

# GRADUATE AND PROFESSIONAL STUDIES STANDARD OF STUDENT CONDUCT

## Introduction

At PLNU, students are expected to embody personal integrity and adhere unwaveringly to the institution's standards and values, including a commitment to academic honesty and all University policies. PLNU is dedicated to nurturing a faith-living-learning environment that promotes holistic growth, emphasizing sound academic and personal development experiences. Throughout their journey at PLNU, students receive support from university staff and faculty who prioritize respect for individual needs while also considering the broader community context.

As an institution grounded in Christian principles, PLNU places accountability, integrity, and a pursuit of God-honoring excellence at the forefront of its educational mission. Faculty and staff members come alongside students to foster an environment where these values are not only upheld but actively embraced. This entails encouraging students to take ownership of their actions and choices while promoting a culture of mutual respect and responsibility.

Furthermore, students are expected to familiarize themselves with and adhere to the community expectations outlined in the PLNU Student Handbooks (<https://pointloma-public.courseleaf.com/handbooks/>). Central to these expectations is the value of integrity, which encompasses honesty, transparency, and ethical conduct in all academic and personal endeavors. Any form of dishonesty, including providing false information or engaging in intentional misrepresentation, is deemed unacceptable and detrimental to both the individual and the broader community.

To reinforce these principles, PLNU maintains rigorous academic integrity policies and guidelines. These guidelines, rooted in the University's Christian ethos, underscore students' commitment to upholding the highest standards of academic integrity, refraining from dishonest practices such as lying, cheating, or stealing in their academic pursuits. By conducting themselves responsibly and honorably in all academic activities, students contribute to a culture of trust and mutual respect within the University community.

Additionally, PLNU provides guidelines for student peaceful assembly and forums, ensuring that such activities align with the institution's mission, identity, and religious tenets. These guidelines promote respectful discourse while safeguarding the rights and well-being of all community members. Violations of these policies may result in disciplinary action, underscoring the University's commitment to maintaining a safe, inclusive, and conducive learning environment for all.

Ultimately, PLNU's comprehensive approach to student conduct and academic integrity reflects its dedication to fostering a campus culture characterized by integrity, community, respect, and responsibility. Through collaboration between students, faculty, and staff, PLNU endeavors to cultivate an environment where all members can thrive academically, personally, and spiritually.

## Civility in All Communications

Students should use communications appropriately and treat each other, faculty, and staff with respect in all University-related interactions.

### Use Official Communication Channels

- The University's official mode of communicating with students is each student's personal pointloma.edu email address and myPLNU. Students are required to monitor this address and myPLNU regularly for official communications.

### Exhibit Respectful Language and Behavior

- **Extend respect and dignity towards others in all communication.**
- **Avoid using language that is intended to discriminate, or harass any individual or group based on membership to a protected class.**
- **Treat others with kindness and compassion, reflecting the teachings of Christ in your interactions.**
- Use Social Media and Online Communication Responsibly
  - Exercise discretion and thoughtfulness when using social media platforms or engaging in online communication.
  - Refrain from behavior or language that could reflect poorly on you or the University.
  - Sharing of confidential or sensitive information about the University or its members is prohibited and may result in discipline up to and including dismissal.
- Pornographic materials or media (i.e. music, images, video), obscene literature and pictures will not be tolerated. All films (other than those shown in a classroom situation) shown by groups or individuals under the sponsorship or on the campus of Point Loma Nazarene University must have prior approval from their program director or designee.
- The University upholds and welcomes dialogue in partnership with students when considering protests. Students who engage in protests which impede or obstruct others in the exercise of their freedom, which interfere with the orderly procedures and activities of the university, threaten violence, or are destructive, may be subject to student conduct and/or legal action.

### Dissent

- The University upholds and welcomes dialogue in partnership with students when considering protests. Students who engage in protests which impede or obstruct others in the exercise of their freedom, which interferes with the orderly procedures and activities of the University or is destructive, may be subject to student conduct and/or legal action.

### Seek Conflict Resolution

- When conflicts arise, strive to resolve them through respectful dialogue and constructive communication.
- Solicit guidance from university resources, such as faculty mentors or counseling services, to facilitate resolution in a manner consistent with Christian principles.
- If resolution to conflict is not attained, refer to the student grievance process outlined in the GPS Student Handbook.

### Appropriate Use of Information Technology Resources

- The university reserves the right to restrict the use of its IT resources and limit access to its networks when faced with evidence of violations of university policies, contractual obligations, federal laws, state laws, or local laws. The University has the right to remove or

limit access to material posted on or transmitted by its computers. By connecting to the campus network, the user agrees to the terms and conditions of this Acceptable Use Policy.

