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## Free Program Overviews

Every January and August, UCSC Extension hosts free program overview events in which prospective students can meet instructors and other students and learn about our programs. (Some departments also offer additional sessions in March and June.) Program coordinators and Extension academic directors make formal presentations about prerequisites (if any), course content, certificate requirements and program benefits. Come and see what Extension's collegial community is like and how our programs can help you advance in your current profession or break into a new field. Advance enrollment online is required. Check the inside front cover of our quarterly catalog for details.

## Accreditation

UCSC Extension Silicon Valley is a division of the University of California Santa Cruz, which is certified by the Accrediting Commission for Senior Colleges and Universities of the Western Association of Schools and Colleges (WASC). Our WASC accreditation is in good standing.

## Important Policies and Guidelines You Should Know

The information presented in this brochure summarizes many of the important guidelines and policies that govern student interaction with UCSC Extension, its staff, instructors and other students. Comprehensive information can be found online at [ucsc.extension.edu/student-services](http://ucsc.extension.edu/student-services).

### Integrity

Consistent with the stature and standards of the University of California, our students are expected to honor and maintain the highest degree of academic integrity. The stakes are high when it comes to building a career or getting back on track. However, Extension does not tolerate any form of academic dishonesty. The prohibitions include class-attendance proxies, test-taking proxies, plagiarism, forgery, unauthorized use of study materials during examinations, and claiming credit for work not personally produced.

### Professionalism

The student body at UCSC Extension is comprised almost exclusively of accomplished, working professionals. The same level of professionalism that our students exhibit in their workplaces is expected at UCSC Extension. This includes being on time and prepared for class and behaving respectfully and courteously towards instructors, fellow students and UCSC Extension staff at all times.

### Classroom Conduct

Disrupting instruction in any way during, before, or after a class session is strictly prohibited. Unacceptable classroom conduct includes monopolizing the instructor's attention, dominating class discussions, stifling participation from other students, confrontational behaviors, and verbal and physical intimidation of fellow students or instructors. Violation of classroom conduct guidelines will provoke disciplinary action.

### Grievances

Policies and guidelines are in place to address grievances raised by students. Students should familiarize themselves with these protocols and adhere to them when exercising the right to seek an academic appeal of a disputed grade or to register a complaint about the conduct of an instructor or fellow student. In the event of a complaint, facilities staff can only assist by directing a student to the appropriate channel to register a complaint or seek redress.

### Diversity

UCSC Extension maintains and administers a zero-tolerance policy toward discrimination of any kind. In Silicon Valley, we live and work in an exceptionally diverse environment. In our facilities and classrooms, students and instructors alike are expected to comport themselves in a manner that is sensitive to all kinds of difference and to exercise appropriate tolerance and restraint.

### Privacy

As with any quality institution of higher education, UCSC Extension's student records are maintained in perpetuity so that students may request a complete and accurate transcript at any time. We maintain those files with the utmost security to ensure that your privacy is not violated. We do not lend, rent or sell our student rosters to any third party organization. Our students may quickly and easily opt-out of promotional mailings.

*All courses held in Santa Clara or Online*



## About UCSC Extension Silicon Valley

The vital learning community at UCSC Extension Silicon Valley is well known for its collegial atmosphere and rigorous preparation. Our faculty of expert practitioners teaches state-of-the-art solutions to the everyday problems confronting professionals working in Silicon Valley. The professional education programs we offer build expertise, open doors to new opportunity, and deliver tangible value. Our broad portfolio of open-enrollment courses and certificates, affordable pricing, experience-based instruction, and central location in Silicon Valley help turn jobs into careers.

### Open Enrollment Policy

UCSC Extension Silicon Valley maintains an open enrollment policy. There are no requirements for admissions to our programs. However, there may be academic or experience prerequisites to register for a specific course. We encourage early enrollment in our courses. Early registration helps ensure a place in the course you want, avoids unnecessary cancellation of courses due to projected low enrollment, and may save you 10 percent off the course fee (UCSC Extension is self-supporting, receives no public subsidies, and must cancel courses that do not draw a minimum enrollment. Unpaid auditing is not permitted. If you do not pre-enroll, please call (408) 861-3700 the day before your course starts and visit our Web site to check for possible changes. Enrollment confirmation is sent via e-mail to students who have an e-mail address on file. All fees must be paid at the time of enrollment. Please note that enrollment in Extension courses does not constitute admission to the University of California.

