



September 27, 2013

Dr. Mohammad H. Qayoumi
President
San Jose State University
One Washington Square
San Jose, CA 95192-0036

Certified Mail
Return Receipt Requested
#7007 0710 0001 0675 1167

RE: **Final Program Review Determination**
OPE ID: 00115500
PRCN: 201320928180

Dear Dr. Qayoumi:

The U.S. Department of Education's (Department's) San Francisco/Seattle School Participation Division (SPD) issued a program review report (PRR) on May 17, 2013 covering San Jose State University's (SJSU's) administration of programs authorized pursuant to Title IV of the Higher Education Act of 1965, as amended, 20 U.S.C. §§ 1070 et seq. (Title IV, HEA programs), for the 2011-2012 award years. The institution's final response was received on June 6, 2013.

The SPD has reviewed SJSU's responses to the PRR. A copy of the PRR (and related attachments) and SJSU's response are attached. Any supporting documentation submitted with the response is being retained by the Department and is available for inspection by SJSU upon request. Additionally, this Final Program Review Determination (FPRD), related attachments, and any supporting documentation may be subject to release under the Freedom of Information Act (FOIA) and can be provided to other oversight entities after this FPRD is issued.

SJSU's responses have resolved all findings. In addition, SJSU has provided assurances that the appropriate corrective actions have been taken to resolve and prevent future occurrences of all findings. Therefore, SJSU may consider the program review closed with no further action required.

Appendix A, Student Sample, contains personally identifiable information and will be emailed to SJSU as an encrypted WinZip file using Advanced Encryption Standard, 256-bit. The password needed to open the encrypted WinZip file(s) will be sent in a separate email.

The PRR included Finding #4 concerning documentation that Student #5 was not making satisfactory academic progress (SAP). Based on the response submitted by SJSU, the Department has determined that Student #5 should not have been included in Finding #4 of the PRR. The number of attempted hours was inaccurately cited for this student and the student was, in fact, making SAP.

Program records relating to the period covered by this program review must be retained until the later of: the resolution of the loan(s), claim(s) or expenditure(s) questioned in the program review [34 C.F.R. § 668.24(e)(3)(i)] or the end of the retention period applicable to the record [34 C.F.R. § 668.24(e)(1) and (e)(2)].

If you have any questions please call Nancy Taylor, Institutional Review Specialist, at 415-486-5508.

Sincerely,

(b)(6)

Martina Fernandez-Rosario
Division Director
San Francisco/Seattle School Participation Division

Enclosure: Program Review Report (with attachments)
SJSU's Response to the Program Review Report
Appendix A: Student Sample (to be sent via email)

cc: Ms. Colletta McElroy, Financial Aid Administrator
WASC Senior College and University Commission



May 17, 2013

Dr. Mohammad Qayoumi
President
San Jose State University
One Washington Square
San Jose, CA 95192-0002

Certified Mail
Return Receipt Requested
#7007 0710 0001 0674 7702

RE: Program Review Report
OPE ID: 00115500
PRCN: 201320928180

Dear Dr. Qayoumi:

From February 12, 2013 through February 14, 2013, Pilar Diaz and Nancy Taylor conducted a review of San Jose State University's (SJSU's) administration of the programs authorized pursuant to Title IV of the Higher Education Act of 1965, as amended, 20 U.S.C. §§ 1070 et seq. (Title IV, HEA programs). The findings of that review are presented in the enclosed report.

Findings of noncompliance are referenced to the applicable statutes and regulations and specify the action required to comply with the statute and regulations. Please review the report and respond to each finding, indicating the corrective actions taken by SJSU. The response should include a brief, written narrative for each finding that clearly states SJSU's position regarding the finding and the corrective action taken to resolve the finding. Separate from the written narrative, SJSU must provide supporting documentation as required in each finding.

Please note that pursuant to HEA section 498A(b), the Department is required to:

- (1) provide to the institution an adequate opportunity to review and respond to any preliminary program review report¹ and relevant materials related to the report before any final program review report is issued;
- (2) review and take into consideration an institution's response in any final program review report or audit determination, and include in the report or determination –
 - a. A written statement addressing the institution's response;
 - b. A written statement of the basis for such report or determination; and
 - c. A copy of the institution's response.

The Department considers the institution's response to be the written narrative (to include e-mail communication). Any supporting documentation submitted with the institution's written response will not be attached to the FPRD. However, it will be retained and available for inspection by SJSU upon request. Copies of the program review report, the institution's

¹ A "preliminary" program review report is the program review report. The Department's final program review report is the Final Program Review Determination (FPRD).

Federal Student Aid

AN OFFICE OF THE U.S. DEPARTMENT OF EDUCATION

50 Beale Street, Suite 9800, San Francisco, CA 94105-1863

StudentAid.gov

response, and any supporting documentation may be subject to release under the Freedom of Information Act (FOIA) and can be provided to other oversight entities after the FPRD is issued.

The institution's response should be sent directly to Nancy Taylor of this office within 30 calendar days of receipt of this letter.

Protection of Personally Identifiable Information (PII):

PII is any information about an individual which can be used to distinguish or trace an individual's identity (some examples are name, social security number, date and place of birth). The loss of PII can result in substantial harm, embarrassment, and inconvenience to individuals and may lead to identity theft or other fraudulent use of the information. To protect PII, the findings in the attached report do not contain any student PII. Instead, each finding references students only by a student number created by Federal Student Aid. The student numbers were assigned in Appendix A, Student Sample. Please see the enclosure Protection of Personally Identifiable Information for instructions regarding submission to the Department of required data / documents containing PII.

Record Retention:

Program records relating to the period covered by the program review must be retained until the later of: resolution of the loans, claims or expenditures questioned in the program review; or the end of the retention period otherwise applicable to the record under 34 C.F.R. § 668.24(e).

We would like to express our appreciation for the courtesy and cooperation extended during the review. Please refer to the above Program Review Control Number (PRCN) in all correspondence relating to this report. If you have any questions concerning this report, please contact Nancy Taylor at (415) 486-5508 or Nancy.Taylor@ed.gov.

Sincerely,

(b)(6)

Compliance Manager
San Francisco/Seattle School Participation Division

cc: Ms. Coleetta McElroy, Financial Aid Administrator
Dr. Ralph A. Wolff, Western Association of Schools and Colleges, Accrediting
Commission for Senior Colleges and Universities,
Dr. Timothy P. White, Chancellor, The California State University System

Enclosures:
Program Review Report
Protection of Personally Identifiable Information

PROTECTION OF PERSONALLY IDENTIFIABLE INFORMATION

Personally Identifiable Information (PII) being submitted to the Department must be protected. PII is any information about an individual which can be used to distinguish or trace an individual's identity (some examples are name, social security number, date and place of birth).

PII being submitted electronically or on media (e.g., CD-ROM, floppy disk, DVD) must be encrypted. The data must be submitted in a .zip file encrypted with Advanced Encryption Standard (AES) encryption (256-bit is preferred). The Department uses WinZip. However, files created with other encryption software are also acceptable, provided that they are compatible with WinZip (Version 9.0) and are encrypted with AES encryption. Zipped files using WinZip must be saved as Legacy compression (Zip 2.0 compatible).

The Department must receive an access password to view the encrypted information. The password must be e-mailed separately from the encrypted data. The password must be 12 characters in length and use three of the following: upper case letter, lower case letter, number, special character. A manifest must be included with the e-mail that lists the types of files being sent (a copy of the manifest must be retained by the sender).

Hard copy files and media containing PII must be:

- sent via a shipping method that can be tracked with signature required upon delivery
- double packaged in packaging that is approved by the shipping agent (FedEx, DHL, UPS, USPS)
- labeled with both the "To" and "From" addresses on both the inner and outer packages
- identified by a manifest included in the inner package that lists the types of files in the shipment (a copy of the manifest must be retained by the sender).

PII data cannot be sent via fax.

Prepared for
San Jose State University

OPE ID: 00115500
PRCN: 201320928180

Prepared by
U.S. Department of Education
Federal Student Aid
San Francisco/Seattle School Participation Division

Program Review Report

May 17, 2013

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San Jose State University
OPE ID: 00115500
PRCN: 201320928180
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A. Institutional Information

San Jose State University
One Washington Square
San Jose, CA 95192

Type: Public Institution

Highest Level of Offering: Master's Degree or Doctor's Degree

Accrediting Agency: Western Association of Schools and Colleges – Accrediting
Commission for Senior Colleges and Universities

Current Student Enrollment: 35,745 (2011-2012 Award Year)

% of Students Receiving Title IV: 49% (2011-2012 Award Year)

Title IV Participation (Common Origination and Disbursement System):

	<u>2011-2012</u>
Federal Pell Grants	\$ 42,267,099
TEACH	\$ 83,500
Federal Direct Subsidized Loans	\$ 56,474,580
Federal Direct Unsubsidized Loans	\$ 44,454,081
Federal Direct PLUS	\$ 9,099,503
Federal Direct Graduate PLUS	\$ 577,756
Federal Perkins Loans	\$ 173,314
Federal Supplemental Educational Opportunity Grants (FSEOGs)	\$ 1,371,696

Default Rate FFEL/DL:	FY 2010	13.8%
	FY 2009	12.7%
	FY 2008	10.0%

B. Scope of Review

The U.S. Department of Education (the Department) conducted a program review at San Jose State University (SJSU) from February 12 to February 14, 2013. The review was conducted by Pilar Diaz and Nancy Taylor.

The focus of the review was to determine SJSU's compliance with the statutes and federal regulations as they pertain to the institution's administration of the Title IV, HEA programs. The review consisted of, but was not limited to, an examination of SJSU's policies and procedures regarding institutional and student eligibility, individual student financial aid and academic files, attendance records, student account ledgers, and consumer information requirements.

A sample of 15 files was identified for review from the 2011-2012 award year. The student files were selected randomly from the list of students who 1) withdrew or ceased attendance for any reason other than graduation; 2) were selected for verification; and 3) received all non-passing grades ("0" GPA) for any term within the award year being reviewed. The statistical sample was made up of 5 students from each noted category; however, a file could potentially contain a combination of all three factors.

Disclaimer:

Although the review was thorough, it cannot be assumed to be all-inclusive. The absence of statements in the report concerning SJSU's specific practices and procedures must not be construed as acceptance, approval, or endorsement of those specific practices and procedures. Furthermore, it does not relieve SJSU of its obligation to comply with all of the statutory or regulatory provisions governing the Title IV, HEA programs.

This report reflects initial findings. These findings are not final. The Department will issue its final findings in a subsequent Final Program Review Determination letter.

C. Findings

During the review, several areas of noncompliance were noted. Findings of noncompliance are referenced to the applicable statutes and regulations and specify the actions to be taken by SJSU to bring operations of the financial aid programs into compliance with the statutes and regulations.

Finding 1. Lack of Administrative Capability

Citation: Standards of administrative capability require that "To begin and to continue to participate in any Title IV, HEA program, an institution shall demonstrate to the Secretary that the institution is capable of adequately administering that program under each of the standards established in this section." See 34 C.F.R. § 668.16.