- Actions which are detrimental or inappropriate when accessing University and Internet resources include, but are not limited to, the following:
  - Sending harassing, intimidating and/or threatening messages through electronic mail or other means;
  - Using foul or abusive language on the network or any electronic communication;
  - Use of University computers, systems, and/or services for commercial purposes or unauthorized financial gain;
  - Unauthorized solicitation for charity or other benefits;
  - Initiating or encouraging the promulgation of chain letters, unauthorized automated or mass postings, or other types of unauthorized large-scale distributions;
  - Accessing and/or disseminating pornography;
  - Copying for oneself or distributing to others commercial or other copyrighted software or proprietary data which has not been placed in the public domain or been distributed as freeware;
  - Installing and/or using personal wireless access points on the University network;
  - Removing any computer equipment (hardware, software, data, etc.) without authorization;
  - Intentionally intercepting, disclosing, or using any electronic communication to which authorized access is not explicitly provided; authorized access includes mail directed to or from an individual and those messages intended for public consumption (news groups, bulletin boards, broadcast messages);
  - Providing others with access to one's personal computer account(s) or gaining or attempting to gain access to the personal computer accounts, files, or electronic information of others or to accounts, files, or systems to which authorized access has not been explicitly granted;
  - Supplying or attempting to supply false or misleading information or identification in order to access another user's network account or information;
  - "Hacking" or related behavior attempting to compromise University computer security or the security of remote systems accessed through University equipment or systems;
  - Unauthorized access to or use of data, systems, or networks, including any attempt to probe, scan or test the vulnerability of a system or network to breach security or authentication measures;
  - The unauthorized manipulation of University computer systems, programs, or data;
  - Tampering with or obstructing the operation of the network or computer systems owned by the University, students attending the University, or other third parties;
  - Using an unauthorized IP address;
  - Monitoring or sniffing of data on any network or system without express authorization of PLNU Information Technology Services;
  - Creating or releasing computer viruses or engaging in other destructive or potentially destructive programming activities;
  - Interference with service to any user, host, or network, including, without limitation, mail bombing, flooding, deliberate attempts to overload a system, and broadcast attacks;
  - Use of University computers, systems, and/or services to perpetrate fraud, misrepresentation, or illegal activity;

- Any act chargeable as a violation of local, state, or federal law, whether or not charges are brought by civil authorities.
- Sanctions imposed as a result of violations of this Acceptable Use Policy may include, but are not limited to the following:
  - Network resource suspension or termination;
  - Suspension or termination from the University;
  - Monetary reimbursement to the university or other appropriate sources;
  - Prosecution under applicable civil and/or criminal laws.
- Information Technology Services maintains the PLNU networks and monitors network traffic in accord with university, local, state, and federal laws and regulations.

## Respect and Follow Copyright Law

- Point Loma Nazarene University (PLNU) respects the intellectual property rights of others and makes every attempt to uphold all copyright laws.
- PLNU does not tolerate the willful violation of copyright laws by any staff, faculty, student, or affiliate of PLNU. Violation of copyright laws may result in disciplinary action for employees and students of PLNU and, where such violations are a crime under federal law, may be prosecuted.
- Individuals uploading or acquiring material posted or authenticated on PLNU venues agree to hold PLNU harmless for any errors created to indemnify PLNU for any damages that result from the acquisition of said material. Material or content on third party web pages linked to official PLNU web pages are not under the control of PLNU and therefore are not governed by PLNU's copyright policies. PLNU is not responsible for content and material on third party websites.
- Please refer questions about copyright laws and related issues to the Director of Ryan Library.

## Abstinence from Drugs, Alcohol, and All Forms of Tobacco

Students must abstain from use (including being under the influence) or possession of any non-prescription drug, alcohol, and all forms of tobacco or electronic smoking products during any university-related activity.

*The purpose of this Policy is to ensure a safe environment that is consistent with the mission of the university and its goal to foster an alcohol-and drug-free environment. The use, possession or distribution of alcoholic beverages by students of PLNU on the PLNU campus, at off-campus university related functions is prohibited and violates the Graduate and Accelerated Undergraduate Programs Standard of Student Conduct. The following summarizes PLNU's Policy for students.*

## Abstain from Alcohol, Drugs, and Tobacco

- The University expectation of abstinence arises out of its commitment to student academic success as well as the historic commitment of its sponsoring denomination to marginalized people. Substance use can cause very serious health and behavioral problems, including short and long term effects upon the body (physiological and psychological), as well as impairment of learning ability, memory and performance.
- Elements of that Policy follow:
  - The substance Policy applies to students in graduate and accelerated undergraduate programs when they are on campus

and in all other university-connected activities away from campus (internships, site visits, etc).

