination in access to services, benefits, and extracurricular activities at the University solely by reason of their handicap. A “qualified individual with a disability” is a person with a disability who has been certified by a professional qualified to evaluate the disability in question; meets the essential eligibility requirements for participation in or receipt of a program or activity; and is capable with accommodation as are necessary to ensure that such requirements do not discriminate or have the effect of discriminating, on the basis of handicap, against a qualified handicapped applicant or student.

It is the responsibility of the student who has a disability and needs assistance in gaining equal access to services, benefits, and activities at the University to contact their Academic Advisor and provide the Academic Advisor with a completed and signed Confidential Accommodation Request Form along with documentation of the need for an accommodation. The Confidential Accommodations Request form is available on my.muih.edu under Forms & Policies/For Students, or can be requested from the Academic Advisor. As appropriate to the disability, documentation should follow these guidelines:

- This documentation must be issued by an appropriate professional such as a psychologist, psychiatrist, or physician. The credentials of the diagnosing professional should include information describing the certification, licensure, and/or the professional training of the person conducting the evaluation.
- The documentation should include a diagnostic statement identifying the existence and impact of the disability, date of the current diagnostic evaluation, and the date of the original diagnosis. The diagnostic systems used by the Department of Education, the State Department of Rehabilitative Services, or other State agencies and/or the current editions of either the Diagnostic Statistical Manual of the American Psychiatric Association (DSM) or the International Statistical Classification of Diseases and Related Health Problems of the World Health Organization (ICD) are the recommended diagnostic taxonomies.
- The documentation should also explain how a disability limits an individual's ability to benefit from a particular delivery system, instructional method, or evaluation criteria, or to perform certain duties or functions. It should address the accommodation that is necessary and how the accommodation might mitigate the effect of the disability.
- A description of the impact of treatments and/or medications, assistive devices, accommodations and/or assistive services in current use and their estimated effectiveness in ameliorating the impact of the disability. Significant side effects that may affect physical, perceptual, behavioral, or cognitive performance should also be noted.

- A description of the diagnostic criteria and/or diagnostic test used. The description should include the specific results of diagnostic procedures, diagnostic tests utilized, and when administered. When available, both summary and specific test scores should be reported as standard scores and the norming population identified. When standard scores are not available; then the mean, standard deviation, and the standard error of measurement are requested as appropriate to the construction of the test. Diagnostic methods used should be congruent with the disability and current professional practices within the field. Informal or non- standardized evaluations should be described in enough detail that a professional colleague could understand their role and significance in the diagnostic process.
- New documentation may be required if (i) an individual's diagnosis changes, (ii) the individual requests an accommodation that is new or different from the accommodation(s) included in the documentation, (iii) if the documentation submitted is not pertinent to and/or does not support the accommodation request, or (iv) the documentation is outdated (three years or more). If an Academic Advisor determines that he or she will need additional information regarding an individual's disability, the individual will be contacted in a timely manner.
- The Academic Advisor will verify the disability and collaborate with the student in identifying accommodations and ways to implement these accommodations. Accommodations may include, but are not limited to, auxiliary aids and other services.
- Students will be notified of approved accommodations in writing within two weeks.
- Requests for accommodations will be considered on an individual, case-by-case basis.

Note that students with disabilities that are readily apparent will not be required to submit medical documentation confirming their disability.

Any person who believes she or he has been subjected to discrimination on the basis of disability may file a grievance under this procedure. It is against the law for MUIH to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

Procedure

Grievances must be submitted to the Disability Services Coordinator within 15 calendar days of the date the person filing the grievance becomes aware of the alleged discriminatory action. A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.

The Disability Services Coordinator (or their designee) shall conduct an investigation of the complaint. This investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Disability Services Coordinator will maintain the files and records of MUIH relating to such grievances.

The Disability Services Coordinator or their designee will issue a written decision on the grievance no later than 30 days after its filing.

The person filing the grievance may appeal the decision of the Disability Services Coordinator or their designee by writing to the Provost within 15 days of receiving the decision of the Disability Services Coordinator or their designee. The Provost shall issue a written decision in response to the appeal no later than 30 days after its filing.

The availability and use of this grievance procedure does not prevent a person from filing a complaint of discrimination on the basis of disability with the U. S. Department of Health and Human Services, Office for Civil Rights.

MUIH will make appropriate arrangements to ensure that disabled persons are provided other accommodations, if needed, to participate in this grievance process. Such arrangements may include, but are not limited to, providing interpreters for the deaf, providing taped cassettes of material for the blind, or assuring a barrier-free location for the proceedings. The Disability Services Coordinator will be responsible for such arrangements.

If you have any questions regarding this policy, please contact the University's Disability Services Coordinator at dscoordinator@muih.edu. The Disability Services Coordinator's contact information is: Chad Egresi, Maryland University of Integrative Health, 7750 Montpelier Road, Laurel, MD 20723, Phone: (410) 888-9048, ext. 6649, or dscoordinator@muih.edu.

Admissions

The Office of Graduate Admissions counsels prospective, newly admitted, transfer, and new international students. The admissions team coordinates the admissions process closely with faculty and staff in order to guide prospective students to information and resources that will support their success in the programs.

Acceptance & Matriculation

The Office of Graduate Admissions uses three forms of acceptance when rendering an admissions decision:

1. General/Full Acceptance: This form of acceptance comes with no restrictions, provisions, or conditions. Students may start their program in the trimester indicated within their acceptance letter.
2. Conditional Acceptance: This form of acceptance comes with specific conditions that (in most cases) must be met before the end of the first trimester in which the student starts their program. If the conditions are not met the student will be administratively withdrawn from the program and will need to reapply to be admitted in the future.
3. Provisional Acceptance: This form of acceptance comes with specific provisions that must be met before the student will be allowed to fully matriculate and start their program. Students in this status will not be able to attend any classes until all requirements have been met. Failure to meet the provisions before classes start will result in the student's application being administratively withdrawn. Reapplication will be necessary in order to enter the program in the future.

The type of acceptance, along with any conditions or provisions is provided in writing to all students inclusive of the specific details associated with their acceptance.

Program Offerings

Please refer to the [Prospective student's page](#) on the MUIH website for the most up-to-date listing of academic programs and application procedures.

Privacy of Applications

The Family Educational Rights and Privacy Act (FERPA) requires applications be kept confidential. The information contained within applications is to be seen by faculty, admissions committees, and support staff for the purpose of admission only. Staff and faculty without official connection to the admissions process are not permitted access to applications or the associated materials.

All materials submitted as part of the application to the Office of Graduate Admissions will become the property of Maryland University of Integrative Health. Transcripts and other documents that are submitted will not be returned to the applicant or admitted student.

Transfer Policy

Students who wish to transfer to a different MUIH program (in or outside of their current academic department) must complete the application for admissions and fulfill all requirements set by the Office of Graduate Admissions in order to be reviewed for acceptance to their new program. Students are encouraged to contact the Office of Graduate Admissions for guidance in starting this process.

Additionally, the Office of Graduate Admissions will ensure the reduced "transfer fee" is charged in place of the traditional application fee.

English Language Proficiency

All international applicants whose native language is not English must submit an official Test of English as a Foreign Language (TOEFL) score. The required TOEFL score for admission is 71 (IBT), 527 (PBT) or 6.0 (IELTS). In addition, minimum Speaking Exam score of 26 and Listening Exam score of 22 are required.

Additional Special Conditions for International Applicants:

- Federal regulations prohibit students on visitor visas (B-1 and B-2) from enrolling in school. Students who enter the United States on a visitor visa should not plan to study.
- Federal regulations prohibit F-2 spouses of F-1 students from engaging in full-time study, and F-2 children may engage in full-time study only from kindergarten through 12th grade. F-2 dependents may engage in study that is vocational or recreational in nature. F-2 dependents seeking to pursue full-time or degree study in the United States must change their status to F-1.
- Students enrolled at the University in F-1 status must maintain full-time enrollment each trimester. Full-time status for international graduate students is defined by the Office of the Registrar as following the standard course progression as outlined for each program by its academic department. F-1 students do not qualify for part-time or online programs.
- Admission for international students is offered for the fall (September) and spring (January) trimesters.
- Prospective students who seek to enter the United States in F-1 immigration status, or who seek to attend Maryland University of Integrative Health following attendance at another US school, must complete the Financial Responsibility Form/I-20 Application, which can be downloaded in the [packet of forms and information for international students](#). The I-20 application and financial support documents must be submitted to the Office of Graduate Admissions along with the University application for admission.
- Students already in the United States should submit copies of immigration documents verifying current nonimmigrant status. This documentation should be submitted with the application for admission.
- Prior to issuing an I-20, the University is required to verify that a student has sufficient financial support to pay for both educational and living expenses. If the financial source is a sponsor, confirmed funding must be documented for the first year of study, typically with a sponsor letter and current bank statement, or a scholarship award letter. The source of funding for subsequent years must be shown; although for sponsored students a bank statement is required only for the first year. Students who are self-funded must show funds on deposit for the full term of their program. The Financial Responsibility Form/I-20 Application gives an estimate of annual expenses, including tuition, living expenses, and health insurance; and it also explains what type of documentation is accepted.
- Financial sponsors who wish to be billed directly must provide a US billing address. Maryland University of Integrative Health does not bill third parties overseas. It is the student's responsibility to make sure tuition and fees are paid on time.
- Maryland University of Integrative Health requires all F-1 visa students to maintain health insurance during their time in their academic program.
- International students applying for 100% online graduate programs with the intention of completing them while in their home country must fulfill all of the above general and

international admissions requirements, but are not required to submit the Financial Responsibility Form/I-20 Application, or go through the F-1 visa application process.