Noncompliance: SJSU's failure to comply with various Title IV, HEA federal regulations and requirements is an indication of impaired administrative capability. The following violations are systemic:

- Failure to report additional locations to the Department;
- Failure to follow its Satisfactory Academic Progress (SAP) policy for students who had reached the maximum timeframe during which students could be eligible for Title IV funds;
- Failure to develop an effective exit counseling program for withdrawn/graduated student loan borrowers.

Required Action: SJSU is required to take corrective actions to comply with Title IV, HEA program statutes and regulations. The above broad areas of noncompliance are further described in the findings below. The school is required to respond to all findings in this Program Review Report (PRR). Corrective actions taken will lead to improved administrative capability.

Finding 2. Disbursement of Title IV Funds at Unreported Locations

Citation: The federal regulations state that, in order for an institution's additional location to be eligible, it must satisfy the applicable requirements that define an institution of higher education, a proprietary institution of higher education, and/or a postsecondary vocational institution. The federal regulations state that eligibility does not extend to any location that the institution establishes after it receives its eligibility designation if the institution provides at least 50 percent of an educational program at the location, unless the institution appropriately reports a licensed and accredited location. An institution that establishes an additional location may not disburse Title IV funds to students enrolled at that location until it has reported that location to the Secretary. 34 C.F.R. §§ 600.2, 600.4, 600.10(b)(3), 600.21(a)(3), and 600.32.

Noncompliance: SJSU violated the regulatory requirements by failing to report all locations of its Clinical Laboratory Scientist Training Program to the Department. The program is a 40 hour per week, 12 month program which is taught at hospitals and medical centers throughout the state. There are 24 locations that SJSU failed to report to the Department. However, SJSU reported these locations on 5/13/2013, subsequent to the on-site program review.

Required Action: SJSU is required to report all locations at which more than 50% of a program is offered and at which Title IV grant and loan aid is paid. In response to this finding, SJSU must establish policies and procedures whereby the establishment of future locations of the University are reported to the Department no later than 10 days after the

establishment of the location at which Title IV funds will be disbursed. The written policies and procedures must be submitted in response to this PRR.

Finding 3. Processing Direct Unsubsidized Loan When Student Qualified for Direct Subsidized Loan

Citation: A student is eligible to receive a Direct Subsidized Loan, a Direct Unsubsidized Loan, or a combination of these loans, if the student meets the requirements in the federal regulations. A Direct Subsidized Loan borrower must—

- (A) Demonstrate financial need in accordance with Title IV, part F of the HEA; and
- (B) Not have met or exceeded the limitations on the receipt of Direct Subsidized Loans.

See 34 C.F.R. § 685.200.

Noncompliance: SJSU processed a William D. Ford Unsubsidized Loan for student #8, in the amount of \$6,500. Of that loan amount, the student was eligible to receive \$4,668 in a subsidized loan. The student's total cost of attendance was \$25,396 for the academic year and his Expected Family Contribution (EFC) was \$20,728, leaving a financial need of \$4,668. Although SJSU officials explained that the University's software is designed to determine whether a student qualifies for a Subsidized or Unsubsidized Loan, it appears the University's software failed to accurately calculate this student's eligibility by type of loan.

Required Action: SJSU is required to establish and implement procedures, processes, and/or systems to ensure that students are packaged correctly and to prevent errors in the future. The school must submit these new procedures in response to this finding.

Finding 4. Satisfactory Academic Progress (SAP) Policy Not Adequately Monitored

Citation: To begin and to continue to participate in any Title IV, HEA program, an institution shall demonstrate to the Secretary that the institution is capable of adequately administering that program under 34 C.F.R. § 668.16. For purposes of determining student eligibility for assistance under a Title IV, HEA program, an institution must establish, publish, and apply reasonable standards for measuring whether an otherwise eligible student is maintaining satisfactory progress in his or her educational program. These standards must be consistently applied. An institution's Satisfactory Academic Progress (SAP) policy must address the qualitative and quantitative requirements each student must follow to remain eligible for Title IV aid.

The quantitative measurement includes a maximum time frame within which a student must complete his or her academic program. The timeframe must, among other things, (1) for an undergraduate program, be no longer than 150 percent of the published length of the educational program; and (2) be divided into increments, not to exceed the lesser of one academic year or one-half the published length of the educational program. See 34 C.F.R. § 668.16(e)(2)(ii).¹

Noncompliance: SJSU failed to follow its SAP policy, and the requirements noted above, when monitoring student files for SAP. In two instances, SJSU failed to document student files and show evidence that a student was or was not meeting SAP. In each instance, the student had exceeded the maximum 150% course completion limit.

SJSU's SAP policy, reprinted from SJSU's Office of Student Financial Aid "Manual of Financial Aid," is stated below:

"A student must complete their program within 150% of their program's required units. Changes in majors, declaration of double majors or minors are permitted as long as the maximum time limits are not exceeded and years/units are accumulated from all previous colleges attended."

Student ##2 and 5: Neither student's file contained evidence that a review of the student's academic records had been completed to ensure that the students were meeting SAP. Both students had earned units that exceeded the 150% course completion rate. The students' transcripts for the Fall Semester 2012 had completion rates of 186.2%, and 163.9% respectively. The Unofficial Academic Transcript had a notation in each case that the Spring Semester 2013 is "In Progress." Both students received Title IV aid for the 2012-13 award year.

Required Action: SJSU must respond to this PRR as to what corrective action plan it will take to ensure it complies with its SAP policies in the future and what prevented it from doing so in the past. Any Title IV funds disbursed to the students above who were not making SAP are liabilities due to the Department. All 2012-13 disbursements made to these students must be identified, in response to the PRR, by Title IV program. Instructions on repaying liabilities will be provided in the FPRD.

Finding 5. Failure to Provide Exit Counseling to Withdrawn/Graduated Students

Citation: Federal regulation specify that a school is required to conduct exit counseling with each Direct Loan borrower before they graduate or withdraw from school. Student borrowers should be advised to complete online exit counseling or attend a counseling session shortly before graduating. If the student borrower drops out without notifying the

¹ Regulation in effect prior to July 1, 2011.

school, the school must confirm that the student has completed online counseling or mail counseling material to the borrower's last known address. The materials must be mailed within 30 days of learning that the borrower has withdrawn or failed to participate in an exit counseling session. Counseling may be provided in person, by audiovisual presentation, or by interactive electronic means. See 34 C.F.R. § 685.304(a)(b).

Noncompliance: The sampled student files did not contain evidence that SJSU conducted Exit Counseling for its withdrawn/graduated student loan borrowers. In fact, SJSU has no system for ensuring that graduated/withdrawn students receive appropriate exit counseling.

Required Action: SJSU must respond to this finding by providing a clearly stated policy as to how it will implement its program to ensure that exit counseling is provided to its withdrawn and graduate students. The files must contain supporting documentation to support exit counseling is completed by each withdrawn/graduated student. Further, SJSU must have a policy in place for ensuring exit counseling materials are delivered in cases when a student cannot be contacted to complete the online or in-person exit counseling, and the means of communication to be used to ensure the school makes a reasonable effort to complete this process.

D. Appendix A

Appendix A (Student Sample) contains personally identifiable information and will be emailed to SJSC as an encrypted WinZip file using Advanced Encryption Standard, 256-bit. The password needed to open the encrypted WinZip file will be sent in a separate email.

D. Appendix A.

Students Identified in Statistical Sample¹

First Name	Last Name	SSN
(b)(6); (b)(7)(C)		

¹ There were 15 files in the statistical sample; however, a new statistical sample was requested on-site during the PR because the original statistical sample sent prior to the PR was missing substantive data of the original request.



**SAN JOSÉ STATE
UNIVERSITY**

June 26, 2013

Office of the President

**Mohammad H. Qayoumi, Ph.D.
President**

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San José, California 95192-0002
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Nancy Taylor
School Participation Team
San Francisco/Seattle
50 Beale Street, Suite 9800
San Francisco, CA 94105-1863

**RE: Program Review Report
OPE ID: 00115500
PRCN: 201320928180**

Dear Ms. Taylor:

In response to the program review report: OPE ID 00115500 / PRCN 201320928180, San José State University submits the following information to satisfy the items listed as noncompliance from the February 2013 site visit. The corrective actions expressed in this summary were prepared with cooperation from the San José State University Financial Aid Office, Division of Academic Affairs and Division of Student Affairs.

San José State University appreciates the opportunity to respond to the items highlighted by the program review. San José State University will comply with established federal regulations provided by the Department of Education. Additionally, staff will continue to attend the most up to date training to facilitate compliance.

Sincerely,

**Mohammad H. Qayoumi
President**

cc: Ms. Coleetta McElroy, Financial Aid Administrator
Dr. Ralph A Wolff, Western Association of Schools and Colleges,
Accrediting Commission for Senior Colleges and Universities
Dr. Timothy P. White, Chancellor, California State University System

Enclosure: Campus Responses



July 30, 2013

Chair
Harold Hewitt
Chapman University

Vice Chair
William Luskow
University of California, Santa Cruz

Richard Bray
Schools Commission Representative

Ronald Carter
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Christopher T. Cross
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California State University, Sacramento

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Keck Graduate Institute

Carpen Sigler
San Jose State University

Ramon Torrecilla
California State University, Dominguez Hills

Leah Williams
Public Member

Paul Zingg
California State University, Chico

PRESIDENT
Ralph A. Wolf

Dennis Jaehne
Accreditation Liaison Officer
San Jose State University
One Washington Square
San Jose, CA 95192-0030

RE: Clinical Lab Science program

Dear Dr. Jaehne:

We understand that the Department of Education has audited your Office of Financial Aid and raised questions about why certain clinical placement sites used by the Clinical Lab Science program, and located more than 25 miles from the main campus, are not reported to WASC.

As I explained to you in your recent phone conversation, this is not a degree program. WASC does not require prior approval or reporting of non-degree programs.

SJSU's description is as follows:

The Clinical Laboratory Scientist Training Program at San Jose State University is a 12 month training program that prepares students to take the ASCP national exam for Clinical Laboratory Scientists. The training program is a 40 hour per week commitment with an emphasis on hands-on learning in the hospital setting. Most weeks, students will spend 32 hours training at a clinical site and 8 hours in lecture.
http://www.biology.sjsu.edu/specialprogs/cls/index_cls.aspx

Students enroll at the main campus and attend their lectures - and are evaluated -- at the main campus. WASC considers the hands-on training at hospital sites as though it were an internship or student teaching placement rather than an "off campus" program. The sites are therefore not evaluated as a "program" located more than 25 miles from the campus.

I hope this answers your questions. Please let me know if I can be of further assistance.

Sincerely,

Sharyl McGrew
Director of Substantive Change

San José State University
OPE ID: 00115500
PRCN: 201320928180

Responses to Program Review Report:

Finding 1: Lack of Administrative Capability

San José State University has completed compliance to #2, #3, #4 and #5 as per the responses and documents submitted herein.

Finding 2: Disbursement of Title IV Funds at Unreported Locations

In response to the finding, San José State University has instituted a Process for Reporting Campus Locations Policy (*See Attachment A*). The Associate Vice President for Undergraduate Studies (WASC Liaison) and the Director of Financial Aid will meet prior to the start of each term to discuss additional and closed off campus locations. Those that require updating will be reported to the Department of Education within the required timeline which states no later than 10 days after the establishment of the location at which Title IV funds will be disbursed.