- The University requires that students abstain from the use or possession of alcoholic beverages, use or possession of marijuana and other illegal drugs, abuse of prescription medication, use or possession of tobacco and smoking products and/or electronic smoking devices during any university-connected activities.
- There is no exception to "medical" marijuana use.
- A student who uses or who is in possession of alcohol, smoking tobacco products, or illegal drugs or drug paraphernalia during any university-connected activities is in violation of university Policy and subject to disciplinary action.

- Unauthorized presence on or improper use of, any Point Loma Nazarene University property is prohibited. This includes the unauthorized use of university facilities (i.e., private parties, misuse of student lounge areas, unauthorized solicitation or distribution of advertising materials on university property). It also includes an individual's presence in an area from which he or she has previously been banned.
- Disposing of refuse of any kind on university property except in the appropriate receptacles provided, is prohibited.

## Respect for Self, Others, and for University and Personal Property

Students should demonstrate respect for people and property during all university-related activities.

### Treat Yourself with Respect

- As a Christian Community, PLNU encourages all students to seek spiritual guidance and support from the University Chaplains (<https://www.pointloma.edu/opportunities/graduate-professional-student-spiritual-life/>). Please visit MyPLNU (<https://my.pointloma.edu/pages/chaplains/>) for more information.
- Seek guidance and support from available university resources. See MyPLNU and/or Graduate and Professional Student Services (<https://pointloma-public.courseleaf.com/handbooks/grad-handbook/student-services/>) section of this handbook.

### Treat Other Students, Faculty, and Staff with Respect

- A supportive community cannot exist where threats occur or where people fear injury or harm. Therefore, activities that endanger the lives or safety of any student or other individual, threats of violence or violence against persons, or other instances of disturbing the peace during any university-related activity will result in immediate removal from university property and/or Judicial Action.
- Additionally, coercion, intimidation, bullying, hazing, or sexual conduct during any university-related activity may result in immediate removal from university property and/or Judicial Action.

### Treat University and Personal Property with Respect

- Students must not destroy or deface university property or the property of others, and must not remove university or personal property without permission.
  - The possession of, sale of, or firing of fireworks, firecrackers, explosives (including, but not limited to, pipe bombs, dry ice bombs, and other such homemade devices), guns of any kind including recreational firearms and other items of similar nature is prohibited by PLNU and by city, county and state law.
  - Public Safety requires that fire extinguishing equipment, fire alarms, smoke detectors and any other emergency equipment not be tampered with and be kept only for authorized use. The law prohibits any other use.
  - Entering into any university building, facility or area without authorization is prohibited.
  - The possession of keys by students, or the making of duplicate keys to campus properties without being specifically issued by authorized campus personnel, is prohibited.

### Observe the Student Vehicle and Parking Policy

- The Department of Public Safety is responsible for the enforcement of all parking and traffic regulations on the Point Loma campus and has the authority to issue citations. Regulations are contained in full in the University Vehicle Code (UVC), which is maintained by the Department of Public Safety and made available in its office and on its website.
- The UVC requires that all vehicles operated by students enrolled in courses at the Point Loma campus obtain a parking permit through iParq and that all drivers obey posted road signs and traffic rules, in accordance with both the UD and California Vehicle Code. **Students who are enrolled only in courses at our Bakersfield Campus are not required to register their vehicle.**
- Students who are not enrolled at the Point Loma campus but have business to conduct there, are considered visitors and must obtain a visitor parking permit upon arrival as outlined in the UVC.
- Owners who wish to leave a vehicle at either the Point Loma or Mission Valley campus during ANY academic break, even for university-sponsored travel, must get approval from the Department of Public Safety in advance. All vehicles, bicycles, trailers, etc. left on either campus without written approval from the Department of Public Safety will be subject to being towed at the owner's expense.
- Storage of vehicles at any other PLNU campus (e.g., Bakersfield, Liberty Station, etc.) is governed by the rules and regulations of the property as set forth by property management.
- When parking at an educational or business partnership site, students must abide by PLNU vehicle and parking Policy as well as abiding by the Policy of the partner site.
- When parking on community college partner sites, check with your admissions counselor or student success counselor to ensure that you have the proper parking pass visible to avoid being ticketed.

## Leave of Absence

### Voluntary Leave of Absence and Medical Withdrawal

Currently enrolled full-time students, or three-quarter-time for Adult Undergraduate students, in good academic/conduct standing may apply for a one semester Leave of Absence from their program of study. A "Leave of Absence" is when a student is still enrolled in the university during their leave or time away from the university, and where the student does not need to reapply for admission into the university when they want to return to the university. The maximum Leave of Absence allowed is one academic term, not to exceed 180 days in any 12 month period. Students receiving financial aid will continue to be considered "in-school status" only for institutional aid. Students receiving federal or state financial aid will not be considered "in-school status" for Title IV loan repayment purposes.