Auxiliary Services

The Meeting Point Bookstore and Café

Located off Maryland University of Integrative Health's main lobby, the Meeting Point Bookstore is dedicated to nourishing mind and body. The store offers many of the required texts for the school's academic programs, and students can place special orders for titles they don't see on the shelves. The store tries to match online pricing whenever possible and in some cases can offer lower prices. The Meeting Point also carries a variety of freshly prepared and pre-packaged lunch and snack items and can cater to a number of dietary preferences. The Meeting Point also has a unique selection of gift items that are available.

Store hours vary with the schedule of classes and the needs of students and faculty. For current hours, please see the [Meeting Place Bookstore and Cafe web page](#).

Contact Information

Phone: 410-888-9048 ext. 6632

Email: bookstore@muih.edu

Student Email Accounts

Each currently enrolled student is assigned a Maryland University of Integrative Health email account. At the start of their program of study, each student receives a username, password, and directions for access from the Office of IT. Passwords vary and are randomly assigned. To reset an MUIH password, please contact IT@muih.edu.

To access muih.edu email accounts, visit the [Current Student](#) page and select "Email access" or access email directly by bookmarking <https://mail.muih.edu/owa/>. Provide your username and password when the Outlook Web App loads.

Official communication from the University and faculty will be sent by email to these muih.edu accounts. The University is unable to forward communications to a personal email account. Students are expected to check their MUIH email daily and to delete unneeded email messages from both the main accounts and also the deleted items folder. Any messages stored in the sent mail folder must also be cleaned out at least one time per month. This will insure uninterrupted service to this account.

Each student's Maryland University of Integrative Health email account remains active for their entire time as a student and for several months after graduation. The account is deactivated if the student withdraws from the University. Any questions regarding a student's email account should be directed to the Academic Advisor.

Learning Management System Accounts

MUIH uses Canvas as the learning management system (LMS.) Canvas is a technologically advanced, cloud-based, mobile-friendly LMS. It seamlessly integrates hundreds of digital learning tools into a highly intuitive and easy-to-use learning system. It is used for teaching, learning, collaborating, and evaluating academic performance and is able to incorporate many features including social media, e-portfolios, and web conferencing. All online courses use Canvas and faculty who teach on-campus courses determine how they will incorporate the Canvas Classroom to complement their courses.

Students can access their Canvas account at learn.muih.edu. Personal login information is sent via email by the Office of IT. Additional information is available at <https://learn.muih.edu/courses/7/pages/canvas-faqs>

Canvas Support is available 24/7. Students and faculty can contact Canvas by phone at 844-414-5052 or use the Chat or Canvas Guides in their Canvas Classroom. For general questions about online learning, contact online@muih.edu.

Please see updated information about [technical requirements](#) for the use of Canvas. In addition, each student is strongly encouraged to purchase a headset for use with online courses to ensure the highest quality of audio.

Tuition

Tuition rates for Maryland University of Integrative Health's degree programs are set annually for the academic year. Each student should refer to the tuition schedule for the current academic year for rates and due dates. It is the student's responsibility to make tuition payments on time. Statements are sent to each student as a courtesy; however, failure to receive a statement is not considered sufficient reason to delay tuition payments. Any student with questions regarding tuition payment should contact the Finance Department for guidance.

A student may be dismissed for failure to make timely tuition and/or fee payments as they are due. Financial aid will be terminated when a student has been dismissed. Please see the financial aid policies for more information.

Financial Aid

Need based and non-need based financial assistance is available to students who qualify. To be considered for financial aid, students must meet certain requirements and must also complete applicable application(s). Financial aid awards are usually awarded for one academic year and it is the student's responsibility to reapply each year. Please contact the Director of Financial Aid at Financialaid@muih.edu for details.

Federal Student Aid

Maryland University of Integrative Health is approved by the United States Department of Education to participate in the William D. Ford Direct Loan Program. This program offers loans that are funded and guaranteed by the federal government (Title IV). The Federal Direct Stafford Loan and the Federal Direct Graduate PLUS Loans are offered through this program to Maryland University of Integrative Health students enrolled at least half time and seeking a doctoral degree, master's degree or graduate certificate.

Eligibility Requirements for Financial Aid

To qualify for federal financial aid, students must:

- Be a U.S. citizen or eligible non-citizen.
- Be enrolled at least half-time in an eligible program as a regular student seeking a degree or certificate.
- Have a high school diploma, GED, or equivalent.
- Not be in default on any student loans or owe a refund on any grant under the Title IV federal student aid programs.
- Be registered with Selective Service if you are a male between the ages of 18 and 25.
- Not be ineligible due to a drug conviction.
- Not have borrowed in excess of the annual or aggregate Federal Stafford Loan limits.
- Maintain Satisfactory Academic Progress.

Scholarship and Alternative Loan programs may have different requirements.

Types of Financial Aid Available

The William D. Ford Direct Loan Program

Maryland University of Integrative Health (MUIH) participates in the William D. Ford Direct Loan Program. This program offers loans that are funded by the federal government, guaranteed by guarantors, and reinsured by the federal government. The Federal Direct Stafford Unsubsidized Loan and the Federal Direct Graduate PLUS Loan are offered through this program to MUIH students attending at least half-time and seeking a master's degree, post-baccalaureate certificate, or post-master's certificate. The University website provides more information about [loan requirements](#).

Federal Direct Stafford Unsubsidized Loan

The Federal Direct Stafford Unsubsidized Loan is not awarded on the basis of need. If students qualify for an unsubsidized loan, they can receive up to \$20,500. They will be charged interest from the time the loan is disbursed until it is paid in full. Students can choose to pay the interest while they are in school, or have the interest added to the principal of the loan. In addition, an origination fee of 0.0 percent and a default aversion fee of 1.068 percent may be deducted from the loan before it is disbursed. Repayment of the Federal Direct Stafford Unsubsidized Loan begins six months after the last date of attendance, or when student enrollment status drops to less than half-time. Students who have prior loans that are in repayment may be eligible for an in-school deferment. Students should contact their prior lender to verify eligibility. The University website provides more information about [loan requirements](#).

Federal Direct Graduate PLUS Loan

The Federal Direct Graduate PLUS Loan is a non-need-based loan which requires a credit check by the lender before approval to determine whether the student has an adverse credit history. The Federal Direct Graduate PLUS Loan allows students to receive funding up to the cost of enrollment, less other financial aid students receive. Students should, therefore, apply for their annual Stafford Loan maximum eligibility before applying for the Federal Direct Graduate PLUS Loan. Current interest rates are published online on www.studentaid.ed.gov. Interest begins to accumulate on the date of the first disbursement, and repayment begins six months after a student graduates or when student enrollment status drops to less than half-time. Lenders may offer deferment and/or forbearance repayment options. Interested students should contact the federal government for details. The University website provides more information about [loan requirements](#).

Financial Aid Award Disclosure

View information about Financial Aid Award Disclosure on the [Loans page](#) of the website.

How to Apply for Federal Financial Aid

To apply for financial aid, a student will need to complete the FAFSA online at www.fafsa.ed.gov. If the student does not have a personal identification number (PIN), they should go to www.pin.ed.gov to request one. The student will need their federal tax returns, social security number, bank statements, investment records, and Maryland University of Integrative Health's school code (G25784) to complete the FAFSA.

Once the FAFSA is processed by the Department of Education, the student will receive a Student Aid Report (SAR), which will indicate their expected family contribution (EFC). The EFC is used to determine if a student qualifies for need-based aid. The way this is determined is by subtracting the EFC from the Cost of Attendance (COA). The COA is an estimate of expenses that includes tuition and fees, books and supplies, transportation, room and board, and personal expenses for the period of enrollment.

Once the Office of Financial Aid receives the SAR from the Department of Education, the student will receive an award offer in the mail indicating the types and amounts of financial aid for which they qualify.

The student will need to accept or decline the award offer and submit it, along with additional forms, to the Office of Financial Aid.

If the student is selected for verification by the Department of Education, or if there is data on the SAR that is incomplete or conflicting, the student will be asked to submit documentation required to complete the verification process.

Financial aid funds usually are disbursed at the beginning of each trimester or at the beginning and midpoint of the academic year, depending on the academic program. Financial aid funds in excess of tuition and fees will be mailed by check to the student within 14 days of disbursement if the student is eligible.