San José State University has reported the twenty-four (24) Clinical Laboratory Scientist Training Program locations to the Department of Education on May 13, 2013. Additionally, a full review was completed to determine the current status of all currently listed programs.

Off campus degree programs are degree programs in which 50% or more of the degree program is offered at a location apart from the main campus. This definition is used by the U.S. Department of Education and the Western Association of School and College (WASC).

Students participating in off campus degree programs are coded in the PeopleSoft System by the appropriate program category.

Department of Education policies:

All institutions are required to report off campus degree locations to the Department of Education. The Department of Education will in turn send the Eligibility and Certification Approval Report (ECAR) to the institution listing the school's approved educational programs and locations.

Institutions are prohibited from disbursing Title IV funds to students at a new location prior to reporting the site and submitting all required documents to the Department. Once it has been reported, the institution may disburse Title IV program funds to students enrolled at that approved location, per 34 CFR 600.21.

San José State University

Response to Program Review

June 6, 2013

Finding 3: Processing Direct Unsubsidized Loan When Student Qualified for Direct Subsidized Loan

In analysis of the notated award, the PeopleSoft system had calculated the subsidized loan eligibility incorrectly. As a result of the packaging error, San José State University is currently engaging consulting services to re-write software to fix the calculation problem (*See Attachment B*). In addition, reports will be created that will be able to detect this type of system error under the advisement of the consultant.

The awarding reports will be reviewed after each packaging process for accuracy and appropriate corrections to the awards will be completed, as required (*See Attachment C*).

Finding 4: Satisfactory Academic Progress (SAP) Policy Not Adequately Monitored

In general, the Satisfactory Academic Progress (SAP) system process will be analyzed to ensure that students who are not meeting SAP are notated and flags/holds are set correctly. San José State University is currently engaging consulting services to re-write software to fix the calculation problem (*See Attachment B*). In addition, reports will be created that will be able to detect this type of system error. The SAP system will be analyzed and re-programmed to set the appropriate holds in following the established written qualitative and quantitative requirements that student must adhere to remain eligible for Title IV funds (*See Attachment D*).

Student #2:

The system failed to set the appropriate hold and we have now identified the programming error made. The correction is being implemented; the campus has hired a consulting service to ensure accuracy.

A "Warning" message had been set correctly as the earned units neared the 150% course completion rate prior to the Fall 2011 and Spring 2012 semesters. Financial Aid was released for both semesters.

The Fall 2012 SAP was set on July 13, 2012 and the student had attempted units of 195.15. The Warning flag was placed on the account. Disbursement was given to the student on September 10, 2012. *Based on the new SAP policy effective Fall 2012, a student is allowed to receive their financial aid disbursement for one payment period, without a student appeal.

The Spring 2013 SAP was set on January 8, 2013 and the student was listed at 210.15 attempted units. An incorrect Warning was set for the student's SAP by the system instead of the required SAP Hold. The disbursements were given to the student beginning on February 5, 2013.

Possible Title IV Liability: Federal Pell Grant for \$2081.00 disbursed in Spring 2013

San José State University

Response to Program Review

June 6, 2013

Student #5:

On June 5, 2013, Nancy Taylor, DOE Program Reviewer was contacted regarding the appeal of Student #5 as being cited incorrectly. It was determined upon her review of the student's academic transcript that San José State University did evaluate the document correctly and followed established SAP policies. This finding will be referenced as incorrectly notated in the PRR.

Fall 2012 SAP was set on July 13, 2012 and the student had attempted units of 87. Student was not over the 150% of program length; SAP was in clear standing and the disbursement was given to the student on August 15, 2012.

Spring 2013 SAP was set on January 8, 2013 and the attempted units were at 102 completed. The student was not over the 150% of program length; SAP was clear and the disbursement was given to the student on January 14, 2013.

In both semesters, the student was showing as meeting SAP and was thereby eligible for all financial aid disbursements received.

Possible Title IV Liability: None

Finding 5: Failure to Provide Exit Counseling to Withdrawn/Graduated Students

As a result of the finding, San José State University has redesigned the campus Default Prevention and Management Plan to satisfy the federal requirement of promoting student success and reduction of student loan delinquencies and defaults (*See Attachment E*). In support of this updated plan, the Financial Aid Office is requisitioning additional staffing to assist in the process of working with student borrowers while in school through repayment. As recommended within the DOE Default Management Plan, dedicated staff will be assigned to ensure a successful program. The institution is also acquiring an additional Financial Literacy Program to support efforts to educate students regarding paying for their education and the repayment of loans after graduation.

Strengthened the Control Procedure

Withdrawals

Bi-weekly reports are run to capture the students who withdrew from courses or dropped to less than half-time enrollment within the term. The Return to Title IV (RT24) notification letter to students has been updated to provide a clear message to students regarding the completion of the exit counseling requirement (*see Attachment F*), including the link to the on-line counseling session www.studentloans.gov provided by the Department of Education. The exit counseling supplement "Repayment Information" will be included in the mailing providing information about repaying their loan(s) (*See Attachment G*). Comments will be placed regarding the date of the written communication.

San José State University

Response to Program Review

June 6, 2013

Graduates

Prior to and/or at the conclusion of each semester, electronic communications will be sent to the graduating students regarding the requirement to complete exit loan counseling (*See Attachment H*). This letter will include the link to the on-line counseling session provided by the Department of Education and the exit counseling supplement "Repayment Information". Comments will be placed regarding the date of the communication.

Follow-up

The Financial Aid Office will download the completion of the on-line exit interview into the PeopleSoft System. The system will notate the appropriate "Complete" or "Pending" status. Those borrowers who have not completed the requirement will be notified again of this mandate through the receipt of an email that will include the attachments and link to the on-line counseling session (*See Attachments H and I*).



**SAN JOSÉ STATE
UNIVERSITY**

Office of the Provost

**Associate Vice President for
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Undergraduate.Studies@sisu.edu

June 11, 2013

Attachment A

TO: Coleetta McElroy
FROM: Dennis Jaehne, AVP, Undergraduate Studies
RE: Process for Reporting Off Campus Locations

Coleetta:

In response to your request, pertaining to the findings of the recent Department of Education audit regarding how we report off-site locations, I describe the process we follow.

At the start of each academic year (late August) the Office of Undergraduate Studies sends to the Associate Deans of all seven academic colleges a spreadsheet showing all of the off campus program locations that they reported to WASC for the previous academic year. This spreadsheet combines locations registered with the Office of Financial Aid with those reported to the accreditors.

We instruct the Associate Deans to check with each department to determine whether the program is still operating and whether the specified locations are still accurate for the coming academic year. They report back on the spreadsheet whether the program is open or closed and, if there is an address change, they enter the new location.

The Office of Undergraduate Studies then notifies WASC and the Office of Financial Aid of any new locations or location/program closures. Once per year, in Spring, the Office of Undergraduate Studies submits this data to WASC as one component of the Annual Report.

Henceforth, starting in Spring Semester (late January) 2014, our campus practice will be to repeat the process we followed in Fall Semester to be able to report accurately, and in compliance with federal guidelines, any updates to off campus program location that may occur in Spring or Summer terms.

The California State University:
Chancellor's Office
Bakersfield, Channel Island, Chico,
Dominquez Hills, East Bay, Fresno,
Fullerton, Humboldt, Long Beach, Los
Angeles, Maritime Academy, Monterey
Bay, Northridge, Pomona, Sacramento,
San Bernardino, San Diego, San Francisco,
San José, San Luis Obispo, San Marcos,
Sonoma, Stanislaus

Finance-One Washington Square-San José, CA 95192-()008

408-924-1558-408-924-1571 (fax)

Use this form when requesting services uniquely customized for your specific needs. Examples include consulting services, customized training, program evaluations, computer programming services, etc. Upload completed form, as part of your backup documentation, with your Requisition in FTS. For details on what to include in your Scope of Work, see page 2.

Department Information

Requisition Number:	1164130003	Request Date:	5/30/2013
Contact Name:	Coleetta McElroy	Contact Phone:	4-6086
Department:	Financial Aid Office	Extended Zip:	0036

Scope of Work

A Scope of Work is a document containing detailed specifications for the customized service you require. In the space provided below, please write a Scope of Work that describes, in detail, exactly what services you need. Details about what information should be included are on page 2 of this form. Purchasing will use this information to obtain proposals and pricing from vendors. This information may also be used at job completion to determine whether or not the vendor met your needs satisfactorily. The more details you provide, the less likely there will be misunderstandings, delays, or cost overruns and the more likely your project will be completed satisfactorily, on time and at a price that fits your budget.

REQUEST FOR TEMPORARY SUPPORT

- * Streamline and revise/ upgrade current awarding and packaging formulas to create efficiency to incorporate the new federal, state and Chancellors Office guidelines
- * Assist in the creation of various reporting tools to ensure compliance with federal and state regulations.
- * Provide input to the revision of business process guides and evaluation of impact on office's business processes.
- * Review and re-write award packaging and Satisfactory Academic Progress (SAP) software to correct errors in programming
- * Assist with query pop select process in creating reports to be used pre- and post awarding disbursement and during the reconciliation processes.
- * Investigate possible batch assignment of specific award revision notifications based on corrections.

Establishing Direct Loan Eligibility

Attachment C

Federal Direct Stafford Loan

Students are awarded these funds if they have demonstrated financial need as determined by the Financial Aid and Scholarship office in accordance with federal regulations. The Expected Family Contribution (EFC) must be less than the Cost of Attendance at San José State University.

The amount borrowed depends on the need and student's grade level. While enrolled in school at least half-time (6 units for Undergraduate/Credential/second B.A.), no repayment is required during school or the six-month grace period.

Repayment of loan principal and interest begins six months after enrollment falls below half-time, and is usually calculated over a maximum 10-year period. Students receiving a subsidized loan for which the first disbursement is made on or after July 1, 2012 and before July 1, 2014 are responsible for the interest that accrues during the six months after enrollment falls below half-time. If unpaid, the interest will be added (capitalized) to the principal amount of the loan when the grace period ends. The current in-school interest rate paid by the government is fixed at 3.4%.

Federal Direct Stafford Loan funds will be awarded up to unmet need (within borrowers remaining eligibility) for the academic year or term, following federal regulations.

Federal Direct Unsubsidized Loan

Students awarded this variable interest loan have no demonstrated financial need. This loan is similar to the Federal Direct Subsidized loan except borrowers are responsible for interest, which begins to accrue at disbursement. The interest rate is 6.8%.

SAN JOSÉ STATE UNIVERSITY

ACADEMIC PROGRESS POLICIES

Attachment D

What is Satisfactory Academic Progress?

Satisfactory Academic Progress is monitored on attendance at all colleges, regardless of whether you received financial aid. Students who apply for either Federal or State aid (including loans) to attend SJSU are obligated to make satisfactory academic progress toward their degree. Students who have applied for financial aid enter into a contract or agreement to attend classes, complete their assignments, seek tutorial assistance if necessary, prepare for exams, and complete courses with a passing grade. Students are evaluated for maintaining Satisfactory Academic Progress at the end of each grading period. Financial aid applicants must take responsibility and make every effort to ensure their educational success.