Students who wish to apply for a Leave of Absence form should obtain an application from their Student Success Counselor, Program Director, or the Office of Records. The application must be signed by the university

officers indicated, a length of leave proposed, and the application returned as indicated. Any courses proposed to be taken for credit during an approved Leave of Absence must have prior written approval. Upon return to campus, students must schedule an appointment with their Student Success Counselor or academic advisor. Also upon return, students are subject to availability of course offerings and course sequencing.

The completed Leave of Absence form is filed either with the Student Success Counselor or with the Office of Records. Failure to return to campus and resume taking courses following the approved Leave of Absence period will result in an administrative withdrawal from the university as of the start date of the Leave of Absence. This withdrawal may also have financial aid implications, such as the expiration of a loan's grace period which may cause a student loan to immediately be in repayment, and may affect a student's eligibility for further financial aid.

- **Filing Dates:** Current students must file for a Leave of Absence by the end of the tenth week of the semester, for the following semester.
- **Notification Dates:** A decision regarding a Leave of Absence application will be communicated by the end of the last week of classes via university email.

Point Loma Nazarene University cares for its students. Therefore, when medical situations arise that impede the ability of the student to function in relation to academics and/or community, professional staff will work with the student and the student's medical providers and family members to assess whether the student should be granted a voluntary medical withdrawal or Leave of Absence. A "withdrawal" is when a student is no longer enrolled in the university during their withdrawal or time away from the university, and where the student needs to reapply for admission into the university when they want to return to the university. Voluntary medical withdrawal and leave procedures are intended to assist in developing support systems, simplify re-entry into the university, and provide structure during a stressful event.

Students who take a voluntary medical withdrawal and who receive financial aid will no longer be considered "in school status" for institutional aid. Students who take a voluntary medical withdrawal and who receive federal or state financial aid will not be considered "in-school status" for Title IV loan repayment purposes. Upon return to campus, students are subject to availability of course offerings and course sequencing.

The Vice Provost of Graduate and Professional Studies Operations, in consultation with other university officials, is responsible for the administration of this policy.

## **Involuntary Medical Withdrawal, Leave of Absence or Safety Interventions**

When necessary to maintain a safe and healthy campus environment, the university may impose safety interventions or require a student to be placed on an involuntary medical withdrawal or leave of absence. The university has established a Safety Intervention Policy ([https://drive.google.com/file/d/1oMaiHzPtsAcNLcQ5zQy3z\\_a3yBFSPEEd/view/?usp=share\\_link](https://drive.google.com/file/d/1oMaiHzPtsAcNLcQ5zQy3z_a3yBFSPEEd/view/?usp=share_link)) that describes the criteria and process the university will use before making such decisions that limit the student's access to programs and activities.

When presented with credible information that a student has engaged or threatened to engage in behavior that poses, or may reasonably pose, a significant risk to the health or safety of individuals or to the university community, the university will conduct an individualized risk assessment

to make a determination about the student's continued participation in academic and extracurricular programs and activities. Depending on the nature and immediacy of the risk, the university may take interim action, including temporarily removing the student or restricting the student's access to some or all of the university's campuses, housing, resources, services, or other activities. Initial actions may also include contacting law enforcement officials and a student's parents/guardians.

Throughout the risk assessment process, the student will be provided with opportunities to participate and provide information relevant to the question of whether the student poses a significant risk of harm. The student may be required to submit medical information from treating licensed health care providers and/or undergo an independent medical assessment. In conducting the risk assessment, the university will consider whether there are any reasonable accommodations or other mitigating measures that would allow the student to remain enrolled and safely continue to participate in some or all campus activities.

The risk assessment process may result in no limitation on a student's access to programs or activities. The process may also result in the student agreeing to take a voluntary leave of absence or withdrawal or comply with other measures to reduce the risk of harm. In situations where the university determines the student poses a substantial safety risk and a voluntary agreement is not reached, the university may determine that a safety intervention or involuntary leave of absence or withdrawal is necessary to prevent harm to the health and safety of individuals or of the university community. Safety interventions may include, but are not limited to, housing relocation, compliance with a behavioral contract, reduced course load, other academic adjustments, consultations with licensed health care providers, compliance with licensed health care provider recommendations and treatment plans, or restrictions on participation in campus programs or activities.

A student seeking to return to the university after an involuntary withdrawal or leave of absence will be required to demonstrate that the student can participate in the university's programs without posing a threat to the health or safety of individuals or to the university community. The student will also be required to demonstrate that all conditions and requirements for return or readmission have been satisfied. Finally, a student seeking readmission to the university after a withdrawal will be required to demonstrate that the student meets all relevant academic requirements for readmission. If a student is approved to return to the university, students are subject to availability of course offerings and course sequencing.