Student Withdrawal/Return of Federal Funds

If a student withdraws, drops out, is dismissed, or takes a leave of absence prior to completing more than 60% of a trimester or period of enrollment, Maryland University of Integrative Health is required to return any federal funds disbursed and not earned by the student to the lender no later than 45 days after the effective date of the student's termination of enrollment.

The amount to be returned will be calculated. Any balance remaining on the student's account once funds are returned to the lender will be due to Maryland University of Integrative Health. If a student earned more aid than was disbursed, Maryland University of Integrative Health will owe the student a post-withdrawal disbursement which will be paid within 120 days of the effective date of the student's termination of enrollment.

Failure to Meet Satisfactory Academic Progress Requirements for Financial Aid Purposes

See Appendix 5: Satisfactory Academic Progress

Institutional Scholarships

Maryland University of Integrative Health offers a variety of student scholarship opportunities. [Current scholarship offerings are listed on the University's website](#). For further information, students can contact the Office of Financial Aid.

Maryland State Scholarships

Maryland State Scholarships are available to Maryland residents who qualify. To apply, students should complete the Free Application for Federal Student Aid (FAFSA) by March 1 of each year. Recipients will be notified of their status by the Maryland Higher Education Commission.

Outside Scholarships

Outside Scholarships are financial aid funds awarded through outside agencies to assist students with their educational expenses. Contact the Office of Financial Aid for a list of scholarship websites.

Alternative Loans

Alternative loans are available to students who need additional assistance with their educational expenses, or do not qualify for Stafford Loan funds. In an alternative loan, a student can receive up to the cost of attendance less other financial aid. A list of possible lenders is available from the Office of Financial Aid.

Short-Term Loan Program

Maryland University of Integrative Health grants a limited number of emergency student loans to cover temporary financial difficulties that may occur while a student is enrolled in an academic program.

Emergency student loans may be requested for amounts up to \$500 and for a period of 30, 60, or 90 days. The interest rate is 1% per month. The loans must be repaid before the end of the next trimester and before graduation. Loan applications are available from the Office of the Registrar.

Library

The Sherman Cohn Library contains electronic and physical materials designed to support the academic programs offered by Maryland University of Integrative Health. Librarians are available in person, by phone, or online to provide assistance to students and faculty. The on-campus library contains equipment and resources for student use.

All of the library's electronic materials, including our online catalog of holdings, are accessible through links on the library's Research Tools page. Please access the [Research Tools](#) page in the library section of the main MUIH website.

Students or faculty requiring assistance can reach the library by phone, in person, or using the library's Ask a Librarian Service. The Ask a Librarian Service provides answers to commonly asked questions and directs inquiries to the most relevant library Staff via forms. The Service is available from the library page on Canvas (MUIH's Learning Management System) at <http://tinyurl.com/sherman-cohn-library> (Canvas login is required).

The library promotes an information commons environment where talking and collaborative work groups are permitted. There are several open tables with chairs for student use. There are also computer workstations and a copier/printer/scanner. Students and faculty needing rest or seeking a space to meditate may take the library's blankets and pillows to the book stacks. Near the library on the first floor of main campus is a Quiet Room where individuals may study and work. This area is not meant for group work.

Hours of Operation

Library hours change according to academic schedules and to accommodate students and faculty. Current hours can be found on the library web page and can also be heard on the library voicemail at 410-888-9048 ext. 6644.

Borrowing Privileges

All current students, faculty, and staff who have been given muih.edu email accounts are granted borrowing privileges. Community members and alumni are required to provide credit card information and a viable email address in order to borrow library materials. The library does not support remote borrowing of physical materials. Patrons may borrow materials in person at the library. The regular collection loan period is four weeks for all active patrons. To support academics and the University's growth, there is a limit to the maximum number of items that can be borrowed.

Photocopier

There is a photocopier for student use in the library. There is a nominal fee for each copy.

Campus Operations

Facilities

Administrative and faculty offices, meeting rooms and classrooms are located at Maryland University of Integrative Health's campus in Laurel, Maryland. There are also administrative and faculty offices and meeting rooms at the Maple Lawn Campus, which is approximately 4 miles from Main Campus, also in Laurel, Maryland.

Access

Maryland University of Integrative Health, at both campuses, has parking spaces for disabled persons, and the buildings, including rest rooms, are wheelchair accessible. The second floor of Main Campus can be reached by elevator, and there are wheelchair-accessible rest rooms located on each floor. Questions about access for persons with disabilities should be directed to the Associate Vice President of Enrollment Management who functions as the disability services coordinator for the University.

Clinic Space

The Natural Care Center is the University's clinic located on the second floor of Main Campus. Each student is asked to remember that the shared clinic waiting room is designated for use by patients and clients. Each student should be mindful of the needs of patients, clients, staff and others in the clinic space.

Clinical Services at the Natural Care Center

Acupuncture treatments, consultations in nutrition and Chinese herbs and yoga sessions are available to the public in the Natural Care Center. For more information or to make an appointment with the clinical student interns or professional practitioners, go the [Natural Care center page](#).

Tobacco-Free Campus

MUIH campuses are tobacco-free. No tobacco or vapor products (cigarettes, cigars, chew, or electronic cigarettes) may be used on either campus. This includes the buildings, parking lots and grounds. Students wishing to use tobacco products must go out past the entrance to the MUIH campus. Please adhere to all requirements posted, or otherwise noted at the Maple Lawn campus.

Student Health Insurance

The University encourages students to visit www.healthcare.gov to review healthcare options that are compliant with the Affordable Care Act. Students may also visit the Office of the Registrar to collect this health insurance information.

Security

Campus hours vary with the academic schedule and the needs of students, faculty, staff and patients/clients. Only select operations staff members have access to the campus buildings outside of normal business hours. The Vice President for Administration and General Counsel is responsible for campus security and informs the campus community of issues related to campus security. The Vice President for Administration and General Counsel ensures there is timely warning to the campus community of any and all crimes that threaten students or employees, whether reported to campus security personnel or local police authorities.

Criminal actions or other emergencies occurring on campus should be promptly and accurately reported to the University staff on duty. Any victim or witness to a crime has the option to make a confidential report of the criminal activity to the Vice President for Administration and General Counsel, or the Vice President, Chief Financial officer and Treasurer.

The Vice President for Administration and General Counsel logs any and all incidents, including crimes reported to University staff that occurred on campus, on public property, or within the patrol jurisdiction of the University's staff. Any individual wishing to view the security log should contact the Vice President for Administration and General Counsel.

The Vice President for Administration and General Counsel, as required by the US Department of Education, prepares an annual security report. Copies of this report are available on www.muih.edu. This standardized report contains statistics on the following criminal offenses, if any have occurred on campus

or on public property during the most recent calendar year, reported to campus security staff or local police agencies:

- Criminal Offenses
- Hate Offenses
- Arrests
- Disciplinary Actions/Judicial Referrals

Public Telephones

Each student should advise family, friends, and business associates that no routine phone messages are to be left for students at the reception desk. Staff members have been instructed to accept only emergency messages. Truly urgent messages for a student will be routed to an available administrator.

MUIH Staff Voicemail

Students may leave voicemail messages for any Maryland University of Integrative Health staff member by calling (410) 888-9048 and using a person's extension. Voicemail boxes may also be reached by dialing 1 and entering the first three letters of the staff member's last name. Please speak clearly and leave a name and return phone number so a staff member can follow up accordingly.

To contact a faculty member, please email the faculty member's muih.edu email account.

Inclement Weather Announcements

In the case of inclement weather, a decision to close or delay opening will be posted on the Maryland University of Integrative Health website homepage (www.muih.edu) and a voicemail will be left on the University's main phone number: 410-888-9048. Decisions will be made as early in the day as practical and will be posted no later than 6:00 a.m. for morning closures and delays, and no later than 4:00 p.m. for evening closures. Only changes in the normal schedule will be communicated; if no announcement is made, the University will be open as scheduled.

Classes and Make-Ups

In the event of a late opening or early closing, a scheduled class will meet and students will be expected to attend the class as long as there is at least one hour or more remaining time in the class after a late opening or prior to an early closing. If a class is cancelled, the faculty member will communicate with students regarding making up the class work. In some cases, faculty may elect to have students continue with their coursework online through Canvas (the learning management system).

Announcements and Postings

On both the main campus and Maple Lawn campus, there are bulletin boards and televisions that are used to post required legal notices and other University announcements. In addition, all announcements are also sent to official MUIH email addresses. All University posted messages will be date-stamped.



Appendix 1 - Policy on Request, Approval and Contract for Incomplete Grade

Last updated: April 2016

Guidelines for the Request, Approval and Contract for an Incomplete Grade

This policy specifies the Incomplete Grade process for all MUIH courses except clinical courses.

The grade of Incomplete ("I") is reserved for exceptional circumstances. When illness, an accident, a family emergency, or another extraordinary life challenge makes it impossible for a student to complete the course requirements, the student may request a grade of "I" from the faculty member. Faculty should receive the Request for Incomplete Grade Form as soon as possible after the qualifying event. The form must be submitted before the last day of the course.