Two components make up Satisfactory Academic Progress Policy at SJSU:

Qualitative (grade based)

Students must maintain good academic standing with the university and have a minimum GPA of 2.0 by graduation. Students must also complete at least 75% of their cumulative attempted units in order to maintain their financial aid.

Quantitative (time-related)

Students must complete their program of study within 150% of the units for the degree. For undergraduate degrees at SJSU, the maximum number of units that a student can receive financial aid is for 180 units. For 2nd BA, Credential, or Graduate students, the maximum number of units that a student can receive financial aid is for 60 units.

Transfer units are also counted in total, whether or not SJSU has accepted those units toward the degree and whether or not financial aid was received for those units.

To avoid problems with your eligibility expiring before you graduate, take classes that meet your general education requirements or are required for your major.

Units Required to Receive Aid

Students are required to be enrolled at least half time in order to receive financial aid. The original award is based on full time enrollment. The following chart breaks down the number of units required to receive financial aid.

	Undergraduate	2nd B.A.	Credential	Graduate
Full Time	12 and over	12	12	8
Three Quarter Time	9-11	9-11	9-11	NA

Half Time 6-8 6-8 6-8 4-7

Enrollment will be checked after the add/drop period has ended. If units are dropped without approval, a portion or in some cases, all financial aid must be repaid. A charge will be placed on the student's account, and is due and payable by the student.

The number of units needed to receive financial aid can be reduced in special circumstances. Students who have good reasons for not being full-time, such as illness or upcoming graduation, can petition the Appeals Committee to receive financial aid with fewer units. Submit the Student Information Update Form for review by the Committee. If approved, financial aid may be reduced proportionately.

All students must be enrolled at least half-time (6 units undergraduate/credential/2nd BA; 4 units-200 level equivalency for graduate) to receive financial aid, including loans, regardless of their situation.

Warning Messages

Students who are close to exceeding their maximum number of units, 90 units for an Undergraduates and 50 units for Graduate students, a "warning" message is sent explaining to the student that they are close to exhausting their financial aid and to meet with their academic advisor.

ACADEMIC DISQUALIFICATION

To regain eligibility for financial aid, students must submit a petition to the Financial Aid Appeals Committee after they have been officially reinstated and readmitted to the university.

Repeated Coursework

Classes that are repeated for grade improvement will count towards total units attempted. Students are advised to consult with a Financial Aid Counselor to determine if financial aid eligibility will be affected if a course must be repeated. Students cannot receive financial aid for classes that are repeatedly attempted, but not completed or for previously passed grades.

Petition and Appeal process

If a student fails to complete 75% of their cumulative attempted units or reaches 180 undergraduate units or 60 graduate units, a hold is placed on the student's future financial aid. A student has the opportunity to submit a petition form and explain the reasons for not completing their attempted units or to explain why it has taken them more units to complete their program of study. Each petition has certain documentation that is required. Submit all required paperwork in order for the committee to make a complete evaluation of your situation. A student cannot have the same petition reason for two semesters in a row.

Petition forms are posted as a To-Do List item on a student's MySJSU and are also available online. Follow the directions as outlined on the Academic Progress Petition Form and submit all required documentation immediately to the Financial Aid and Scholarship Office for the Appeals Committee to review. Petitions are evaluated in date order received, and should be submitted as soon as possible. Students will be notified of the outcome within 21 business days of submission. The decision of the committee is final.

A student whose appeal has been approved may receive financial aid but must meet the satisfactory academic policy in the future to continue receiving financial aid. Students will only be allowed three (3) petitions during their academic career, regardless of the situation.

To avoid problems with your eligibility expiring before you graduate, take classes that meet your general education requirements or are required for your major.

Default Prevention and Management Plan

The Default Management Plan at San José State University (SJSU) is a combined effort led by the Financial Aid and Scholarship Office. A team effort is what makes the Default Management Plan successful. SJSU's team consists of the following individuals/departments:

- Financial Aid and Scholarship Office
- Office of the Registrar
- Student Outreach and Recruitment (SOAR) Office
- Associate Vice President, Student Academic Success Services
- Director, Student Success Services
- Associate Vice President, Undergraduate Studies
- President of the University
- Department of Education

Pre-College Efforts

SJSU's student population comes primarily from California and Santa Clara County. Many students are first-time college attendees and are from needy economic backgrounds.

The majority of SJSU's student population is derived from the local area as there are approximately thirty-two (32) school districts that it draws the majority of its students from. All of the districts are the focus of the Student Outreach and Recruitment (SOAR) Office.

SJSU performs pre-college efforts by presenting at regional high schools explaining the types of aid available and saving money in general to avoid overwhelming this population. In addition, the University staff also attends college fairs, promoting SJSU as a postsecondary option to all students. At both of these types of events, the staff provide collateral materials about SJSU as well as general financial aid information published by the Department of Education and California Student Aid Commission.

SJSU also furnishes information to the general community including elementary school, middle school and high school students as well as their parents through various county-wide events including the Cal-SOAP and Cash for College Programs.

SJSU also targets secondary school students providing information and presenting to middle school students and older in a partnership with campus partners. Website links are available to this population of students to assist in planning for the future. The website is <http://www.mappingyourfuture.org/collegeprep/mhscstudents.htm> which is a part of the Mapping Your Future website. This website provides information for life-long financial success including their

San José State University Default Management Plan

CareerShip program, an on-line career exploration adventure and *Show Me the Future*, an online life skills and money management game.

SJSU provides information on general financial aid, budgeting and career options to their student population via brochures and handouts. Most of the brochures come from the Department of Education, such as *Funding Your Education Beyond High School*, *College Preparation Checklist*, *Do you need Money for College?*, *Direct Loan Basics for Students*, *Federal Aid First* and publications from outside services such as *Fund Your Future* by the California Student Aid Commission.

Entrance Loan Counseling

SJSU complies with the federal regulations that require that first time borrowers of Direct loans receive entrance counseling. During entrance counseling, which is typically conducted at www.studentloans.gov or in-person, we explain the master promissory note, emphasize the importance of repaying the loan, describe the consequences of default, and show borrowers sample monthly repayment amounts/ SJSU enhances entrance counseling, as outlined below, to include financial literacy and ensure that borrowers thoroughly understand all information. In addition, SJSU collects as much contact information about borrowers as possible during the financial aid file completion process in order to facilitate future contact if needed. These activities ensure more knowledgeable, responsible borrowers, to result in fewer defaulters as well.

Financial Literacy for Borrowers

SJSU offers periodic financial literacy and outreach presentations with information to students and staff including default prevention information. All borrowers are required to accept their loans within our student administration system. We contact our students using the system and emails. After a loan has been disbursed to the student account, each student is sent a communication asking them if they would like to decline any or all of the loan disbursement which enables them to take the opportunity to reduce their loan debt upfront.

In-School Efforts

The Financial Aid and Scholarship Office works with the many campus partners in the prevention and management of defaults. Information is shared regarding the borrowers' academic progress and enrollment status of how these affect the disbursement of Title IV funds. The departments meet to discuss updated policies and procedures that affect coursework, enrollment and financial aid eligibility.

Accurate and timely notification of the borrower's enrollment status is reported to the Clearing House in meeting federal regulations.

Exit Counseling

SJSU provides exit counseling to students who have left or will leave their academic program of study. Exit counseling is done through the <https://studentloans.gov> website. Exit loan counseling is an effective way to prevent defaults and provides one of the last opportunities for the borrower to receive

San José State University Default Management Plan

information from the financial aid office. This counseling will focus on fully explaining repayment plans and choices that will benefit the student borrower including re-emphasizing the consequences of default. Exit counseling is linked from the Financial Aid Office website:

http://www.sjsu.edu/faso/Types_AID/Loans/. Students are contacted to complete the exit counseling requirement prior to separation from the institution.

Withdrawals

Borrowers who withdraw prior to completion of their academic program are at the highest risk of defaulting on their student loans. It has been determined that early identification and timely intervention can improve student retention and ultimately reduce the number of defaulted loans. SJSU will work with students who have left school by encouraging them to complete their academic programs and provide assistance in resolving the issue(s) led to their withdrawal. Withdrawals are calculated in a timely manner to inform students and their loan servicers that the student has withdrawn.

Delinquent Borrowers and Due Diligence

SJSU will take steps to reach out to borrowers who have moved into the various stages of delinquency. The communication will be made through phone calls, emails and mailed letters. The Financial Aid Office will run reports on borrowers within this status to warn them of this status, the risks of going into default and encourage the student to contact our office for assistance. Additionally the loan servicers contact delinquent borrowers in an effort to resolve this status.

Timely and Accurate Enrollment Reporting

Accurate reporting activity ensures that borrowers receive their full grace period, and further ensures that contacts from the loan servicer such as correspondence and telephone calls occur in the appropriate timing and sequence. This timely reporting enables the appropriate timing and sequence of communication to students allowing them to receive their full grace period. SJSU adheres minimally to the required schedule of reporting changes in enrollment status and tries to always expedite timelines.

Additional Institutional Efforts:

SJSU is committed to providing its student population with the latest information related to personal finance and responsible debt management. To supplement the efforts and programs outlined in this Default Management Program, the following will be provided:

Loan information brochures and booklets – The Financial Aid Office maintains pamphlets and brochures from the Department of Education and California Student Aid Commission for distribution to prospective, current and former students.

Financial Aid Packaging Policy – the packaging philosophy is to award Federal Work Study funds and scholarship monies, when eligible to student applicants prior to awarding the loans. In addition, students have the ability to accept, reduce or decline their loans through the self-service component of

San José State University Default Management Plan

the computer system. Students are encouraged to limit their borrowing as to not exceed actual costs in an effort to reduce the amount of their future repayments.

Default Management Plan Evaluation

The plan will be evaluated and measured annually to determine the effectiveness of the outreach efforts in educating the student population and reducing the loan default rate. Staff will participate in the various workshops and training seminars that are offered by the Department of Education and the various financial aid organizations.

Conclusion

Although the loan default rate at SJSU is considered to be a low number, there always exists a need to improve the ability to help students manage student loan repayments. By using general and SJSU specific data, the university will be able to incorporate educationally related and research driven activities to gain positive results. Given the economy, increased need for loans and the enactment of new federal default tracking guidelines, default management will become more difficult and more critical for the future.

June 6, 2013

Attachment F

Name

Address

City, State Zip

Dear Student:

During the Spring 2013 semester you received Federal financial aid (and State aid if applicable) at San José State University and subsequently withdrew from the University. San José State University is therefore required to perform a Return of Title IV (Federal) Funds calculation to determine the amount of financial aid that must be returned to the various Federal aid programs. The calculation is also used to determine if any State aid needs to be returned to State programs. The calculation is performed by the Financial Aid and Scholarship Office (FASO).

Depending on the amount of funds that have been returned, you may owe the University a balance. Please check your MySJSU account online to determine if there is a balance due. You may also contact the Bursar's Office at bursar@sjsu.edu or by phone at 408.924.1601. Please be sure to include your SJSU student ID number with all correspondence. If you are due a refund, a refund will be process within 14 days of the date of this letter.