Full details about the criteria and process used by the university to conduct a risk assessment, as well as a student's appeal rights, can be found in the Safety Intervention Policy ([https://drive.google.com/file/d/1oMaiHzPtsAcNLcQ5zQy3z\\_a3yBFSPEEd/view/?usp=share\\_link](https://drive.google.com/file/d/1oMaiHzPtsAcNLcQ5zQy3z_a3yBFSPEEd/view/?usp=share_link)). Questions about the policy can be referred to the Vice Provost of Graduate and Professional Studies Operations.

## **Intervention Procedures**

At PLNU, we prioritize fostering an environment that facilitates genuine learning and personal/spiritual development. This commitment is reflected in our comprehensive approach to behavior expectations and standards. Rooted in our shared values of integrity, community, respect, and responsibility, these standards form the cornerstone of our behavior expectations and standards. As members of the PLNU community, students are expected to embody these principles in all aspects of their academic journey, whether attending in-person, hybrid, or online classes, participating in internships or site visits, or engaging in educational partnerships. Upholding these standards is not only a responsibility



but also a privilege, as it contributes to the vibrancy and vitality of our community.

When behavior falls short of our community standards, the conduct process at PLNU is activated. This process, overseen by the GPS Dean of Students, is rooted in our commitment to education and growth. While our primary goal is always the development of our students, there are instances where formal interventions become necessary. Through a carefully structured judicial process, fairness and equity are ensured for all involved parties. It's important to note that our conduct proceedings are distinct from legal court proceedings and are designed specifically to address the unique needs of our educational environment. By prioritizing education and growth, we aim to empower our community members to learn from their mistakes and contribute positively to the PLNU community.

The below definitions correspond to the intervention procedures.

### Evidence

Everything that is used to determine or demonstrate the truth of an assertion.

### Grievance Committee

A designated group within the University responsible for reviewing and addressing formal complaints or grievances filed by students. The committee ensures that all grievances are handled impartially, fairly, and in accordance with university policies.

### Investigation

Any inquiry, review of facts and circumstances, or related follow-up conducted by authorized University Officials to gain information regarding a possible violation of the Standard of Student Conduct or complaints.

### Judicial Action

The process of Investigation and determination as to whether imposition of any Sanction is warranted in connection with an alleged violation of the Standard of Student Conduct.

### Judicial Review Board

A non-standing committee composed of at least three faculty and/or staff for the purpose of reviewing alleged violations of the Standard of Student Conduct appointed by the designated University Official presiding over the case.

### Policy

The written regulations of the university found in, but not limited to, the Graduate and Professional Studies Student Handbook, the Graduate Catalog, and the Accelerated Undergraduate Catalog.

### Sanction

A restriction placed upon a student as a direct result of behavior in conflict with the Standard of Student Conduct.

### Standard of Student Conduct

Any and all Policies, procedures, and/or behavioral expectations contained within the Student Handbook and the Graduate Catalog and the Accelerated Undergraduate Catalog.

### University Ombudsperson

A university employee serving a supportive role to a student engaged in an appeals process by way of listening to a student's concerns, explaining academic policies, procedures, rules, and processes; review drafts of letters and/or appeal documents for clarification and effectiveness; attend meetings associated with the investigation or

Judicial Action meetings but may not actively participate. Additionally, they are not able to give legal advice.

### University Official

Any person (excluding Student workers) employed by the university.

## Grievances

- Non-academic Grievances:
  - Title IX related matters (Discrimination on the basis of sex, Sexual Harassment, Sexual Assault, Domestic/Dating Violence, and Stalking) should be reported directly to the Title IX Coordinator (TitleIX@pointloma.edu) or by completing this form (<https://pointloma-advocate.symplicity.com/collections/compliance/cdb872f43176eb34729077cbec696d74/>).
  - Title VI related matters (Discrimination on the basis of race, color, national origin or discrimination or harassment based on any protected class) should be reported to the Title VI Coordinator (biasincident@pointloma.edu) or by completing this form (<https://pointloma-advocate.symplicity.com/collections/compliance/24ba2313e4eb43b8cb11b8a8c7a2589f/>).
  - Accommodation related matters should be reported to the Educational Access Center (EAC@pointloma.edu) or the ADA Coordinator (ADA@pointloma.edu) or by completing this form (<https://pointloma-advocate.symplicity.com/collections/compliance/e6bf4418550d14e2334006e8efb712eb/>).
  - Disability related matters should be reported directly to the ADA Coordinator.
  - Students who wish to dispute non-academic university-related matters should first discuss the matter with the respective University Official.
  - For all other non-academic disputes, students are encouraged to complete a General Complaint Form (<https://pointloma-advocate.symplicity.com/collections/compliance/c04ee833743833771b6bb9e6cac8dc8d/>) or contact GPSDeanofStudents@pointloma.edu.
  - For academic matters, please refer to the Graduate Catalog, the Accelerated Undergraduate Catalog, or contact infovpaa@pointloma.edu.
- Grievances relayed to the GPS Dean of Students may be referred to a Grievance Committee for review. Refer below regarding the Grievance Committee Organization<sup>1</sup>
  - GPS Dean of Students or designee
  - At least two additional uninvolved members appointed by the GPS Dean of Students (or designee) from the following: Student Success, Records, a faculty member, or other Graduate and Professional Services area.
  - The GPS Dean of Students or Grievance Committee may involve other individuals with specialized expertise to review and make recommendations.
  - Once the review is completed, the presiding University Official will communicate to the student the findings and any other corresponding information.
  - For academic matters, please refer to the Graduate Catalog, the Accelerated Undergraduate Catalog, or contact infovpaa@pointloma.edu.