### Enrolling in Courses

Our programs are designed primarily for adult professional development. You can enroll in Extension courses in the following convenient ways:

- **PREFERRED METHOD:**  
Online, 24 hours a day at [ucsc-extension.edu](http://ucsc-extension.edu)
- By Phone: (408) 861-3700
- By Mail: UCSC Extension Silicon Valley  
2505 Augustine Drive, Suite 100,  
Santa Clara, CA 95054
- In Person: Walk-in registrations also available

As required by federal and state law, the University of California does not discriminate on the basis of race, color, national origin, religion, sex, sexual orientation, disability or age in admission to or employment in the educational programs and activities which it operates. Inquiries concerning Titles VI and VII of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Sections 503 and 504 of the Rehabilitation Act of 1973, the Age Discrimination in Employment Act of 1967, the Age Discrimination Act of 1975, Section 402 of the Vietnam Era Veterans Readjustment Act of 1974, the Americans with Disabilities Act of 1990, and Section 12940 of the California Government Code should be addressed to the Office of the Vice Provost, UCSC Extension, (408) 861-3750, or to the Equal Employment/Affirmative Action Office, UCSC, (831) 459-1590. The University is an affirmative action/equal opportunity employer.

### Academic Integrity

As a unit of the University of California, Santa Cruz, UCSC Extension has high standards for academic integrity. Extension students are expected to conform to a code of conduct that is appropriate and considerate of our highly diverse adult learning environment. For more details, see the Student Code of Conduct pdf document at [ucsc-extension.edu/student-services](http://ucsc-extension.edu/student-services). All forms of academic dishonesty and disruption are prohibited. Academic dishonesty extends to all forms of plagiarism, including unattributed use of published materials and claimed authorship of work a student has not independently produced for him/herself. Cheating includes sharing answers to tests, taking tests for another student, bringing unauthorized study materials into test sessions, submitting work prepared by third parties, or having proxies attend classes. Disruption encompasses domination of an instructor's attention, talking out of turn, in-class conversation unrelated to class proceedings, attempted control of class discussions, audible or physical outbursts of any kind, and behavior that is offensive to fellow students or instructors.

### Student Conduct

Disruption of teaching, learning, research or administration through such activities as, but not limited to, disorderly conduct, physical or verbal abuse, threats of violence, academic dishonesty (including all forms of plagiarism and cheating), forgery, theft, unsanctioned use of alcohol, unlawful use of controlled substances, or any other action that might threaten UCSC Extension property or the health and safety of any person on UCSC Extension property or attending any UCSC Extension-sponsored event, will not be tolerated and is grounds for severe sanction including arrest and dismissal. UCSC Extension does not tolerate any form of discrimination or disparagement. All students at UCSC Extension are expected to be mindful of each others' rights to an orderly and respectful classroom and to be attentive to the broad diversity of our student and instructor populations. Every student needs to be aware of and respect the normal conduct of instructors and fellow students, and their right to privacy and noninterference.

### Transferring Courses From/To Other Schools

Subject to the approval of the relevant UCSC Extension Silicon Valley academic department, students may substitute one equivalent course from another institution for one in an applicable certificate program. The course must have been taken within the past five years with a grade of C or better, cover the same material as our equivalent course, carry the same or more credit, and originate from an accredited academic institution. Please consult specific program descriptions for additional information, as individual program policies may vary. To be considered, obtain a Course Substitution Request form from our Web site at [ucsc-extension.edu/](http://ucsc-extension.edu/) forms, and send your request along with a course outline and description, transcript, and related fee to the address and department indicated on the form. Some UCSC Extension courses may be applied toward degrees. Students are encouraged to obtain specific information about acceptance of Extension credit from the Admissions Office of the degree-granting university or college prior to enrolling.



# Student Guidelines



## Obtaining Instructional Materials

### Course Materials—NEW POLICY

Students are responsible for obtaining the required instructional materials for each course they take. UCSC Extension courses use a variety of media for instructional purposes. These vary depending on the curriculum and instructor. Please review the section details at the bottom of the course description page on our Web site.

Instructors may specify any combination of the following instructional materials:

- Printed course readers from our on-demand service provider, Content Management Corporation (CMC)
- Electronic course materials from our online learning platform, UCSC Extension Online
- Textbooks (required and recommended), see below and visit [ucsc-extension.edu/bookstore](http://ucsc-extension.edu/bookstore)
- Other materials distributed via e-mail either by the Academic Department or the instructor.