If a balance is due on your account, you have 30 days from the date of this letter to make payment on your account. You may make payment online using your MySJSU account or mail your payment to SJSU, Attn: Bursar's Office, One Washington Square, San José, CA 95192.0138. Make checks payable to SJSU and include your student ID on the check. Check and cash payments can be made in person at the Cashier's Office located in the Student Services Center. If you need to make payment arrangements, you may contact an Account Specialist by either e-mailing the Bursar's Office or calling. (See previous paragraph.) In addition, if you owe a balance a financial hold has been placed on your account, which prevents registration and the receipt of transcripts.

Since you withdrew from school after receiving financial aid, you will receive a message in MySJSU from the Financial Aid Office at the end of the semester concerning your lack of satisfactory academic progress for financial aid purposes. Carefully follow the instructions outlined in that message if you plan to return to San José State University and wish to receive Federal or State aid. Future financial aid funds will be held until you clear your academic progress status.

As a recipient of federal student loan funds, you must meet the federal loan counseling requirements. The information we are required to share with you includes keys to successful repayment of your student loans, how to avoid default, budgeting for repayment, your payment options, and benefits. In order to fulfill these counseling requirements, you must complete the Exit Counseling located on www.studentloans.gov.

Sincerely,

Financial Aid and Scholarship Office and Bursar's Office

Attachment G

Repayment Information

Borrower Grace periods:

After you graduate, leave school, or drop below half-time enrollment, you have a period of time before you will begin repayment. It is called the "grace period" and the grace period will be as follows:

6 Months, from your last date of attendance, for a Federal Stafford Loan (Direct Loan or FFEL Program).

9 months, from your last date of attendance, for a Federal Perkins Loan.

Make your Payments on Time:

Your loan servicer will provide information about repayment and will notify you of the date when loan payment will begin. It is very important that you make your full loan payments on time either monthly (usual) or according to your payment schedule. If you don't, you will end up in default, which has serious consequences (see Default below). Student loans are real loans – just as real as car loans or mortgages. You have to pay back your student loans!

Get Your Loan Information:

The U.S. Department of Education's National Student Loan Data System (NSLDS) provides information on your federal loans, including the type of loan, disbursed amount, outstanding principal and interest, the total amount of all your loans, and your loan servicer. If you're not sure who your loan servicer is, you can go to www.nsls.ed.gov to look it up.

Repayment Plans:

You have a choice of several repayment plans that are designed to meet the different needs of individual borrowers. The amount you pay and the amount of time to repay your loans will vary depending on the repayment plan you choose. To calculate your estimated loan payments, go to:

<https://studentloans.gov/myDirectLoan/repaymentEstimatorLoginRedirect.action>

If you have specific questions about repaying student loans, contact your servicer. If you don't know who your servicer is, go to www.nsls.ed.gov to find out.

When it comes time to start repaying your student loan(s), you can select a repayment plan that's right for your financial situation. Generally, you'll have from 10 to 25 years to repay your loan, depending on which repayment plan you choose. To get an idea of how much your payments would be with the different repayment plans, go to: <http://studentaid.ed.gov/repay-loans/understand/plans/standard/comparison-calculator>

1. Standard Repayment – Under the standard plan, you'll pay a fixed amount each month until your loans are paid in full. Your monthly payments will be at least \$50, and you'll have up to 10 years to repay your loans. Your monthly payment under the standard plan may be higher than it would be under the other plans because your loans will be repaid in the shortest amount of time. For that reason, when you use the 10 year repayment plan you generally pay the least interest.

2. Extended Repayment – Under the extended plan, you'll pay a fixed annual or graduated repayment amount over a period of 25 years. If you're a Direct Loan borrower, you must have more than \$30,000 in outstanding Direct Loans. If you're a FFEL borrower, you must have more than \$30,000 in outstanding FFEL Program loans. For example, if you have \$35,000 in outstanding FFEL Program loans and \$10,000 in outstanding Direct Loans, you can choose the Extended Repayment Plan for your FFEL Program loans, but not for your Direct Loans. Your fixed monthly payment is lower than it would be under the Standard Repayment Plan, but you will end up paying more for your loan because of the interest that accumulates during the longer repayment period. This is a good plan if you will need to make smaller monthly payments. Remember that the longer your loans are in repayment, the more interest you will pay.

3. Graduated Repayment – Under this plan, your payments start out low and increase every 2 years. You will have up to 10 years to repay your loans. This is a good plan if you expect your income to increase steadily over time. Your monthly payment will never be less than the amount of interest that accrues between payments. Although your monthly payments will increase, no single payment under this plan will be more than 3 times greater than any other payment.

4. Income Based Repayment (IBR) – Income-Based Repayment (IBR) is designed to reduce monthly payments to assist with making your student loan debt manageable. This is a good plan if you will need to make smaller monthly payments.

To qualify for IBR, you must have a partial financial hardship. You have a partial financial hardship if the monthly amount you would be required to pay on your IBR-eligible federal student loans under a 10-year Standard Repayment Plan is higher than the monthly amount you would be required to repay under IBR. Your payment amount may increase or decrease each year based on your income and family size. Once you've initially qualified for IBR, you may continue to make payments under the plan even if you later no longer have a partial financial hardship. If you repay under IBR and meet certain other requirements, any remaining balance will be forgiven after 25 years of qualifying repayment. However, you may have to pay taxes on any loan amount that is forgiven after 25 years. Additionally, if you work in public service and make your payments under the IBR plan, the remaining balance after 10 years may be forgiven. For more information about IBR, go to:

<http://studentaid.ed.gov/repay-loans/understand/plans/income-based>

5. Income Contingent Repayment (ICR) (Direct Loans Only) – Under this plan, your monthly payments are made for a maximum of 25 years and are based on your adjusted gross income, your family size, and the total amount of your Direct Loans. Your payments will be the lesser of

- the amount you would pay if you repaid your loan in 12 years multiplied by an income percentage factor that changes with your annual income or
- 20 percent of your monthly discretionary income.

If your calculated payment amount is less than the amount of interest that accrues on your loan, the interest is capitalized (added to your principal balance) once each year until your balance is 10 percent higher than your original loan balance was when you entered repayment. Once this happens, interest continues to accrue but is not capitalized (Any interest that accrues during a deferment or forbearance does not apply to the 10 percent capitalization rule).

Any loan amount that remains after 25 years of payments, not including time spent in deferment or forbearance will be discharged (forgiven). You may have to pay taxes on the amount that is discharged.

6. Income-Sensitive Repayment (FFEL Loans Only) – Under this plan, your monthly payments increase or decrease based on your annual income and are made for a maximum period of 10 years. For more information, contact your lender or servicer.

7. Pay-As-You-Earn – The Pay As You Earn Repayment Plan helps keep your monthly student loan payments affordable, and usually has the lowest monthly payment amount of the repayment plans that are based on your income. This is a good plan if you will need to make smaller monthly payments. As of Dec. 21, 2012, the Pay As You Earn plan is available for eligible borrowers.

To qualify for Pay As You Earn, you must have a partial financial hardship. You have a partial financial hardship if the monthly amount you would be required to pay on your eligible federal student loans under a 10-year Standard Repayment Plan is higher than the monthly amount you would be required to repay under Pay As You Earn. For this purpose, your eligible student loans include all of your Direct Loan Program loans that are eligible for Pay As You Earn, as well as certain types of Federal Family Education Loan (FFEL) Program loans. Although your FFEL Program loans cannot be repaid under Pay As You Earn, the following types of FFEL Program loans are counted in determining whether you have a partial financial hardship:

- Subsidized and Unsubsidized Federal Stafford Loans
- Federal PLUS Loans made to graduate or professional students
- Federal Consolidation Loans that did not repay any PLUS loans for parents

You also must be a new borrower as of Oct. 1, 2007, and must have received a disbursement of a Direct Loan on or after Oct. 1, 2011. You are a new borrower if you had no outstanding balance on a Direct Loan or FFEL Program loan as of Oct. 1, 2007, or had no outstanding balance on a Direct Loan or FFEL Program loan when you received a new loan on or after Oct. 1, 2007.

Your payment amount may increase or decrease each year based on your income and family size. Once you've initially qualified for Pay As You Earn, you may continue to make payments under the plan even if you no longer have a partial financial hardship.

Under Pay As You Earn, your monthly payment amount will be 10 percent of your discretionary income, will never be more than the amount you would be required to pay under the 10-year Standard Repayment Plan. If your calculated payment amount is less than the amount of interest that accrues on your loan, the government will pay your unpaid accrued interest on your Direct Subsidized Loans for up to 3 consecutive years from the date you began the Pay As You Earn repayment plan. While you have a partial financial hardship, interest continues to accrue but is not capitalized. Unpaid interest capitalizes if you are determined to no longer have a partial financial hardship, but the total amount of interest that capitalizes while you are repaying your loans under the Pay As You Earn plan is limited to 10% of your original principal balance when you begin paying under Pay As You Earn.

Any loan amount that remains after 20 years of payments, not including time spent in deferment or forbearance will be discharged (forgiven). You may have to pay taxes on the amount that is discharged. Additionally, if you work in public service and make your payments under the Pay As You Earn plan, the remaining balance after 10 years may be forgiven. For more information go to:

<http://studentaid.ed.gov/repay-loans/understand/plans/pay-as-you-earn>

Loan Interest Rates by Disbursement Dates		
Loan Type	First Disbursed Between July 1, 1998, and June 30, 2006	First Disbursed Between July 1, 2006, and June 30, 2012
Direct Subsidized Loans and Subsidized Federal Stafford Loans (Undergraduate Students)	The interest rate is variable (adjusted annually on July 1st) and will not exceed 6.25%. Between 7/1/12 and 6/30/13, loans in repayment or forbearance have an interest rate of 2.39%, and loans in an in-school, grace, or deferment period have a lower rate of 1.79%.	7/1/06-6/30/08: Fixed at 6.8% 7/1/08-6/30/09: Fixed at 6.0% 7/1/09-6/30/10: Fixed at 5.6% 7/1/10-6/30/11: Fixed at 4.5% 7/1/11-6/30/12: Fixed at 3.4%
Direct Subsidized Loans and Subsidized Federal Stafford Loans (Graduate Students) and Direct Unsubsidized Loans and Unsubsidized Federal Stafford Loans		Fixed at 6.8%
Direct PLUS Loans (Parents and Graduate or Professional Students)	The interest rate is variable (adjusted annually on July 1st) and will not exceed 9.0%. Between 7/1/12 and 6/30/13, the interest rate on these loans is 3.19%.	Fixed at 7.9%
FFEL PLUS Loans (Parents and Graduate or Professional Students)		Fixed at 8.5%