<sup>1</sup> Although the School Dean in which the grievance arises will not be involved in the committee, the School Dean will be informed of the active grievance by the Dean of Students.

## Student Legal Rights: Complaints and Grievances Notice

- The U.S. Department of Education has amended the Higher Education Act (HEA) authorizing the “Program Integrity Rule.” This amendment provides, among other things, regulations associated with the federal student financial aid program that require colleges or universities authorized to offer postsecondary education in one or more states to ensure access to a complaint process 34 CFR 668.43(b) that will permit student consumers to address the following:
  - Alleged violations of State consumer protection laws that include but are not limited to fraud and false advertising;
  - Alleged violations of State laws or rules relating to the licensure of postsecondary institutions; and
  - Complaints relating to the quality of education or other State or accreditation requirements.

“The institution must make available for review to any enrolled or prospective student upon request, a copy of the documents describing the institution’s accreditation and its State, Federal, or tribal approval or licensing [or the basis for its exemption from these]. The institution must also provide its students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student’s complaint.”

- Point Loma Nazarene University is accredited by the Western Association of Schools and Colleges (WASC), and exempted by the California Bureau of Private Postsecondary Education from specific state authorization by virtue of its accreditation. Documentation is available at these links:
  - Accreditation: <https://www.pointloma.edu/offices/office-educational-effectiveness/accreditation/> (<http://www.pointloma.edu/offices/office-educational-effectiveness/accreditation/>)
  - Contract for Complaint System Services: [http://www.bppe.ca.gov/enforcement/compl\\_contr.shtml](http://www.bppe.ca.gov/enforcement/compl_contr.shtml) ([http://www.bppe.ca.gov/enforcement/compl\\_contr.shtml/](http://www.bppe.ca.gov/enforcement/compl_contr.shtml/))
- Accreditation documents are available for viewing through the Office of the Provost. Please contact Educational Effectiveness, [educationaleffectiveness@pointloma.edu](mailto:educationaleffectiveness@pointloma.edu) or 619-849-2640 to make arrangements for viewing accreditation documents.

## Procedure

- Point Loma Nazarene University takes complaints and concerns regarding the institution very seriously. Complaints should first be filed internally with Point Loma Nazarene University authorities. Complaints will be responded to within ten (10) business days not counting holidays. If an investigation is required, the investigation will be completed within ninety (90) calendar days of the filing of the written complaint, unless greater time is needed to conduct a thorough investigation based upon the circumstances of the particular complaint. No adverse action will be taken against the complainant for registering the complaint.