To be eligible for an "I" grade, the student must have satisfactorily completed and passed at least 60% of the requirements of the course. The faculty member will determine if the student has met an acceptable threshold for the course in order to qualify for an "I" grade. Each faculty member will thoughtfully review the request, keeping in mind the circumstances for which an "I" grade is appropriate. The faculty member is not required to offer the "I" grade.

In the Contract for Incomplete Grade Form, the faculty will detail specific coursework to be completed. The faculty will also set a deadline for coursework completion. This date can be up to, but no later than, 30 days after the last day of the trimester in which the course occurs. Once the student receives an "I" grade, they must arrange to fulfill all the terms of the Contract for Incomplete Grade Form with their faculty.

Procedure

A student who wishes to request a grade of Incomplete ("I") must submit the Request for Incomplete Grade Form. Please follow these steps to assure a smooth and efficient process:

1. **Student:** Complete the Request for Incomplete Grade Form, which is available on my.muih.edu under Forms & Policies/For Students, providing a detailed reason for the request. In most cases, supporting documentation (ex: medical, military orders) that verifies the reason for the request must accompany the form.
2. **Student:** Submit this form as well as documentation to your faculty member.
3. **Faculty member:** Review the request and the documentation. If the request is denied, notify the student within one week. If the request is approved, complete the Contract for Incomplete Grade Form.
4. **Student:** Must accept terms of the Contract within 72 hours either by (a) signing and returning the Contract for Incomplete Grade Form, or (b) acknowledging acceptance of the Contract via MUIH email.
5. **Faculty member:** Submit the completed Request for Incomplete Grade Form and the Contract for Incomplete Grade Form to the Office of the Registrar at registrar@muih.edu.

6. **Faculty member:** Upon completion of the required coursework, or the expiration of the agreed upon time frame in the Contract, submit a Change of Grade Form directly to the Office of the Registrar at registrar@muih.edu.
7. **Student and Faculty member:** If the terms of the Contract are met, the faculty member will convert the "I" grade to a "P" grade. If the terms are not met, the faculty member will convert the "I" grade to an "F" grade. Faculty will have 15 days after the deadline of this Contract to convert these grades via the Change of Grade Form.

Note: The details of this full process will be made available to the Academic Advisor so that they may provide support and monitor the progress.

This process is also detailed in the Standards and Procedures on Grading Policy and in the Teaching Handbooks.



Appendix 2 – Student Grievance Policy

Last updated: August 2016

In any diverse community there are bound to be disagreements and misunderstandings. Direct, open, and cooperative dialogue, in which all parties acknowledge and understand their contributions to a conflict can often lead to a better understanding of the situation and a satisfactory resolution. The clear preference of Maryland University of Integrative Health is that any resolution of concerns, complaints, or conflicts proceeds in the spirit of interconnectedness, reconciliation, and healing. This possibility is enhanced when the parties can come together and craft an agreement. Any efforts that serve to achieve reconciliation are therefore encouraged. Parties to complaints are encouraged to take whatever steps appear appropriate to achieve reconciliation.

The grievance process begins in the Office of Student Affairs, either with the Director of Student Affairs or an appointed representative. A grievance against an MUIH official arises when a student believes he or she has been subjected to inappropriate behavior by a department or University representative (faculty or staff) acting within their role and duty. A grievance may also arise if a student is subjected to personal misconduct by a faculty member or MUIH staff person. These types of grievances may arise when a student is subject to inappropriate behavior outside of the faculty member's or staff's role and duties at MUIH.

Grievances Not Covered By This Policy

The following grievances are not covered by this policy:

- Grade disputes, academic evaluation disputes and other matters related to a faculty member's assigned duties. Students are advised to relay any complaints about these matters to their Academic Advisors;
- Grievances related to sexual harassment, sexual misconduct, discrimination or any other acts covered under MUIH's [Sexual Harassment, Sexual Misconduct, Sexual Assault and Retaliation](#) policy;
- Grievances related to disability discrimination, failure to provide accommodations or any other acts covered under MUIH's Disability Services Policy; and
- Grievances that are covered by any MUIH policy for which there is a separate grievance procedure.

Filing a Grievance

Prior to filing a grievance, a student should consider contacting the person involved in the grievance (the respondent) in an attempt to resolve the matter within ten (10) business days of the alleged incident. If a student needs assistance to facilitate such a meeting, they may contact their Academic Advisor. Academic Advisors are available to provide consultation and guidance for students seeking help when addressing a complaint. They can also provide facilitation or coaching of the discussion between the parties prior to a meeting and can facilitate a meeting upon request.

If a student (complainant) is not comfortable directly contacting the respondent or if the attempt to resolve the grievance is unsuccessful, the complainant may file a grievance with the Director of Student Affairs to facilitate a resolution. To file a grievance, the complainant must submit the Student Grievance

Form, which is available on my.muih.edu under Forms & Policies/For Students or in the Office of Student Affairs. The Student Grievance Form must be submitted to the Director of Student Affairs no later than 48 hours after the occurrence which gave rise to the grievance or 48 hours after a meeting with the respondent to resolve the matter is unsuccessful. If there are extenuating circumstances in meeting this deadline, the grievance may be filed beyond the 48-hour deadline with an explanation of the reason for delay and a request to consider the grievance. The University may choose not to consider a grievance that is filed after the 48-hour deadline.

The completed Student Grievance Form must be submitted to the Director of Student Affairs by email to grievance@muih.edu. The Student Grievance Form should provide as much detail as possible. In addition, the complainant should submit any relevant documents along with the Student Grievance Form.

Process

1. The Director of Student Affairs will acknowledge receipt of the Student Grievance Form via email within three business days of receipt. If the grievance does not meet the definition of acceptable grievances under this policy, the complainant will be informed and offered guidance regarding whether and how the grievance may be pursued under another University policy.
2. If the Director of Student Affairs determines that the matter meets the criteria for a grievance under this policy:
 - Notification of grievance:
 - If the respondent is a student, the Director of Student Affairs will notify the respondent of the grievance via the respondent's MUIH email.
 - If the respondent is a faculty or staff member, the Director of Student Affairs will notify the respondent and/or the respondent's supervisor, as appropriate and as determined by the Director of Student Affairs.
 - When notifying the respondent and/or the respondent's supervisor of the grievance, the Director of Student Affairs will request a written response and any relevant documentation from the respondent and/or the respondent's supervisor.
 - After receiving information and documentation:
 - If the respondent is a student, the Director of Student Affairs will convene a meeting with the complainant and the respondent so that the parties can resolve the matter.
 - If the respondent is a faculty or staff member, the Director of Student Affairs may convene a meeting if he or she determines that a meeting is appropriate:
 - If the Director of Student Affairs determines that a meeting between a student and faculty or staff member is not appropriate, the Director of Student Affairs will refer the matter to the faculty or staff member's supervisor for resolution, and will inform the complainant that the matter has been referred. The supervisor will then contact the complainant to discuss the matter. In some cases, the resolution will not be completed via a meeting with the parties and the supervisor. In those cases, the matter will be deemed resolved under the policy when the supervisor informs the complainant that the supervisor is handling the matter.
 - Once a resolution has been reached, the Director of Student Affairs will send written notification to the parties and the complainant's Academic Advisor that the grievance has been resolved.

- The complainant will not always be privy to the actual outcome, as it is possible that the grievance process may result in student, faculty, or staff discipline. If the complainant is not informed of an actual outcome, there is no assumption that discipline has been imposed on the respondent.
- The goal is that all parties will resolve grievances within thirty (30) business days of initiating the grievance. If there are extenuating circumstances at any stage that delay the resolution, both parties will be notified. Individual requests for additional time should be submitted in writing to the Director of Student Affairs via grievance@muih.edu.
- The Director of Student Affairs is responsible for maintaining and tracking files on grievances. Files regarding grievances filed with the Director of Student Affairs shall be retained for five years following the resolution of the grievance.

In the event that the grievance is filed against the Director of Student Affairs, their supervisor will process the grievance.

All parties should note that confidentiality applies throughout the entire grievance resolution process.

For more information and guidance about this policy contact:

Jan Sherrill, Director of Student Affairs
410-888-9048, ext. 6627
grievance@muih.edu



Appendix 3 - Student Code of Conduct

Last updated: January 2013

Code of Conduct

It is important to respect other students, staff, and the faculty by demonstrating appropriate language and demeanor. Further, certain behaviors may be considered disruptive to the learning environment and/or may be disrespectful toward other students and faculty. A student may be asked to leave a program or levied an academic sanction, at any time due to failure to comply with the rules and regulations of MUIH as stated in the Academic Catalog, Student Handbooks, Clinic Handbooks, or any version or addendum that may be issued by the University.

Code of conduct violations include, but are not limited to, violations of State and Federal Law, and University violations that involve integrity, misuse of property, and/or affecting the health and safety of self and others.

The following are examples of misconduct subject to disciplinary action:

Violations of State or Federal Law

A student who is charged with, or indicted for, a felony or crime may be suspended pending the disposition of the criminal charges against them. A student convicted of a felony while in school may be expelled from the University. A disciplinary hearing may be conducted to determine if the student will continue as a member of the student body, if their actions are deemed to be not detrimental to the health, safety, welfare, or property of themselves or other students or members of the campus community.