Undergraduate Federal Direct Loans for 2011-12 with Standard Repayment Plan

Loan Amount	# of Payments	Payment	Total Interest Payment @ 3.4% Interest	Payment	Total Interest Payment @ 4.5% Interest	Payment	Total Interest Payment @ 5.6% Interest	Payment	Total Interest Payment @ 6.8% Interest
\$1,000	36	\$28.25	\$217.50	\$32.29	\$227.43	\$36.33	\$237.36	\$40.37	\$247.29
\$2,000	36	\$56.50	\$435.00	\$64.58	\$454.86	\$72.66	\$474.72	\$80.74	\$497.18
\$3,000	36	\$84.75	\$652.50	\$96.87	\$682.29	\$108.99	\$712.08	\$121.11	\$746.77
\$4,000	36	\$113.00	\$870.00	\$129.16	\$909.72	\$141.32	\$940.44	\$153.23	\$779.46
\$5,000	36	\$141.25	\$1,087.50	\$161.45	\$1,137.15	\$173.64	\$1,174.56	\$185.54	\$812.15
\$6,000	36	\$169.50	\$1,305.00	\$193.74	\$1,374.54	\$205.93	\$1,202.97	\$217.44	\$844.84
\$7,000	36	\$197.75	\$1,522.50	\$226.03	\$1,591.93	\$238.22	\$1,231.38	\$249.15	\$877.53
\$8,000	36	\$226.00	\$1,740.00	\$258.32	\$1,809.32	\$270.51	\$1,259.81	\$280.86	\$910.22
\$9,000	36	\$254.25	\$1,957.50	\$290.61	\$2,026.71	\$302.80	\$1,288.24	\$312.57	\$942.91
\$10,000	36	\$282.50	\$2,175.00	\$322.90	\$2,244.10	\$335.09	\$1,316.67	\$324.28	\$975.60
\$11,000	36	\$310.75	\$2,392.50	\$355.19	\$2,461.50	\$367.38	\$1,345.10	\$336.00	\$1,008.29
\$12,000	36	\$339.00	\$2,610.00	\$387.48	\$2,678.90	\$399.67	\$1,373.53	\$347.71	\$1,040.98
\$13,000	36	\$367.25	\$2,827.50	\$419.77	\$2,896.30	\$431.96	\$1,401.96	\$359.42	\$1,073.67
\$14,000	36	\$395.50	\$3,045.00	\$452.06	\$3,113.70	\$464.25	\$1,430.39	\$371.13	\$1,106.36
\$15,000	36	\$423.75	\$3,262.50	\$484.35	\$3,331.10	\$496.54	\$1,458.82	\$382.84	\$1,139.05
\$16,000	36	\$452.00	\$3,480.00	\$516.64	\$3,548.50	\$528.83	\$1,487.25	\$394.55	\$1,171.74
\$17,000	36	\$480.25	\$3,697.50	\$548.93	\$3,765.90	\$561.12	\$1,515.68	\$406.26	\$1,204.43
\$18,000	36	\$508.50	\$3,915.00	\$581.22	\$3,983.30	\$593.41	\$1,544.11	\$417.97	\$1,237.12
\$19,000	36	\$536.75	\$4,132.50	\$613.51	\$4,200.70	\$625.70	\$1,572.54	\$429.68	\$1,269.81
\$20,000	36	\$565.00	\$4,350.00	\$645.80	\$4,418.10	\$657.99	\$1,600.97	\$441.39	\$1,302.50
\$21,000	36	\$593.25	\$4,567.50	\$678.09	\$4,635.50	\$690.28	\$1,629.40	\$453.10	\$1,335.19
\$22,000	36	\$621.50	\$4,785.00	\$710.38	\$4,852.90	\$722.57	\$1,657.83	\$464.81	\$1,367.88
\$23,000	36	\$649.75	\$5,002.50	\$742.67	\$5,070.30	\$754.86	\$1,686.26	\$476.52	\$1,400.57
\$24,000	36	\$678.00	\$5,220.00	\$774.96	\$5,287.70	\$787.15	\$1,714.69	\$488.23	\$1,433.26
\$25,000	36	\$706.25	\$5,437.50	\$807.25	\$5,505.10	\$819.44	\$1,743.12	\$500.00	\$1,465.95
\$26,000	36	\$734.50	\$5,655.00	\$839.54	\$5,722.50	\$851.73	\$1,771.55	\$511.71	\$1,498.64
\$27,000	36	\$762.75	\$5,872.50	\$871.83	\$5,939.90	\$884.02	\$1,800.00	\$523.42	\$1,531.33
\$28,000	36	\$791.00	\$6,090.00	\$904.12	\$6,157.30	\$916.31	\$1,828.43	\$535.13	\$1,564.02
\$29,000	36	\$819.25	\$6,307.50	\$936.41	\$6,374.70	\$948.60	\$1,856.86	\$546.84	\$1,596.71
\$30,000	36	\$847.50	\$6,525.00	\$968.70	\$6,592.10	\$980.89	\$1,885.29	\$558.55	\$1,629.40

Repayment amounts assume the student paid accrued interest during the time of enrollment.
If a student has multiple loans with varying interest rates, add together the monthly payments for each loan to determine the total monthly repayment. Use the same to calculate total interest and repayment.

* For \$1,000 number of months varies depending on interest rate: 78 months at 3.4%, 67 months at 4.5%, 61 months at 5.6%, 57 months at 6.8%.



Why does the amount of interest I pay vary from month to month?

Information: www.studentaid.ed.gov, www.studentloans.gov, www.nslds.ed.gov

Interest accrues on a daily basis on your loans. Factors such as the number of days between your last payment, the interest rate, and the amount of your loan balance determine the amount of interest that accrues each month.

Trouble Making Payments?

If you're having trouble making payments on your loans, contact your loan servicer as soon as possible. Your servicer will work with you to determine the best option for you. Options include:

Changing repayment plans

Requesting a deferment – If you meet certain requirements, a deferment allows you to temporarily stop making payments on your loan

Requesting a forbearance – If you don't meet the eligibility requirements for a deferment but are temporarily unable to make your loan payments, then (in certain circumstances) a forbearance allows to you to temporarily stop making payments on your loan, temporarily make smaller payments, or extend the time for making payments.

If you stop making payments without a deferment or forbearance, your loan could go into default, which has serious consequences.

Avoiding Delinquency (Past Due) and Default:

If you think you might have a problem making the scheduled payments on your loans, contact your lender/servicer or the Direct Loan Servicing Center immediately to discuss other repayment plan options and whether you are eligible for a deferment or forbearance.

Delinquency (past due) is when you fall behind on your regular scheduled payments. During delinquency, your account balance will continue to grow as interest and late fees accrue. If you fail to make the required payments for a total of 270 days, the entire outstanding balance of your loan will become due in full. Your lender/servicer can then file a claim for default with your guarantor or the U.S. Department of Education.

Default means you failed to make payments on your student loan according to the terms of your promissory note, the legally binding document you signed at the time you took out the loan. In other words, you failed to make your loan payments as scheduled. Your school, the financial institution that made or owns the loan, your loan guarantor, and the federal government can all take action to recover the money you owe. Here are some of the consequences of default:

- National credit bureaus will be notified of your default, which will harm your credit score for a minimum of 7 years.
- You will be ineligible for additional federal student aid if you decide to return to school
- Loan payments can be taken out of your paycheck
- State and federal income tax refunds can be withheld and applied toward the money you owe
- You will have to pay late fees and collection costs (up to 18.5%) added to what you already owe
- You can be sued

Discharge/Cancellation:

It's possible to have your student loan debt discharged (cancelled) or reduced, but only under certain specific circumstances:

- You die or become totally and permanently disabled
- Your school closed before you could complete your program

- For FFEL and Direct Loans only: Your school owes the lender a refund, forged your signature on a promissory note, or certified you loan even though you didn't have the ability to benefit from the coursework
- You work in certain designated public school service professions (including teaching in a low-income school)
- You file for bankruptcy. This cancellation is rare and occurs only if a bankruptcy court rules that repayment would cause undue hardship.

Postponing Payment:

If you have trouble making your loan payments, immediately contact the organization that services your loan. You might qualify for a deferment, forbearance, or other form of payment relief. It's important to take action before you are charged late fees. For Federal Perkins Loans, contact your loan servicer or the school who gave you the loan. For the Direct and FFEL Loan Programs, contact your loan servicer. If you don't know who your loan servicer is, you can look it up either at www.nslds.ed.gov or www.studentloans.gov.

- **Deferment:** You can receive a deferment for certain defined periods. A deferment is a temporary suspension of loan payments for specific situations such as reenrollment in school, unemployment, or economic hardship. While on a deferment, you don't have to pay interest of a Federal Perkins or a Federal Subsidized loan (Direct or FFEL). However, if you have an unsubsidized loan, you are responsible for the interest during deferment. If you don't pay the interest as it accrues, it will be capitalized when the deferment period ends and the amount you have to pay in the future will be higher. You have to apply for a deferment through your loan servicer and you must continue to make payments until you've been notified that your deferment has been granted. Otherwise, you could become delinquent or go into default.
- **Forbearance:** Forbearance is a temporary postponement or reduction of payments for a period of time because you are experiencing financial difficulty. You can receive forbearance if you're not eligible for a deferment. Unlike deferment, whether your loans are subsidized or unsubsidized, interest accrues and you're responsible for repaying it. Your loan holder can grant forbearance in intervals of up to 12 months at a time for up to 3 years. You have to apply through your loan holder for forbearance and you must continue to make payments until you've been notified that your forbearance has been granted.

Resources for More Information:

For general information about student aid and applying for student aid:

Federal Aid Information Center

1-800-4-FED-AID

1-800-433-3243

(TTY 1-800-730-8913)

www.studentaid.ed.gov

For information about everything related to Direct Loan Repayment:

www.studentloans.gov

Track your outstanding federal student loans:

National Student Loan Data System

www.nslds.ed.gov

Student Loan Website

www.studentloans.gov

For everything you need to know about Direct Consolidation Loans, including the online application:

Direct Loan Consolidation Center

1-800-557-7392

(TTY 1-800-557-7395)

www.loanconsolidation.ed.gov

Servicer List:

Nelnet

www.nelnet.com

1-888-486-4722

Great Lakes Educational Loan Services, Inc.

www.mygreatlakes.org

1-800-236-4300

Sallie Mae

www.salliemae.com

1-800-722-1300

FedLoan Servicing (PHEAA)

www.myfedloan.org

1-800-699-2908

Direct Loan Servicing Center (ACS)

www.myedaccount.com

1-800-848-0979

MOHELA

www.mohela.com

1-888-866-4352

ESA/Edfinancial

www.edfinancial.com/DL

1-855-337-6884

CornerStone

www.MyCornerStoneLoan.org

1-800-663-1662

Aspire Resources Inc

www.AspireResourcesInc.com

1-855-475-3335

Granite State - GSMR

www.gsmr.org

1-888-556-0022

OSLA Servicing

www.osla.org

1-866-264-9762

EdManage

www.edmanage.myedloan.com

1-855-479-0490

VSAC Federal Loans

www.vsacfederalloans.org

1-888-932-5626

KSA Servicing

www.ksa.myedloan.com

1-877-292-4825

EDGEducation Loans

www.EDGEducationloans.myedloan.com

1-877-292-7470

COSTEP

www.costep.myedloan.com

1-877-292-8639

San José State University
Financial Aid and Scholarship Office
One Washington Square
San José, CA 95192

Attachment H

June 6, 2013

Name
Address
City, State Zip

Dear Student Borrower,

Congratulations! Our records indicate that you have or are about to graduate. Before leaving San José State University, recipients of student loan funds are required to receive information on their Rights and Responsibilities on taking out Federal loans. The information we are required to share with you includes successful repayment of your student loans, avoiding default, budgeting for repayment, payment options, and benefits.