Students should purchase, order, or access their materials in time to bring them to (or have access to them during) the first class meeting. For full instructions go to [ucsc-extension.edu/course-materials](http://ucsc-extension.edu/course-materials).

### Textbooks

Information on required and recommended textbooks can be found in course descriptions online at [ucsc-extension.edu](http://ucsc-extension.edu), and on your enrollment receipt. Most textbooks can be purchased through Extension's partnership with Amazon.com. Our Web site has a convenient search tool online at [ucsc-extension.edu/bookstore](http://ucsc-extension.edu/bookstore). Through a special arrangement, most of our text books are also available at the Santa Clara University Bookstore, located at the corner of Alameda and Market Street in Santa Clara, (408) 554-4491. You can also order online from the SCU bookstore. Their online bookstore allows you to select a text using a series of four pulldown menus, as follows:

1. Select the relevant quarter
2. Select an academic department using the following codes located toward the bottom of the list:
  - Applied and Natural Sciences: UCSCEXTANS
  - Business and Management: UCSCEXTB+M
  - Engineering and Technology: UCSCEXTE+T
3. Select a course. Note that UCSC Extension course titles are abbreviated
4. Select a UCSC Extension section number.
5. Then click "continue" and follow their checkout process.

## Grading and Grade Appeals

Grades are mailed to students, usually within a month after a course ends. Those students who complete a certificate program with a grade-point average of 4.0 will earn a Certificate with Honors. You'll find a GPA calculator on our Web site. Instructors assign grades on the basis of a student's performance on the activities outlined in their course syllabi. Grades are available online at [ucsc-extension.edu](http://ucsc-extension.edu). The grade of A+ cannot be issued.

### Grading Options

When students enroll in UCSC Extension courses, letter grading is the default. The Pass/No Pass ("P/NP") or Not for Credit ("NC") options are available only to students in good academic standing. Students may elect to take courses for a letter grade, or P/NP or NC. However, to be honored, requests for P/NP or NC grades must be submitted before the last scheduled day of the course. A passing letter-grade is required in order for a course to be applicable to a certificate. Once a grade enters the student's permanent record, grade changes can be made by the instructor only on the basis of clerical or procedural error and never on the basis of reexamination or completion of additional work.

### "Incomplete" Grades

"Incomplete" ("I") is a temporary grading designation. Under certain circumstances, the grade of "I" may be authorized for students who are unable to complete a course within the prescribed time. Students must have completed a minimum of 70 percent of the course work and be in good academic standing to qualify for an "I" grade. The process for requesting an incomplete grade is as follows:

- Students must request a written recommendation from the instructor and Program Director who administers the academic department.
- The Academic Review Committee (ARC) will review the request and recommendations. If the ARC agrees with the recommendation, they will submit the request and recommendation to grant the temporary grade of Incomplete to the Dean.
- The Dean must approve the Incomplete grade and recommended timeline for completion.

Incomplete grades must be cleared within one year or less depending on the recommendation of the ARC, following the date on which it was assigned, or the "I" will convert to "F." Courses paid for under a contract may have additional restrictions. To initiate the process, the student must send a formal request by e-mail to [program@ucsc-extension.edu](mailto:program@ucsc-extension.edu). Upon completion of the requisite course work, the "I" will be changed to the appropriate grade.

## Transfers/Refunds

### Transfers

A \$25 processing fee may be charged for a transaction involving a student-initiated transfer from one course to another. All transfer requests must be received at least seven calendar days prior to the start of the class from which you are transferring. If we do not receive the request in that time period, no transfer will be made. Transfer requests are honored only when submitted by e-mail. E-mail requests can be sent to [Transfers@ucsc-extension.edu](mailto:Transfers@ucsc-extension.edu).

*Note:* Some programs have special transfer policies that require more advanced notification than seven calendar days and may require an additional transfer fee. It is the responsibility of the student to comply with the financial obligations, deadlines and transfer policies established and published for these programs.

### Refunds

Refunds are only available prior to the start of the course. A \$40 processing fee will be withheld for all refund transactions. All refund requests made by students must be received at least seven calendar days before a class begins. Some UCSC Extension programs require more advanced notice for refunds and a larger amount is forfeited when a refund is granted. Refund requests are honored only when submitted by e-mail at [refunds@ucsc-extension.edu](mailto:refunds@ucsc-extension.edu). All refunds granted by UCSC Extension due to cancellation or discontinuation will be made in full. Special programs often require deposits. It is the responsibility of the student to comply with the financial obligations, deadlines, and refund policies established and published for these programs. Application fees are not refundable.