Lack of Integrity

1. Failure to adhere to the student code of conduct policy
2. Students will not treat or consult with patients/clients outside the course of training at Maryland University of Integrative Health
3. Improper practitioner-patient/client relationship
4. Improper student-faculty relationships
5. Intentionally furnishing false information or documents
6. Violation of patient/client confidentiality
7. Intentionally and substantially interfering with the freedom of expression of others
8. All forms of academic dishonesty including cheating, plagiarism, and misrepresentation of work
9. Forgery or alteration of records
10. Disclosure of confidential information during a Code of Conduct proceeding
11. Disclosure of confidential patient/client information
12. Deliberate disobedience or resistance to properly identified authorities acting in the line of duty
13. Knowingly violating the terms of any disciplinary sanction imposed in accordance with this Code
14. Failure to comply with the rules, policies and regulations of Maryland University of Integrative Health, as stated in publications such as the Academic Catalog, Student Handbook, and Clinic Handbook
15. Failure to adhere to prescribed recommendation by a clinic supervisor

16. Misuse of an electronic device in the classroom

Misuse of Property

1. Intentional obstruction or disruption of classroom, clinic, research, disciplinary or administrative activities
2. Intentional damage to, destruction of, malicious misuse of, or abuse of University property or property belonging to another
3. Theft of property which is physically located on University-owned or controlled property
4. Misuse or destruction of the University's computer technology and network system on or off the campuses. This includes but is not limited to the following: a) copying or damaging software or files stored on University-owned computers b) uploading any content that contains a virus, or any other computer code, or programs that may alter, damage, or interrupt the functionality of the MUIH computing resources or the hardware or software of any other person c) transmission of communication in any form (e.g. text, images, sound) where the content, meaning, and/or distribution of the message would violate applicable law or regulation, or be deemed obscene, threatening, or culturally offensive. Violations that violate federal or state laws can also result in referral to the appropriate legal authority and are grounds for University disciplinary action, up to and including, dismissal.
5. Gambling on University-owned or controlled property
6. Unauthorized entry to or use of facilities, including all buildings and grounds
7. Unauthorized or fraudulent use of the University's facilities and equipment, including but not limited to the phone system, mail system and computer system

Health and Safety of Self and Others

1. Endangering the health or safety of other members of the Maryland University of Integrative Health community, visitors, or patients/clients. Such behaviors include, but are not limited to, moving in a threatening manner without authorization, suicidal behavior, self-injury, explicit or implicit threats, disruptive behavior, and endangerment to the community.
2. Inciting other members of the community to commit serious rule violations or commit acts that endanger others
3. Illegal manufacture, distribution, dispensation, possession or use of a controlled substance at any of the University's facilities or sites (See Drug-Free Workplace Policy)
4. Drunkenness or being under the influence of illegal drugs on University-owned or controlled property
5. Illegal or unauthorized possession or use of firearms, fireworks, explosives, dangerous chemicals or arms classified as weapons on University-owned or controlled property. An instrument designed to look like a weapon, which is used by a student to cause reasonable apprehension or harm, is expressly included within the definition of weapon.
6. Initiation of, or causing to be initiated, any false report, warning or threat of fire, bomb explosion, or other emergency
7. Physical or verbal abuse, discrimination, intimidation, bullying, or harassment of any member of the community or visitor to the University. This includes use of intimidating or abusive language, making harassing or obscene comments or gestures or use vulgar language to other students, faculty, or staff members. Additionally, this includes sending harassing or obscene messages through email or social media to other students, faculty, or staff; or approaching students, faculty, or staff members in an aggressive manner, yelling and/or using aggressive body movements.
8. Sexual assault and sex offenses as defined by Maryland state law (See Sexual Harassment, Sexual Misconduct, Sexual Assault and Retaliation policy)
9. Sexual harassment of other members of the Maryland University of Integrative Health community, visitors or patients/clients (See – Sexual Harassment, Sexual Misconduct, Sexual Assault and Retaliation policy)

10. Obscene or indecent conduct on University-owned or controlled property
11. Reprisal or retaliation against a person who makes an allegation of misconduct, appears as a witness or otherwise participates in these procedures (See – Sexual Harassment, Sexual Misconduct, Sexual Assault and Retaliation policy)
12. Invading one's personal space or blocking an entry way
13. Any act or behavior which violates the laws of the state of Maryland or of the United States

Procedural Protections

The established and published campus policies, including this Code of Conduct Policy, provide direction for the handling of student conduct matters in accordance with appropriate procedural due process. Consistent with this requirement, procedures specified in this Code will be appropriate to the nature of the report of alleged violations and the severity of the potential sanctions.

A student accused of Code of Conduct violations (the respondent) is entitled to the following procedural protections:

- To be informed of the specific complaint against them
- To be allowed to request a resolution of the issue such as mediation
- To be allowed reasonable time to prepare an explanation of the facts
- To hear, read, and respond to the factual information on which the complaint is based
- To call and question relevant witnesses at the specified Code of Conduct hearing
- To bring an advisor of their choice to any meetings or hearings. The advisor must be a student, faculty member, or staff member at the University. The advisor's role is to provide support and assistance to the respondent, not to present the case on their behalf, or to independently address the administrator or committee handling the issue.
- To have the process move steadily towards resolution with timelines defined for each stage
- To be assured of confidentiality, in accordance with the terms of the Family Educational Rights and Privacy Act of 1974
- To be allowed to request that any one person conducting a disciplinary conference, or serving as a conduct committee member or chair, be disqualified
- To be given the benefit of the doubt in the absence of clear and convincing evidence to the contrary
- To have a summary record of the hearing kept
- To be notified of the outcome of the adjudication process
- To have the right to appeal the decision that results from the adjudication process

Any member of the MUIH community may file a grievance in reference to the Code of Conduct, including students, faculty, and staff members. Any Code of Conduct complaints must be filed in writing with the appropriate Academic Advisor.

Stage One—Investigation

When an allegation of misconduct is registered, the Director of Student Affairs, in consultation with the Provost or designee, will take the following steps, not necessarily in order, within two calendar weeks of the date of this written complaint:

- Notify the individual in question (the respondent) of the specific alleged violation
- Give the respondent an opportunity to respond to the allegation
- If appropriate, offer to create a mediated conversation with a third party agreeable to all
- Create a separate, secure case file relevant to the alleged violation
- Conduct a preliminary investigation of the facts underlying the allegation of misconduct
- Determine whether there is cause to support the allegations of misconduct

- Prepare a written report. If the Director of Student Affairs finds that no violation of the Code of Conduct has occurred, the report will be placed in the case file documenting the lack of cause. If the Director of Student Affairs finds that there is a basis to be concerned, they will submit the report, along with the case file, to the Provost (or designee).
- Inform the respondent and the complainant in writing of the results of the investigation

Stage Two—Conduct Review

After receiving the report from the Director of Student Affairs, the Provost (or designee) will determine whether they can resolve the issue or if it is appropriate to convene a Conduct Review Committee and turn the case file over to the Chair of that committee. In certain circumstances, a student may be placed on interim suspension prior to the Code of Conduct proceedings or hearing, as determined by the Provost or designee.

Stage Three - Code of Conduct Hearing Process

1. The Office of Student Affairs, under the authority of the Provost, is responsible for compiling the initial documentation (official complaint, list of Code of Conduct violations) pertaining to a matter.
2. Conduct Review Committee: The Office of Student Affairs will assemble the individuals to serve on a Conduct Review Committee, to consist of (but not limited to) faculty members from at least three academic degree programs, a staff representative, and a student representative. The Provost or designee will appoint a Chair of the Conduct Review Committee who will vote only in the case of a tie. A quorum will consist of the Chair and at least one faculty member, one student, and one staff member. Once the committee is formed, the Office of Student Affairs will schedule the initial meeting for the committee and provide the committee with the necessary documentation.
3. Members of the committee who do not feel they can render an impartial judgment in regard to a specific case may be excused if they give written or verbal notice to the Chair of the committee prior to the notification of the scheduled hearing of the accused. The Chair will contact the constituency for the selection of an alternate.
4. The Conduct Review Committee will have an initial meeting to discuss the case, determine if further information or investigation is needed, and schedule a hearing.
5. The Chair will design a hearing structure suited to the individual case that guarantees the procedural protections identified above. The Chair will provide in writing to the respondent and complainant the specific complaint being adjudicated, a list of members of the committee, and the hearing date, at least 10 days in advance of the scheduled hearing unless an earlier timeframe is acceptable by all parties. The hearing can be scheduled to be conducted by teleconference for the convenience of a respondent or complainant who is not local to the MUIH campus.
6. The respondent or complainant may request the replacement of any one member of the committee. The request to replace a committee member must be submitted to the committee within five days after notification. A decision will be rendered by the Chair of the committee.
7. Prior to the hearing, the committee will meet to review the case file, and formulate questions to be asked at the hearing.
8. Prior to the hearing, the respondent may request and obtain copies from the Chair of the factual information to be introduced by the complainant.