You are required to complete your exit counseling requirement online. Please check the box once you have completed the required counseling and return this form to our office:

I have completed the exit counseling on www.studentloans.gov

If your enrollment information has changed or you feel for any reason that you have received this letter in error, you may contact our office by phone at **408-283-7500**. Note that you are required to complete this counseling requirement even if you are returning to school for an additional degree.

Sincerely,

Sam Krow-Lucal
Federal Direct Loan Coordinator/Financial Aid Counselor
408-924-6109
Sam.krow-lucal@sjsu.edu

San José State University
Financial Aid and Scholarship Office
One Washington Square
San José, CA 95192

Attachment I

June 6, 2013

Name
Address
City, State Zip

Dear Student Borrower,

Our records indicate that you recently withdrew from enrollment at San José State University. As a recipient of federal student loan funds, you must meet the federal loan counseling requirements. The information we are required to share with you includes keys to successful repayment of your student loans, how to avoid default, budgeting for repayment, your payment options, and benefits.

You are required to complete your exit counseling requirement online. Please check the box once you have completed the required counseling and return this form to our office:

I have completed the exit counseling on www.studentloans.gov

Access a copy of your Loan Summary report from the National Student Loan Data System (NSLDS). The NSLDS is a central database for the U.S. Department of Education and can be accessed at www.nsls.ed.gov. Please be aware that private loans are not overseen by the Department of Education and therefore are not represented in this NSLDS history. For information about the terms and conditions of any private loans, please contact your original lender. **Please note that this is not a bill. All of the following documents are for your personal records regarding your student loans.**

If your enrollment information has changed or you feel for any reason that you have received this letter in error, you may contact our office by phone at **408-283-7500**. Note that you are required to complete this counseling requirement even if you are planning to return to school.

Sincerely,

Sam Krow-Lucal
Federal Direct Loan Coordinator/Financial Aid Counselor
408-924-6109
Sam.krow-lucal@sjsu.edu



WESTERN ASSOCIATION OF SCHOOLS & COLLEGES
ACCREDITING COMMISSION FOR SENIOR COLLEGES & UNIVERSITIES

July 30, 2013

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Public Member

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California State University, Chico

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Ralph A. Wolff

Dennis Jaehne
Accreditation Liaison Officer
San Jose State University
One Washington Square
San Jose, CA 95192-0030

RE: Clinical Lab Science program

Dear Dr. Jaehne:

We understand that the Department of Education has audited your Office of Financial Aid and raised questions about why certain clinical placement sites used by the Clinical Lab Science program, and located more than 25 miles from the main campus, are not reported to WASC.

As I explained to you in your recent phone conversation, this is not a degree program. WASC does not require prior approval or reporting of non-degree programs.

SJSU's description is as follows:

The Clinical Laboratory Scientist Training Program at San Jose State University is a 12 month training program that prepares students to take the ASCP national exam for Clinical Laboratory Scientists. The training program is a 40 hour per week commitment with an emphasis on hands-on learning in the hospital setting. Most weeks, students will spend 32 hours training at a clinical site and 8 hours in lecture.

http://www.biology.sjsu.edu/specialprogs/cls/index_cls.aspx

Students enroll at the main campus and attend their lectures – and are evaluated -- at the main campus. WASC considers the hands-on training at hospital sites as though it were an internship or student teaching placement rather than an "off campus" program. The sites are therefore not evaluated as a "program" located more than 25 miles from the campus.

I hope this answers your questions. Please let me know if I can be of further assistance.

Sincerely,

Sharyl McGrew
Director of Substantive Change

Clinical Library Scientist Training Program San Jose State University

The Clinical Laboratory Scientist Training Program at San Jose State University is a 12 month training program that prepares students to take the ASCP national exam for Clinical Laboratory Scientists. The title CLS is equivalent to the title Medical Technologist.

Up through the 2011-12 academic year, the students were admitted through the graduate level for enrollment in the program. Beginning Spring 2013, this was changed to admit the Post baccalaureate or second degree career level students only.

Program Length

After the interview process, selected students enroll in the program for 3 continuous semesters. Two cohorts are admitted annually: one in September and one in March.

The training program is a 40 hour per week commitment with an emphasis on hands-on learning in the hospital setting. Most weeks, students will spend 32 hours training at a clinical site and 8 hours in lecture.

CIP Code

The CIP Code is 51.1005

Prerequisite courses required for admission

- ▶ A bachelor's degree from an accredited U.S. university or the equivalent (as determined by San José State University and the foreign transcript evaluation service American Association of Collegiate Registrars and Admissions Officers (AACRAO). Graduates of colleges and universities outside of the U.S. must complete 12 units of upper-division coursework in biology, chemistry, or a related science.
- ▶ 18 semester units of biology classes including a course in Immunology, Hematology, Medical Microbiology (Pathogenic Microbiology), Human or Mammalian Physiology and Human Genetics.
- ▶ 16 semester units of chemistry classes including instruction in Quantitative Analysis (Clinical Chemistry) and biochemistry.
- ▶ One semester of Physics that includes instruction in optics and electromagnetism and one

semester of Statistics or Calculus.

- It is recommended that students take a course in upper division English.

CLS Training Program admissions requirements?

- Completion of a bachelor's degree with a minimum overall GPA of 2.8 on a 4.0 scale.
- The Test of English as a Foreign Language (TOEFL) and Graduate Record Exam (GRE) are required for those applicants whose language of instruction in college was not English.
- Completion of the application including resume and personal statement as well as three letters of recommendation from past instructors or employers
- Completion of ALL required prerequisite coursework
- Legal authorization to work in the United States
- Possession of a California State CLS Training License

Upon completion of the program

Currently in California, all highly complex blood tests, urinalysis, toxicology, and microbiology ordered by health care providers must be performed by a licensed CLS. Sixty-six percent of the health care decisions are made on the basis of lab test results generated by a licensed CLS. Moderate and waived complexity tests can be performed by Medical Laboratory Technicians (MLTs) under the supervision of a CLS. Outside of the acute care environment, a CLS can do research, marketing and sales, education, quality assurance and consulting work.

Most CLSs work in hospital laboratories, reference laboratories or blood donor centers. A CLS can also apply his/her expertise in other fields including biotechnology, pharmaceutical sales and marketing, veterinary diagnostics and education. For more information about the profession, please visit [ASCLS Career Opportunities](#) or [ASCP Career Center](#).

Accreditation

The SJSU CLS Training Program is approved by Laboratory Field Services, a division of the California State Health and Human Services Department.

The program is accredited by the National Accreditation Agency for Clinical Laboratory Science (NAACLS), thus our students can take the ASCP national certification exam.

San José State University
Clinical Laboratory Scientist Training Program
Contact Information – Clinical Affiliates

Adventist Health Medical Center
450 North Greenfield Avenue
Hanford, CA 93232
Phone: 559-582-9000
<http://www.hanfordhealth.com>

Bakersfield Memorial Hospital
420 34th Street - P.O. Box 1888,
Bakersfield, CA 93303-1888
Phone: (661) 327-4647
<http://www.bakersfieldmemorial.org>

Community Hospital of the Monterey Peninsula
23625 Holman Highway
Monterey, CA 93940-5902
Phone: 831-624-5311
Fax: 831-625-4948
www.chomp.org

Dominican Hospital
1555 Soquel Drive
Santa Cruz, CA 95065-1794
Phone: 831-462-7700
Fax: 831-462-7555
www.dominicanhospital.org

El Camino Hospital
2500 Grant Road
Mountain View, CA 94039-7025
Phone: 408-378-6131
Fax: 408-866-4003
www.elcaminohospital.org

Enloe Medical Center
5th Avenue and Esplanade
Chico, CA 95926
Phone: (530) 332-7300
www.enloe.org/

Feather River Hospital
5974 Pentz Road
Paradise, CA 95969
Phone: 539-876-7900
Fax: 530-876-7936
www.frhosp.org

Fresno Community Regional Medical Center
2823 Fresno Street
Fresno, CA 93721
Phone: 559-459-3982
Fax: 559-459-6542
www.communitymedical.org

Kaiser Permanente Santa Clara
700 Lawrence Expressway
Santa Clara, CA 95051
Phone: 916-688-2106
Fax: 408-236-4860
www.kaiserpermanente.org

Kaiser Permanente San Jose
250 Hospital Parkway
San Jose, CA 95119-1103
Phone: 408-972-7000
Fax: 408-972-7156
www.kaiserpermanente.org

Kaiser Permanente South Sacramento
6600 Bruceville Road
Sacramento, CA 95823-4671
Phone: 916-688-2764
Fax: 916-688-2413
www.kaiserpermanente.org

**Mercy Hospital and
Mercy Southwest Hospital,
Bakersfield**
2215 Truxtun Ave
Bakersfield, CA 93301
Phone: 661-632-5000
<http://www.mercybakersfield.org>

O'Connor Hospital
2105 Forest Ave.
San Jose, CA 95128-1471
Phone: 408-947-2500
Fax: 408-995-0117
www.dochs.org

Oroville Medical Center
2767 Olive Highway
Oroville, CA 95966
Phone: 530-532-8322
Fax: 530-532-8407
www.orovillehospital.com

Ridgecrest Regional Hospital
1081 N. China Lake Blvd
Ridgecrest CA 93555
Phone: 760-499-3542
Fax: 760-499-3548
<http://www.rrh.org/ridgecrest/>

**Salinas Valley Memorial
Hospital**
450 East Romie Lane
Salinas, CA 93901-4098
Phone: 831-757-4333
Fax: 831-754-268-38
www.svmh.com

**Santa Clara Valley Medical
Center**
751 South Bascom Avenue
San Jose, CA 95128-2604
Phone: 408-885-5000
Fax: 408-793-1817
www.scmvcd.org

Sequoia Hospital
170 Alameda de las Pulgas
Redwood City, CA 94062-2799
Phone: 650-369-5811
Fax: 650-367-5100
www.chwbay.org

St. Joseph's Medical Center
1800 North California Street
Stockton, CA 95204
Phone: 209-467-6330
Fax: 209-451-3265
www.stjosephscares.org

Stanford Hospitals and Clinics
300 Pasteur Drive
Palo Alto, CA 94304-2299
Phone: 650-723-4000
Fax: 650-723-0074
www.med.stanford.edu/sumc

ValleyCare Health Systems
5555 Las Positas Boulevard
Pleasanton, CA 94588
Phone: 925-416-3515
www.valleycare.com

Distance Education Programs:

Archives and Records Administration (MARA)

Library and Information Science (MLIS)

Occupational Therapy (MS)

Public Health (MA)

Transportation Management (Distance) (MS)

Global Studies (BS)

- Distance education program is being phased out however students did receive federal aid for attendance during 2011-12 academic year

Off-Campus Programs:

Software Engineering (MS)

- 1) IBM MSSE
555 Bailey Avenue
San Jose, CA 95141-1003
- 1) Techmart
5201 Great America Parkway
Santa Clara, CA 95054

Education Administration & Supervision (MA)

- 1) The E3 Institute
1550 The Alameda #100
San Jose, CA 95126
- 2) Rose Orchard Tech Center
180 Rose Orchard Way
Suite 120
San Jose, CA 95134-1351

Engineering (MS) (Optic Sensors/Syst)

- 1) KLA Tencor
1 Technology Drive
Milpitas, CA 95035-7916
- 2) Lockheed Martin
1111 Lockheed Martin Way
Sunnyvale, CA 94089-1212

Diaz, Pilar

From: Coleetta Mcelroy <coleetta.mcelroy@sjsu.edu>
Sent: Tuesday, February 05, 2013 9:13 AM
To: Diaz, Pilar; Taylor, Nancy
Subject: SJSU - Program Review
Attachments: Plan Descriptions.xlsx; Distance Education Programs.docx

Hello Ms. Diaz,

I have been notified by Ha Luu, Financial Aid Programmer that she has forwarded the data file and sent the password to you.