### Withdrawing from a Course

The grade of "W" for Withdrawal is applied only if a student does not intend to, or for any reason cannot, complete a course. It is entirely the student's obligation to formally notify UCSC Extension of the intent to withdraw from a course before the last scheduled session of the effected course meets. This must be done in writing via e-mail to [withdrawals@ucsc-extension.edu](mailto:withdrawals@ucsc-extension.edu). Failure to initiate the Withdrawal process in a timely fashion will result in a default grade of "F" on the permanent academic record.

*Guidelines continue on reverse...*

## Academic Credit and Continuing Education Units

### Academic Credit

The following information can be located under each course title in the catalog: academic number (usually preceded by the letter X), academic discipline in which credit is granted, and the quarter-unit value of the course. Course numbers are classified as follows:

#### Academic Credit

- 1–99: Lower division
- 100–199: Upper division
- 300–399: Professional courses in Education
- 400–499: Professional courses in other departments

#### Noncredit or CEU

800 series or non-numbered issued.

### Continuing Education Units (CEUs)

Continuing Education Units were established by a national task force of educational associations and are intended for use where employers, relicensing agencies, or others require a specified number of hours of study, and noncredit study is acceptable for fulfillment of those requirements. One CEU is awarded for each 10 hours of contact participation. Because CEUs are related to contact time, grading is not appropriate.

### Transcript Request Information

You can view your grades online at [ucsc-extension.edu](http://ucsc-extension.edu). To order an official transcript, use the online order form under Student Services. Fax, mail, e-mail, in-person or phone orders cannot be accepted. Please allow up to three weeks for standard processing. Rush transcript processing (two business days priority processing) may be obtained by adding the rush service fee to the request, however, no priority mail service is available. Please complete all information requested on the form. For assistance ordering transcripts or with your user name and password, call (408) 861-3700.

### Disabled Student Services

In keeping with the Americans with Disabilities Act, UCSC Extension makes every effort to reasonably accommodate students with disability-related needs. If you require accommodation, contact our Student Services Office at least two weeks prior to the event or course. Our ADA Officer will work closely with you and the sponsoring department to ensure your access with reasonable accommodation. Please call (800) 660-8639. For TDD access, call (408) 861-3700. For the California Relay Service, call (800) 735-2922.

### Problems or grievances?

Contact the ADA Officer at the numbers above or e-mail [cwalker@ucsc-extension.edu](mailto:cwalker@ucsc-extension.edu).

1. Verbal review/resolution (10-day response).
2. Written review/resolution if verbal fails (10-day response).
3. Contact the Vice Provost if steps 1 and 2 are unsatisfactory or if your complaint is against the ADA Officer.

### Tape Recording, Filming and Videotaping of Classes

Regulations do not permit tape recording, filming, video taping or any other recording of any Extension program without the express written permission of UCSC Extension.

**UCSC**extension  
Silicon Valley

**Silicon Valley's #1  
Educator of  
Professionals**

### Dynamic, Highly Educated Student Body

Nearly 100 percent of the students who enter our programs have Bachelor's degrees—and more than 40 percent already hold graduate degrees. So when studying at UCSC Extension Silicon Valley, you will learn and network with the best and brightest. Working professionals come here to build their careers rather than earn a degree—yet our open-enrollment certificates' quality and recognition have proven instrumental in helping them gain admittance to Master's programs throughout the Bay Area and nationally.

### Wide Variety of Flexible, Competitively Priced Learning Options

We offer highly practical, real-world instruction in dozens of disciplines of high interest and demand in Silicon Valley. Our applied courses provide a theoretical foundation as appropriate to enhance on-the-job performance. In addition, our programs are very competitively priced—often less than half that of comparable training available elsewhere—with many offered both in classrooms and online. You can take individual courses in any program, earn a full certificate, or, in many cases, build a customized certificate program to suit your needs.

### Premier Professional Educator with High Certification Pass Rates

With more than 12,000 enrollments each year, UCSC Extension ranks as Silicon Valley's largest provider of postgraduate professional education. Over time, we have proven exceptionally effective at improving the performance, status and advancement of our graduates. Our training and examination preparation have helped our students perform above national norms on certification exams, prepare for graduate school, and gain entrance to respected degree programs nationwide.

UCSC EXTENSION SILICON VALLEY  
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Santa Clara, CA 95054

#### To Get Started, Contact:

(408) 861-3860 or e-mail  
[program@ucsc-extension.edu](mailto:program@ucsc-extension.edu).