9. The respondent may select an advisor from the community of their choosing to attend the hearing, however, the role of advisor will be limited to providing support and advice to the respondent. The advisor will not present the case on behalf of the respondent, or independently address the administrator or committee, unless asked by the committee to do so.
10. Both respondent and complainant may invite witnesses to the hearing, and are responsible for notifying any witnesses and ensuring their presence at the hearing. The committee may invite, but has no authority to compel, the appearance of any person who is neither respondent nor complainant. Witnesses (but not the respondent and complainant or any advisor) are generally excluded from the hearing room, but brought in individually before the committee to provide testimony. Both the complainant and the respondent have the right to question witnesses invited by the other party.
11. In cases where charges of sexual harassment or sexual assault are being considered, the Director of Human Enrichment and the General Counsel will act as advisors to the Conduct Review Committee, in order to ensure the committee is informed about current law and recognized procedures. In these cases, the committee may hear the evidence of complainant and respondent in separate hearings, if so requested by the complainant.
12. The Chair of the committee will have the duty of maintaining order at the hearing and will have the right to exclude any party or witness from the hearing, temporarily or permanently. All relevant facts based on the oral testimony of witnesses who are present at the hearing and all tangible objective information including photographs, charts, papers, and electronic or other recorded statements should be considered by the committee. Written statements by witnesses not present at the hearing may be considered, but the committee will decide how much weight, if any, will be given to such statements.
13. Information about a student's past record may be introduced if it serves to demonstrate a pattern of similar behavior. Past disciplinary action against the respondent may not be used to determine guilt or innocence during the hearing, but may be used in considering appropriate penalties that may result from the hearing.
14. If new information comes to light during the hearing, a recess may be granted upon request.
15. Failure of the respondent or complainant to appear at the hearing, after proper notice, will result in the committee making a decision in their absence.
16. After hearing all evidence and summations, the committee will meet to deliberate. The standard of proof is not that of "beyond a reasonable doubt," such as found in a criminal case. The standard is that of a "preponderance of evidence." That is, based on the findings, a reasonable person in the same set of circumstances would find that it is more likely than unlikely, based on the "totality of the circumstances," that a violation of the policy has occurred.
17. The Chair of the committee, in consultation with the Provost, will notify the respondent of the decision in writing within two business days. Significant mitigating or aggravating factors will be considered when sanctions are imposed, including present demeanor and past disciplinary record of the offender, as well as the nature of the offense, and the severity of any damage, injury or harm resulting from it.
18. The committee will issue a written final report with sanctions as appropriate to the respondent, Director of Student Affairs, and the Provost. The report of the Conduct Review Committee, along with the case file, will be maintained as a part of the Academic Advisor's advising records and ordinarily will not be made a part of the student's official academic record. However, the action of disciplinary suspension will be made part of the academic record until graduation at which time it

will be expunged from the record. The action of disciplinary dismissal will be made a permanent part of the academic record. The action of academic dishonesty will also be made a permanent part of the academic record. Therefore, in the case of disciplinary suspension, disciplinary dismissal and academic dishonesty, a copy of the committee report should also be forwarded to the Office of the Registrar.

Based on sanctions imposed at the conclusion of a Code of Conduct hearing, the Office of Student Affairs will determine the appropriate student status.

Consequences of Violations

The following are possible institutional sanctions:

1. Letter of warning.
2. Restitution of property or working relationships with others, denial of certain privileges, or restriction of activities.
3. Disciplinary probation: Prohibits the student from representing the University or serving on committees, with specific requirements of the probation crafted by the committee in consultation with the Academic Advisor. Probation also subjects the student to immediate suspension if found in violation of another offense during the period of probation.
4. Disciplinary suspension: Exclusion from University premises, and other privileges or activities, as set forth in the suspension notice. Notice of this action will appear on the student's academic transcript up until graduation, at which point it is expunged. A specified time frame must be included.
5. Disciplinary dismissal: Permanent termination of student status, and exclusion from University premises, privileges and activities. This action will be permanently recorded on the student's academic transcript.
6. Academic Dishonesty: If a finding of academic dishonesty is made, the student will receive a failing grade in either the assignment or the course, at the instructor's discretion. Students who engage in egregious academic behavior, e.g. fraud, plagiarism, or the misrepresentation of clinic or other records, may be dismissed. If a student is found to be academically dishonest a second time, the student may be dismissed from their program and may be ineligible to re-apply for admission to the University. This action will be permanently recorded on the student's academic transcript. Students who engage in egregious academic behavior, e.g. fraud, plagiarism, or the misrepresentation of clinic or other records, may also be dismissed.

Notice Regarding Time Limits

Administrators may adjust or extend time limits stated in these procedures as appropriate to provide fair and thorough review and resolution.

Appeals

Either party may appeal a decision of the Conduct Review Committee. Appeals must be submitted in writing to the Academic Advisor within one week after receipt of the written decision, setting out the specific reason(s) for the appeal. The non-appealing party will be given the opportunity to submit a written response to the appellant's written appeal. Sanctions and remedies may be delayed pending a decision on the appeal. A student may continue to attend class during the appeal process, provided there was no recommendation for dismissal or suspension. Appeals may only be based on the following grounds:

1. Proper procedure was violated and the procedural error caused material prejudice to the respondent's or complainant's case.
2. New and relevant evidence has arisen that was not reasonably available at the time of the hearing and that would have a material effect upon the outcome of the case.

Judicial Appeals Board

The Provost or designee will have the power to affirm, reverse, or modify the decision and/or the penalty imposed by the Conduct Review Committee, or may appoint a judicial appeals board. Decisions of the Judicial Appeals Board are final.

The Judicial Appeals Board is appointed by the Provost (or designee). The committee consists of, but is not limited to, a faculty member from at least three academic degree programs, a staff representative, and a student representative. The Chair will be appointed by the Provost and will vote only in the case of a tie. A quorum will consist of the Chair and at least one faculty member, one student, and one staff member.

The Judicial Appeals Board will have the power to affirm, reverse, or modify the decision and/or the penalty imposed by the Conduct Review Committee after review of all documents. Decisions of the Judicial Appeals Board are final.



Appendix 4 – Leave of Absence

Last updated: August 2016

Eligibility

Students may take a Leave of Absence (LOA) for up to one designated trimester*, per academic year (with no consecutive trimesters off), only after approved by the University. A student is eligible to request a LOA if they:

- Have completed one full trimester at MUIH;
- Are in good academic standing as per the Satisfactory Academic Progress policy;
- Are in good financial standing with the University, meaning that they have no unpaid bills for tuition and/or fees;
- Are in good standing with the Library;
- Have consulted with someone in the Office of Financial Aid, if applicable;
- Have no pending disciplinary action; and
- Request an LOA by the deadline

If a student is requesting an LOA as an accommodation for a disability, the requirements above may not apply.

**Note:* "One trimester" is defined by having had one full trimester off, either by requesting the LOA during the schedule adjustment period of that trimester, for a leave immediately or by requesting LOA for a future full trimester.

Deadlines for Requesting a LOA

A student may request a LOA for the current trimester until the end of the schedule adjustment period. Any request for LOA during the schedule adjustment period of a trimester would be considered a full trimester. The student would be expected to return in the next immediate trimester.

All requests made after the schedule adjustment period will be for a future trimester.

All requests for immediate, emergency related LOAs or LOAs as an accommodation for a disability that are submitted after the deadline will be reviewed on a case by case basis by the Director of Student Affairs. These requests can be submitted on the same form, to the student's Academic Advisor. If a mid-term LOA is approved, all applicable policies including but not limited to refunds will be followed. For example, if a student is enrolled and LOA is approved after the student has completed 50% of each course, the associated refund for withdrawal from those courses at that time will be effective.

Any student who is not eligible for a LOA and who desires to step out of their program must withdraw from their program and re-apply at a later date.

Process

The process for seeking approval for a LOA is as follows:

- Students must submit a Leave of Absence Request Form, found on my.muih.edu under Forms & Policies/For Students, in writing to their Academic Advisor. The request must include the reason and planned return date from the LOA.
- The student must contact the Office of Financial Aid and the Finance Department before the LOA is approved. Taking a LOA may have financial implications (for example, the student may be required to begin paying student loans during a LOA). The Office of Financial Aid will inform the student who requests a LOA regarding the implications of student loan repayment as it applies to their individual federal financial aid. If the student does owe money to the University, they will be required to settle any outstanding charges before approval.
- Note: students requesting LOAs as accommodation for a disability should note this on the request form, as well as follow all procedures in securing accommodations through the Disability Services Policy.

In the event of an emergency making it impossible for the student to submit the request to their Academic Advisor in a timely fashion, the student should call or email the Academic Advisor and follow up with a written formal request for a LOA at their earliest convenience.

Once approved, the LOA will be considered effective as of the first day of the trimester in which the student is requesting leave.

Students on LOA are required to adhere to the contract deadlines for submitting incomplete work.