Attached to this email are the following items:

- Listing of distance education and off-site programs (including addresses)
- Breakdown of program codes for the above

Due to meeting the submission deadline we were not able to include this information on the report. However, you will

find the records indicated with "Y" for those that fall in the categories above.

Please do contact me should you have any questions prior to your visit.

Thank you.

--

Coleetta E. McElroy, MPA
Director - Financial Aid and Scholarship Office
San Jose State University
One Washington Square
San Jose, CA 95192-0036
(408) 924-6086
coleetta.mcelroy@sjsu.edu
www.sjsu.edu/faso

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PLAN	DESCRIPTION	DEGREE
BUSAMBA3X	Business Administration - Off	MBA
BUSAMBA3X1	Business Administration - Fast	MBA
CLMTCR-3X	Library Media Teacher	CR
ENGRMS-3X	Engineering	MS
GLSTBA-1X	Global Studies	BA
LIBMMS-3X	Archives & Records Admin	MARA
LIBRMLS3X	Library and Information Scienc	MLIS
MBA/MSE-3X	Engineering/Business Adminis	MS
MBAJMS-3X	MBA/MSE – MBA Degree	MS
MPDMS-3X	Medical Product Dev Mgmt	MS
MRSCMS-3	Marine Science	MS
OCTHMS-3X	Occupational Therapy	MS
PUBHMPH3X	Public Health	MPH
TAXAMS-3X	Taxation	MS
TMGTMS-3X	Transportation Management	MS



San José State
UNIVERSITY

A campus of The California State University

Office of the Academic Senate • One Washington Square • San José, California 95192-0024 • 408-924-2440 • Fax: 408-924-2451

S01-10

At its meeting of May 7, 2001 the Academic Senate passed the following Policy Recommendation presented by Jonathan Roth for the Curriculum and Research Committee.

**Policy Recommendation
Distance Education Courses and Programs**

Amends S97-6 (TECHNOLOGY MEDIATED INSTRUCTION; DISTANCE LEARNING)

- Whereas, The Report of the SJSU Distance Education Task Force recommended in May 2000 that the University "establish campus policies and practices to develop a robust distance education option at San José State University," and
- Whereas, WASC (Western Association of Schools and Colleges) has issued Guidelines for Distance Education: Principles of Good Practice (see Appendix 1), and
- Whereas, New technology and the increase in the use of Distance Education has necessitated changing certain aspects of Senate Policy on Technology Mediated Instruction and Distance Learning (S97-6, cf. AS-2321-96), therefore be it
- Resolved, That the following policy for Distance Education Courses and Programs be adopted as a replacement for S97-6.

**Policy for Technology Mediated Instruction and Distance Education
at San José State University**

1. Definitions

1.1 Technology Mediated Instruction (TMI) is defined by the Academic Senate of the California State University as "all forms of instruction that are enhanced by or utilize electronic and/or computer-based technology. It specifically includes distance education, instructional modules delivered via mass media, and computer assisted instruction" (AS-2321-96). This definition has been adopted for the following Policy for Technology Mediated Instruction at San José State University to which it responds, is consistent with, and largely incorporates.

1.2 For the purposes of this policy, a distance education course or section is defined as a formal educational process in which the majority of the instruction occurs when student and instructor are not in the same place, exclusive of individualized instruction such as independent study, directed readings, theses, etc.

2. Instructional Methods and Academic Responsibility

Faculty have final responsibility for determining the pedagogies and instructional methods most appropriate for the instructional modules, courses, and/or academic programs which the University offers. Among the factors to be considered in determining the suitability of a particular course for TMI are the following: (a) Does the use of TMI improve the quality of the course? (b) Does sufficient student demand exist? (c) Are the necessary instructional and student support resources available to facilitate the use of TMI (for example, access to advising and information sources)?

3. Quality

The quality of instructional modules, courses, and academic programs delivered by or using TMI must be at least equivalent to the quality of curricular offerings currently approved at San José State University. The purposes of TMI are to increase the quality of instruction and to increase the access of students to faculty, to educational resources, and to each other (for example, there may be only one expert on a particular subject in the system, and technology can make her available to all CSU students). If TMI results in increased class sizes or student-faculty ratios beyond traditional classroom and curricular standards, additional resources or workload adjustments necessary to maintain the quality of instruction must be provided.

Criteria for assessing technology mediated instruction shall be developed by appropriate committees of the Academic Senate and of the academic units from which the instruction originates. TMI courses and sections shall be held to the same standards as traditional classroom instruction when reviewed by department, college, and university curriculum committees.

4. Resources in Support of Technology Mediated Instruction

Forms of technology mediated instruction frequently rely on computer, telecommunications, and network systems not often employed in current course delivery at San José State University. Therefore, development of an appropriate infrastructure to support TMI is a basic university responsibility. Needs for enhancement in areas such as access to library resources, information technology, instructional design and technical support, faculty development in the use of TMI, computer and network support, and student services should be identified at the department, college, and university levels. Cross-unit and cross-institutional sharing of learning and resources should be encouraged.

5. Impact on Faculty Personnel Decisions

Faculty personnel decisions (hiring, retention, tenure, promotion, and post-tenure review) must value and reward course and curriculum development and professional development activities that result in improved instruction. Although this policy centers on TMI, it is noted that this is but one of multiple teaching options available to faculty at San José State University. No ranking of instructional methodologies is to be used as a basis for personnel decisions.

6. Coordination of this Policy with Other SJSU and CSU Policies

Other matters related to TMI and distance education (e.g., assessment of curriculum quality, ownership of intellectual property, determination of the fair use of copyrighted material, and long-range academic planning and capital budgeting) are governed by university policies under the appropriate labels and by campus and CSU guidelines.

7. Distance Education

7.1 Principles – These principles shall apply to new distance education courses and degree programs, as well as to existing courses and programs in which the method of delivery has changed significantly from that approved in the original curriculum proposal leading to that course, certificate or degree. Any department or faculty group offering distance education programs (those in which more than half of the courses are offered through distance education) is expected to meet Western Association of Schools and Colleges (WASC) requirements and be guided by policy established by the University.

7.1.1 Departments or faculty groups are expected to address, in their self-studies and/or proposals for institutional change, the following expectations, which will be reviewed by the University following established procedure.

7.1.2 While the University prizes academic freedom and wishes to encourage innovation in instruction, the faculty also has a collective responsibility to ensure the academic quality and integrity of the University's courses, programs, and degrees. This responsibility extends to those courses and programs offered through distance education.

7.1.3 Faculty and students have a right to know the modes of delivery and technological requirements of each course, program, and degree offered by the University. Students shall have access to this information before enrolling in a course or program.

7.1.4 Distance education programs and courses shall be consistent with the educational mission of the College and the University.

7.1.5 One-on-one mentoring with a full-time SJSU faculty member associated with the program is required for the research component of DE graduate programs. Tenured or probationary faculty shall direct any culminating experience or capstone of a distance education program, except in circumstances in which unusual expertise is required, but unavailable among tenured or probationary faculty.

7.1.6 Each program shall provide the opportunity for substantial, personal and timely interaction between faculty and students and among students.

7.1.7 The ratio of tenured and probationary faculty to temporary faculty teaching in a distance education program shall approximate that of the campus-based program. If there is no campus-based program, the ratio shall approximate that of other programs in the college.

7.1.8 Prerequisites and all enrollment and admissions criteria should be the same for DE and face-to-face courses and programs.

7.1.9 DE programs and courses shall conform to University guidelines on accessibility, privacy and other student rights and responsibilities.

7.1.10 Students enrolled in DE courses shall have adequate access to library services.

- 7.1.11 The university shall offer appropriate and continuing training, support services and technicians design and production assistance to faculty who teach distance education courses and programs.
- 7.1.12 Departments shall insure that faculty assigned to teach DE Courses are appropriately qualified.
- 7.1.13 Distance education is an optional mode of instruction. Nothing in this policy shall imply that distance education is a preferred or required mode of instruction.
- 7.1.14 Faculty assigned to teach DE courses are not exempted from any of the contractual obligations and protections specified in the memorandum of understanding between the California State University and the California Faculty Association involving office hours for advising, committee work or other duties related to teaching, service and research that are expected of CSU faculty.
- 7.1.15 The university shall evaluate the educational effectiveness of its distance education programs, including student evaluations to insure comparability to the face-to-face programs.

7.2 Components of DE Courses and Programs

7.2.1 The content, interaction and evaluation of a student's work in a DE course shall be substantially the same as that of a face-to-face course with the same curricular classification. This requirement includes compliance with the university's final examination policy. All distance education courses and sections must include a proctored final examination unless this requirement is waived in a particular case by the college dean.

7.2.2 The number of students enrolled in a DE course shall not exceed the limits for the curricular classification of that course and shall be substantially the same as in comparable face-to-face courses.

7.3 Approval of DE Courses and Programs

7.3.1 For curricular purposes, DE courses and sections as defined in 1.2 shall be approved at the departmental or program level, following the same process as in place for face-to-face courses. Distance Education programs shall be approved at the college and university level following the same process as is in place for face-to-face programs.

7.3.2 DE versions of advanced general education courses and sections must be evaluated at the departmental or program level to fulfill general education requirements.

7.3.3 For support purposes, each college shall only schedule those approved courses which can be given full and adequate university technical support.

7.3.4 SJSU affirms the importance of face-to-face learning for the education of a well-rounded student. Any program that does not offer a substantial face-to-face component must justify the absence of such a component.

7.3.5 The following programs shall be subject to the review procedures and other conditions of this policy:

(1) Any baccalaureate or master's degree, any concentration within a baccalaureate or master's degree, any minor or any academic certificate program for which more than half of the specified (i.e. non-elective) required student credit units, other than units in General Education and physical education, are offered in courses that fall within the definition of distance education courses as specified in Section 1.2 of this policy.

(2) Any baccalaureate or master's degree, any concentration within a baccalaureate or master's degree, any minor or any academic certificate program for which more than half of the specified (i.e. non-elective) required student credit units are offered outside the WASC region and/or physical sites more than 25 miles from the SJSU campus, but within the WASC region.

7.3 7.4 Limitations on DE Programs

7.4.1 No individual, program, or department shall agree in a contract with any private or public entity to deliver distance education courses or programs on behalf of SJSU without prior university approval.

7.4.2 The University shall not agree in a contract with any private or public entity to deliver distance education courses or programs without the prior approval of the relevant department or program.

7.4.3 Agencies providing funding for special certificates or degree programs or courses shall not acquire any privileges regarding the admission standards, academic continuation standards or degree requirements for students or faculty attached to a university-approved academic program.

ACTION BY UNIVERSITY PRESIDENT: Approved by President Robert Caret on June 19, 2001.