- If you have a complaint regarding Point Loma Nazarene University, you may present those concerns to the Director of University Compliance University Consumer Complaint Compliance Officer at [complianceinfovpaa@pointloma.edu](mailto:complianceinfovpaa@pointloma.edu) or 619-849-23132658. The Compliance Officer will provide you with a written explanation of the campus process for addressing your particular complaint(s) and answer any questions you may have to assure you a fair process.
- If your complaint is about the institution’s compliance with academic program quality and accreditation standards as required by the Western Association of Schools and Colleges (WASC) and you have exhausted all steps described in the process instructions given to you by one of the PLNU contacts above you may contact:
  - The Western Association of Schools and Colleges (WASC)
    - WASC is the academic accrediting body for Point Loma Nazarene University
    - <https://www.acswasc.org/> (<http://www.acswasc.org/>)
- If you believe that your complaint continues to warrant further consideration after exhausting the review of either WASC (regarding academic concerns) or the Point Loma Nazarene University process and investigation described in the written process document, you may submit a complaint to the Attorney General of the State of California by filing a complaint form with the Public Inquiry Unit of the California State Department of Justice at:
  - Public Inquiry Unit: 916-322-3360; Toll-free (in CA): 800-952-5225; Fax: 916-323-5341; or On-line forms <https://oag.ca.gov/consumers> (<https://oag.ca.gov/consumers/>)
    - The Attorney General’s Office will review the process through which the campus attempted to resolve your complaint. If the process complies with the written outline, the Attorney General’s Office will, for the purposes of state oversight, consider the matter closed. If the Attorney General determines that the process through which the campus attempted to resolve your complaint did not comply with its published process, the Attorney General may request reconsideration by Point Loma Nazarene University. The Attorney General’s Office also has oversight of Point Loma Nazarene University as authorized through the “Supervision of Trustees and Fundraisers for Charitable Purposes Act” [Cal. Gov’t Code § 12598], which provides public means to submit complaints regarding non-profit colleges and universities that abuse their status under the Internal Revenue Code of 1986 (23 U.S.C. §501(c)(3)). The California Attorney General is given broad powers to undertake law enforcement investigations and legal actions to protect the public interest under Cal. Gov’t Code § 12598.
- Most complaints made to media outlets or public figures, including members of the California legislature, Congress, the Governor, or individual Trustees of Point Loma Nazarene University are referred to the University President’s Office.
- Nothing in this disclosure limits any right that you may have to seek civil or criminal legal action to resolve your complaints.
- Point Loma Nazarene University has provided this disclosure to you in compliance with the requirements of the Higher Education Act of 1965, as amended, as regulated in CFR 34, Sections 600.9 (b) (3) and 668.43(b). If anything in this disclosure is out of date, please notify the Director of University Compliance, Draper Hall, 3900 Lomaland Drive, San Diego CA 92106, [compliance@pointloma.edu](mailto:compliance@pointloma.edu), 619-849-2313.

## Conduct Process

### Students' Right to Process

Students whose behavior violates the Standard of Student Conduct contained in the Graduate and Professional Studies Student Handbook will be treated justly and fairly. This means adjudication of the case will be in a timely and reasonable manner. The process involves three (3) components:

- **Notification.** A student has the right to proper notice of the Policy allegedly violated and when the case will be heard.
- **Right to Be Heard.** A student has the right to present their viewpoint in writing and provide supporting Evidence and/or information for consideration by an appropriate University Official(s).
- **Evidence.** Decisions in a student conduct case are based on reasonable and available supporting factual information.

Where student conduct incidents involve issues that may have academic consequences, PLNU's response involves coordination between the GPS Dean of Students and the Office of the Vice Provost for Academic Administration/relevant college or school dean to jointly develop any responses, sanctions and expectations that have direct academic implications. This partnership means that information related to the student is shared between the Office of the GSP Dean of Students and the designated academic administrator.

When a student's behavior violates or is inconsistent with the student conduct standards or expectations referenced in this Handbook, the university may proceed with either

- the student conduct process listed here, and/or
- the risk assessment process outlined in the Safety Intervention Policy if the student's behavior meets the threshold in that Policy.

## Judicial Action and Judicial Action Appeals

### Judicial Action

- Students who behave in a manner which violates university Policy as outlined in the Graduate and Professional Studies Student Handbook are subject to Judicial Action.
- With the exception of some appeals (e.g., course grade appeal, academic honesty appeal), all violations of the behavior expectations and standards contained in the Graduate and Professional Studies Student Handbook are adjudicated by the process outlined in the "Components of Judicial Action." For non academic-related violations, the GPS Dean of Students (or designee) shall preside. (For academic matters, please refer to the Graduate Catalog, the Accelerated Undergraduate Catalog, or contact [infovpaa@pointloma.edu](mailto:infovpaa@pointloma.edu)).
- The presiding University Official shall notify the student in writing of the complaint and the initiation of an Investigation. The notification shall include the details of the alleged violation, the process, and the student's rights.
- The presiding University Official reserves the right to meet with students personally or appoint a designee(s) to meet with students if deemed necessary, and/or convene a Judicial Review Board in order to oversee the Investigation. The Judicial Review Board Membership (if established) is as follows.
  - GPS Dean of students or designee
  - At least two additional uninvolved members appointed by the GPS Dean of Students (or designee) from the following: Student Success, Records, a faculty member, or other Graduate and Professional Services area.

- The GPS Dean of Students or Judicial Review Board may involve other individuals with specialized expertise to review and make recommendations.
- For academic matters, please refer to the Graduate Catalog, the Accelerated Undergraduate Catalog, or contact [infovpaa@pointloma.edu](mailto:infovpaa@pointloma.edu).