Returning from a LOA

Upon return from a LOA, the student will remain in the curriculum in which they were originally enrolled per the Academic Catalog in effect at the time of enrollment. The student remains responsible for meeting all the academic requirements of that curriculum. The returning student will be subject to any newly established tuition and fee structures upon returning from the approved LOA.

Students should note that due to the cyclical nature of course offerings, certain courses that are missed during a LOA may not be available for an extended period of time. This may impact the student's ability to complete the program in an expected time frame. A LOA does not extend the timeframe for completion of program requirements.

A student who fails to return after an approved LOA will be administratively withdrawn from the program and is required to reapply through the Office of Graduate Admissions. Readmission is not guaranteed, except for students who are granted a LOA as a disability accommodation. Students who are readmitted must meet all of the program requirements in effect at the time of enrollment after being readmitted.

Non-attendance with No Formal Request:

A student who stops attending courses at Maryland University of Integrative Health without an approved LOA and without withdrawing will receive the grades they have earned in all registered course(s) and will be withdrawn from their program and the University after one full trimester of inactivity.

Students who are not enrolled in consecutive trimesters become inactive (i.e. are not registered for or taking courses towards the completion of their degree program; or are not on approved LOA; or who are not finished with a degree program or are pending a graduation audit), and will be administratively withdrawn after one trimester of inactivity.



Appendix 5 – Satisfactory Academic Progress (SAP)

Last updated: August 2016

MUIH, in accordance with Federal Title IV Student Financial Aid regulations, has guidelines for all students regarding Satisfactory Academic Progress (SAP). Student progress will be monitored from the first trimester of their enrollment in each program, to ensure minimum SAP requirements are met in order to maintain financial aid eligibility. Students who do not meet SAP requirements may lose their eligibility to receive financial aid and may result in the requirement for recipients of financial aid to repay all or some of the aid they received. The Federal Financial Aid requirements on SAP have two components: (1) a qualitative measure, and (2) a quantitative measure.

It is important to note that separate from the policy outlined herein for financial aid purposes, the Office of Academic Affairs conducts reviews of student academic performance in accordance with Maryland University of Integrative Health (MUIH) standards. Please refer to the information below or the newest [Academic Catalog](#) (section two) for details about academic performance standards and related sanctions.

Since MUIH does not use a traditional GPA model, the University will measure the percentage of successfully completed courses to the total number of courses attempted (by the student) to comply with the qualitative measure.

All communications from the University will be made electronically, unless otherwise noted.

Satisfactory Academic Progress (SAP) Requirements:

- Maintain a successful course completion rate of at least 50% (calculation based upon credit count);
- Maintain the necessary pace for completion within the Maximum Time Frame (MTF); and
- Meet student specific requirements set forth by the Academic Department, the Office of Financial Aid and an Academic Advisor (when applicable)

Qualitative Measure

Successful course completion rate: Students must maintain a cumulative successful course completion rate (i.e., a Pass rate) of at least 50%. This calculation is based on cumulative credit totals (not individual terms or courses), and includes all grades, including Pass "P", Fail "F", Incomplete "I", Remediated "R", and Withdrawal "W". This calculation will be completed for students enrolled in multiple programs, independently.

Example of successful completion rate: A student is enrolled in and has completed 9 credits this trimester. The student has already completed 6 credits, with "P" grades during the prior term. At the end of this term, when all grades have been submitted, the student has the following grades: 3 credit course = P; .50 credit course = F; .50 credit course = I; 3 credit course = W; 2 credit course = P. By definition, all credits are counted in the calculation and the student has successfully completed 11 credits, and has attempted 15 credits in total. The successful course completion rate = 11/15 or 73%. This student is meeting the qualitative factor for SAP.

Note: Students are not required to retake failed or withdrawn elective courses (unless no other option exists) for successful completion, and instead may satisfy SAP requirements by completing any approved elective course. Elective courses, passed or failed, will be considered and accounted for during the Financial Aid and Academic review for SAP.

Quantitative Measure

Pace: This measure assesses the pace at which a student progresses toward attainment of their degree. The calculation to determine pace is done by testing the student against pre-determined progression benchmarks at the end of the terms referenced below. These benchmarks are designed to assess whether or not a student will be able to complete their program of study within the Maximum Time Frame (MTF) for completion as defined by MUIH. The chart below outlines the appropriate pace of completion by trimester, based on a larger percentage of courses due to be successfully completed later in the program. The MTF is calculated from the first trimester of a student's enrollment and all trimesters are counted even if a student is not taking any courses or is on a leave of absence. Therefore, pace is calculated in reference to all terms enrolled, regardless of activity (or non-activity). Any break in a student's enrollment, except total program withdrawal, will be included in the calculation of pace.

Degree Type	Trimesters 3-5	Trimesters 6-8	Trimesters 9-11	Trimesters 12-14	Trimesters 15-17	Trimesters 18-20	Trimester 21
Post-Baccalaureate Certificate	25%	50%	MTF				
Master's Degree	10%	25%	50%	75%	MTF		
Post-Masters Certificate	25%	50%	MTF				
Doctoral Degree	10%	25%	50%	50%	75%	85%	MTF

Example of Appropriate Pace: A student who is enrolled in a Post Masters Certificate at the end of their third trimester has taken and passed 6 credits of course work, they also transferred in 3 credits. The program is 12 credits in total. The calculation of pace is as follows: 12 total program credits divided by 9 successfully completed credits, equals 75% completion. Because the minimum expectation of pace is to have completed 25% of courses at that time, the student is maintaining a successful pace to complete the program within the MTF.

A student is ineligible for federal and state financial aid, and no appeal will be considered, when it becomes mathematically impossible to complete the program within the MTF (inclusive of a one year extension, if granted). See table below.

Maximum Time Frame (MTF): Federal law requires that an SAP policy include a Maximum Time Frame (MTF) in which a student receiving federal financial aid must complete their educational program. The MTF for a graduate program at MUIH may be no longer than the maximum number of years allowed by Maryland state law. If a student completes one degree and decides to pursue a second degree, the MTF would reset. The MTF is calculated from the first trimester of a student's enrollment and all trimesters are counted even if a student is not taking any courses or is on a leave of absence.

Credits counted in the MTF are all attempted credits within a student's specific program at MUIH (even when not a financial aid recipient) and all transfer credits accepted toward their academic program (at the time of SAP Review). At the point that all required coursework for an academic program has been completed, financial aid eligibility will be suspended even if the student does not apply to graduate.

The Maximum Time Frame to be eligible for merit-based and need-based funding is:

Degree Type	Maximum Time Frame
Post-Baccalaureate Certificate	9 trimesters
Master's Degree	15 trimesters
Post-Masters Certificate	9 trimesters
Doctoral Degree	21 trimesters

*Note: With respect to the MTF, all degree seeking students have the ability to apply, and if approved, be granted an additional year of eligibility to complete their program of study.

Failure to Meet SAP Requirements for Academic Purposes

Academic Sanctions

The Office of Academic Affairs (and specifically each Academic Advisor) will conduct a Satisfactory Academic Progress review for all students at the completion of each trimester. The review will not occur until the submission of all grades for a student.

Because this review cannot be completed before the submission of all grades for a student in each trimester and due to the nature of our course structure, students may be notified and removed from a course after the course has begun.

Academic Probation:

Students will be placed on Academic Probation:

1. When they fall below a cumulative 50% successful course completion rate (in courses attempted).
2. When they are not maintaining an appropriate pace as defined by the benchmarks noted in the quantitative measure of SAP.

Academic Jeopardy:

Students will be placed on Academic Jeopardy:

1. When they fail to increase their cumulative successful completion rate above 50% for two consecutive trimesters.
 - a. Future student registration will be held until the student has met with their Academic Advisor.
 - b. A plan to improve successful completion rate will be documented with each student.
2. When they are not maintaining an appropriate pace as defined by the benchmarks noted in the quantitative measure of SAP for two consecutive trimesters.

Academic Dismissal:

Students will be Academically Dismissed:

1. When they fail to increase their cumulative successful completion rate above 50%, or they have failed to meet the appropriate pace benchmark after three consecutive trimesters of being on either Academic Probation or Academic Jeopardy.

Students who are placed under academic sanctions by the Office of Academic Affairs are considered to be failing SAP standards. This will trigger the steps listed below and a student may become ineligible for Financial Aid.

Frequency of Review

The Office of Financial Aid, in coordination with the Office of Academic Affairs will review the status of all financial aid applicants at the conclusion of **each trimester (summer, fall, and spring)**, when all grades for a student are available. The review consists of the cumulative record of all prior trimesters (including trimesters when a student may not have received financial aid funding), including transfer credits accepted toward an academic program at the time of the SAP Review. All elements of Satisfactory Academic Progress will be evaluated: successful course completion, pace/progress rate, as well as Maximum Time Frame.

Failure to Meet SAP Requirements for Financial Aid Purposes

Financial Aid Warning

If MUIH determines a student is not making Satisfactory Academic Progress, the student is given the status of Financial Aid Warning. During the subsequent trimester, the student will have the opportunity to meet the SAP standards and remain financial aid eligible. If the standards are met by the end of that trimester, the Financial Aid Warning is lifted and the student maintains eligibility for financial aid. If at the end of the trimester, the student does not meet the SAP standards, the student's eligibility for financial aid is suspended beginning with the next immediate trimester, until SAP is met.