### Components of Judicial Action:

- **Investigation:** An investigation involves a factual inquiry into an incident or matter by authorized University Officials to gain information regarding a possible violation of the Standard of Student Conduct. This may be conducted by the presiding University Official or designee (including a member of the Judicial Review Board). Both the complainant and the respondent have the opportunity to present their accounts and any supporting documentation or Evidence.
- **Decision-making Process:** The standard of "preponderance of Evidence" is used to evaluate the case. This means that the Evidence must show that it is more than likely than not that the violation occurred. This is determined by either the presiding University Official or by the Judicial Review Board if established.
  - Depending on the severity and nature of the violation, a formal hearing may be convened by the Judicial Review Board.
  - The respondent and complainant have the opportunity to present their case in writing to the Judicial Review Board.
  - The Judicial Review Board evaluates the results of the Investigation, Evidence, and testimony.
- **Decision:**
  - The presiding University Official or the Judicial Review Board reviews all Evidence and supporting materials and makes a decision based on the preponderance of Evidence.
  - A decision is made regarding the student's responsibility for the violation.
- **Outcome/Imposing of Sanctions:**
  - Sanctions are imposed upon a determination by a University Official or a panel of University Officials responsible for the administration of the Judicial Action.
  - The presiding University Official or the Chairperson of Judicial Review Board shall provide the outcome and any resulting Sanction(s) in writing to the student and the GPS Dean of Students with a copy to the School Dean.
- **Types of Sanctions include but are not limited to:**
  - Warning
  - Restitution/Reimbursement or Fine
  - Loss of privileges
  - Student Conduct Probation
  - University Suspension
  - Expulsion
  - Discretionary Sanctions
- Students who fail to comply with the terms and conditions of a Sanction are subject to additional Judicial Action.
- The guidelines for behavior outlined in this Graduate and Professional Studies Student Handbook, as well as regulations and policies maintained by the University, form bases for Judicial Action.

## Judicial Action Appeals

### Appeal Submission:

- **Timeline:** The decision of Judicial Action may be appealed within ten (10) business days.

- **Submission:** The appeal must be in writing and submitted to GPSDeanofStudents@pointloma.edu for non-academic-related matters. (For academic matters, please refer to the Graduate Catalog, the Accelerated Undergraduate Catalog, or contact infovpaa@pointloma.edu.)

### Grounds for Appeal:

The appeal must specify one of the following grounds:

- **Procedural Error:** A procedural error occurred that significantly impacted the outcome of the decision (e.g., substantiated bias, material deviation from established policies or procedures).
- **New Evidence:** Discovery of new Evidence that was unknown or unavailable after reasonable diligence at the time of the investigation, which could substantially impact the decision.
- **Unfair or Arbitrary Sanctions:** The resulting Sanction(s) are unfair or arbitrary with regard to the stated standards and not due to professional judgment.

### Appeal Requirements:

The written appeal must include:

- **Names of the Parties Involved:** Clearly list the names of all parties involved.
- **Grounds for Appeal:** A clear statement specifying one or more of the exclusive grounds for appeal, along with corresponding Evidence and materials.
  - **Procedural Error:** Detailed explanation of the error and its impact.
  - **New Evidence:** Description and relevance of the newly discovered Evidence.
  - **Unfair Sanctions:** Explanation of why the Sanctions are deemed unfair or arbitrary.
- **Basis of Appeal:** Information on which the appeal is based.
- **Desired Outcome:** The outcome the student is seeking.

### Appeal Process:

- **Immediate Effect:** Sanctions imposed as a result of Judicial Action shall go into effect immediately and are not stayed while an appeal is pending.
- **Assistance:** A student may request the assistance of a University Ombudsperson within two (2) business days of receiving the Judicial Action decision. The Ombudsperson can assist and advise the student during the appeals process. Requests for assistance should be directed to infovpaa@pointloma.edu.
- **Notification:** A student who appeals a decision will receive written notification of the determination.

### Appellate Board Membership:

- GPS Dean of students or designee
- At least two additional uninvolved members appointed by the GPS Dean of Students (or designee) from the following: Student Success, Records, a faculty member, or other Graduate and Professional Services area.
- The GPS Dean of Students or Appellate Board may involve other individuals with specialized expertise to review and make recommendations.
- For academic matters, please refer to the Graduate Catalog, the Accelerated Undergraduate Catalog, or contact infovpaa@pointloma.edu.

### Final Decision:

- A student who appeals a decision will be sent written notification of the determination by the presiding University Official.
- The appellate board decision may include that the original decision is being upheld, that it is being modified, or that it is being overturned. If the decision is to expel the student, the communication will indicate whether the student is or is not eligible for readmission and the conditions for application for readmission, if relevant. The decision of the appeal process is final and not subject to further appeal.
- Appeal decisions rendered by the University Official, designee, or a Judicial Review Board are final and not subject to further appeal.

**Note:** Appeals associated with academic behavior, academic honesty, grades, Title IX, Title VI, or disability-related cases are heard by individuals as outlined in these separate policies. Decisions made through these separate processes are final.