A student may be placed on Financial Aid Warning multiple times if they have intermittent trimesters of meeting and not meeting SAP requirements. Example: A student is not meeting SAP standards upon review of the fall 2015 trimester performance and the student is placed on Financial Aid Warning. At the end of the following trimester, spring 2016, the student is meeting SAP standards and the student maintains eligibility for financial aid. At the end of fall 2016 trimester, however, the student once again has not met SAP standards. The student is again placed on Financial Aid Warning. In other words, the clock re-sets after each trimester of successfully meeting SAP requirements.

Financial Aid Suspension

If a student is not meeting SAP requirements after a trimester of Financial Aid Warning, the student will be notified that eligibility for aid is suspended. In addition, when it becomes mathematically impossible for a student to complete their program within the MTF, financial aid will be suspended. The student may appeal the suspension. The outcome of the appeal will determine whether the student is granted Financial Aid Probation or if the suspension remains in place.

Financial Aid Probation

Financial Aid Probation is a status assigned to a student who has failed to make SAP, was put on Financial Aid Suspension, and then successfully appealed and has had eligibility for aid reinstated for a defined period of time.

Appeal Circumstances

Circumstances to appeal a Financial Aid Suspension decision are limited. A student may appeal suspension if the student did not make Satisfactory Academic Progress due to extenuating circumstances (e.g., personal illness, the death of a relative). All circumstances must be documented (and may or may not be approved by the Director of Financial Aid and Chief Financial Officer (CFO)).

Appeal Process

Appeals must be submitted by within seven days of receiving notification of Financial Aid Suspension. Late appeals may be considered, but timely review is not guaranteed before the start of the next trimester.

If a student chooses to appeal the Financial Aid Suspension, they must first meet with their academic advisor to create and Academic Plan and then complete a Financial Aid Satisfactory Academic Progress Appeal Agreement with the Director of Financial Aid. Students should also submit any documentation that supports the request to the Director of Financial Aid. This process must be completed each trimester they are assigned this status. The contract is individualized and includes the agreed upon Academic Plan.

The appeal will be reviewed by the Director of Financial Aid and the CFO and they may uphold the suspension, approve the appeal, or require additional information prior to making a decision.

- If the Director of Financial Aid and CFO determine the appeal cannot be approved, the suspension remains in place and financial aid eligibility remains suspended.
- If the Director of Financial Aid and CFO determine the appeal is sufficient and the student should be able to achieve Satisfactory Academic Progress by the end of their next trimester of enrollment and/or the student is taking sufficient credits to graduate prior to exceeding the MTF, the student will be placed on Financial Aid Probation for one trimester. At the end of the trimester of Financial Aid Probation, the student's performance will be reviewed. If SAP requirements have been met, the student regains financial aid eligibility. If SAP requirements have not been met, the student's eligibility for financial aid is again suspended beginning with the next immediate trimester, and until SAP is met.
 - The student's performance will continue to be monitored every trimester. An Academic Plan will have specific goals for a student to achieve each trimester of Financial Aid Probation and even if the goals are met early, the student continues on Financial Aid Probation until the end of the trimester. If a student does not meet the specific goals of the Academic Plan, the student's eligibility for financial aid is suspended beginning with the next immediate trimester, and until SAP is met.
 - At the end of the trimester, the student's performance will be reviewed. If SAP requirements have been met, the student regains financial aid eligibility for the next immediate trimester. If SAP requirements have not been met, the student's eligibility for financial aid is again suspended beginning with the next immediate trimester, and until SAP is met.

Academic Plan

An Academic Plan is a course of action that, if achieved, will ensure that the student is able to meet the University's Satisfactory Academic Progress standards by a specific point in time. An Academic Plan may include guidance provided by the student's Academic Advisor with suggestions for shifts in time management and prioritization of school work.

Regaining Financial Aid Eligibility

If an appeal is denied, a student may regain financial aid eligibility by completing a specified number of credit hours (as determined by the Academic Advisor) without the benefit of federal or state aid, by restoring good academic standing with the University, and by meeting SAP standards. If those conditions are met, a student will be considered eligible for federal and/or state financial aid.

If a student has successfully appealed Financial Aid Suspension and is placed on Financial Aid Probation but fails to meet the requirements of the Financial Aid Probation contract/Academic Plan, the student may not appeal again unless 1) the student is granted permission by the Director of Financial Aid, the Associate Vice President of Enrollment Management and the Academic Director of the Department to continue in the program and 2) the student is able to attend without receiving federal, state or institutional financial aid and meet SAP and University academic standards. If those conditions are met, a student must then submit a new appeal to request a review of eligibility for financial aid.

Students may not submit two consecutive appeals.

Special Considerations:

- Transfer Credits - Courses that are transferred from another institution and accepted toward an academic degree program (at the time of SAP Review) at the University count as attempted and completed hours for the purpose of measuring pace and for Maximum Time Frame (MTF).
- Incomplete Grades - Credit hours in which a student receives a grade "I" are included in the number of attempted credits, but don't count toward successfully completed credits. Students with numerous incompletes may have difficulty meeting the SAP standards at the time of evaluation. SAP will only be re-evaluated at the end of the next trimester.
- Failing Grades - Credit hours in which a student receives a grade "F" are included in the number of attempted credits. Failing grades are not successfully completed credits.
- Withdrawals - Credit hours in which a student receives a grade "W" are included in the number of attempted credits, but don't count towards successfully completed credits.
- Audited Credits - Audited class credits are not considered attempted coursework. A student cannot receive financial aid for audited courses.
- Grade Changes - Students who are on Financial Aid Probation must resolve all incomplete grades **before** the Office of Financial Aid can make a final determination that they meet the Satisfactory Academic Progress guidelines. Students must report any grade changes that impact their financial aid eligibility directly to the Office of Financial Aid. Students must notify the Office of Financial Aid once their final grades have been posted.

All information presented in this section is subject to change without notice based on changes to federal law, regulation, or University policy and procedure. If changes are made, students are required to abide by the new policy. This Handbook will be updated as frequently as possible to reflect current standards.

Definitions:

Academic Plan: An Academic Plan of Action is a course of action that, if followed, will support a student's ability to meet the University's Satisfactory Academic Progress standards by a specific point in time. Academic Plans are included in the student's probation contract.

Academic Program: The Academic Program is the program in which a student plans to attain their degree.

Audit Courses: Audit Courses are courses that do not apply towards degree requirements, and are not taken for earned credit. Audit Courses are ineligible for financial aid.

Completed Credits: APPLICABLE ONLY TO DOCTORAL AOM AND NUTRITION PROGRAMS - Credits previously earned in the Acupuncture and Oriental Medicine department, toward the completion of a Doctor of Acupuncture/Doctor of Oriental Medicine degree, or pre-requisite/pre-admission course work as a part of the Doctor of Clinical Nutrition program.

Course Withdrawal: Course Withdrawal is the process by which a student discontinues their enrollment in a particular course.

Exempted Credits: Exempted Credits are credits awarded to enrolled students in which they have prior experience or learning in a subject (course) that meets the outcomes of a particular MUIH course.

Financial Aid Probation: Financial Aid Probation is a status assigned to a student who has failed to make Satisfactory Academic Progress, has appealed and had eligibility for aid reinstated for a defined period of time.

Financial Aid Suspension: Financial Aid Suspension results in termination of financial aid eligibility.

Financial Aid Warning: Financial Aid Warning is a status assigned when a student fails to meet SAP requirements for the first time. A student may be assigned a warning status multiple times.

Remediated Course: A Remediated Course is a course for which a student previously enrolled, failed and has successfully completed with a grade of "P".

Successful Completion: Successful Completion of courses means finishing the courses for which one has subsequently enrolled and with the grade of "P" or "R".

Transfer Credits: Transfer Credits include all credits earned at other institutions of post-secondary education that are accepted for credit toward completion of program requirements at MUIH.



Appendix 6 – Students’ Observance of Religious Holidays

Last updated: April 2016

Standard

Maryland University of Integrative Health recognizes the diverse faith traditions represented among its campus community and supports the rights of students to observe according to these traditions.

Practice

- I. Students shall not be penalized because of observances of their religious holidays.
- II. Students who miss a course session because of an observance of their religious beliefs must be allowed:
 - a To make up any examinations, other written tests, or class work;
 - b To have access to any handouts or other material distributed in class;
 - c To have the opportunity to obtain or review any duplicated lecture notes or slides presented in class; and
 - d To schedule or reschedule clinic appointments
- III. Students who will be absent for religious observance should notify their faculty member(s) two weeks in advance so that proper consideration will be made.
- IV. MUIH prohibits faculty from scheduling examinations on the following religious holidays: Rosh Hashanah, Yom Kippur, Good Friday, and Eid al Fitr. MUIH will provide the dates of these holidays to faculty in advance of the trimesters so that these dates can be considered when scheduling examinations.