



Policy and Procedure Manual
2021-2022

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Section 1: Introduction

The Policy and Procedure manual is for all employees, students, contractors, volunteers, trainers, interns, and Board members of The Millard College (also referred to throughout the document as College, the College, or TMC). The Policy and Procedure Manual is a guide to all parties affiliated with The Millard College to instruct participants in matters of governance, operational function, conduct, and business applications.

Employees, students, and Board members are to adhere to the policies set forth in this manual as well as the Employee handbook, student handbook and Board Manual. The Policies in this manual are in keeping with the mission, values, goals and objectives of The Millard College.

1.1 Policy Manual

It is the policy of The Millard College to maintain a manual of written approved guidelines and standards that describe how the service delivery process is defined, organized and carried out. The policy and procedure manual will provide written standards that will be an organized, indexed system of policies and procedures which will be based on and ensure compliance with the licensure standards for the Commonwealth of Kentucky and accreditation commissions, and will meet all federal requirements.

Board approved on: March 16, 2022

1.2 Institutional Integrity

It is the policy that The Millard College will be fully committed to operating with the highest level of integrity. The Millard College will be honest, truthful, and ethical in all functions, communications, and interactions. All matters concerning The Millard College shall be carried out with the highest level of quality and with excellence.

The Millard College will maintain institutional integrity with its publications, web page, responsibilities, interactions, and communications with, but not limited to the Board of Regents, staff, faculty, students, stakeholders, state and federal agencies, accreditation commissions, and the community at large.

Board approved on: March 16, 2022

1.3 Fraud and Abuse

It is the policy of The Millard College that Faculty, staff, Board members or representatives of the College shall not knowingly engage in any form of fraud, abuse, practice, or procedure that is designed to deceive students or to falsify any type of information to students or the general public.

Board approved on: March 16, 2022

Section 2: Mission and Objectives

2.1 Mission

We provide world-class education with comprehensive support for people to live their God-given destiny.

Board approved on: March 16, 2022

2.2 Objectives

1. Increase the development and offering of programs of instruction based on labor market data regarding regional and national needs.
2. Improve student achievement, enhance the assessment of student learning and utilize evidence to strengthen programs.
3. The Millard College will maintain institutional licensing through the state of Kentucky, and obtain national accreditation through a CHEA-approved accreditation agency by 2023.
4. Develop and provide leadership and training for organizations dedicated to addiction and recovery.
5. Develop and implement a comprehensive system of support program for student success dedicated to helping students succeed by providing extensive assistance in the areas of academic and career assistance.
6. Offer programs which integrate a Christian worldview consistent with the statement of faith.

Board approved on: June 27, 2022

Section 3: Faith Statement

3.1 Faith Statement Policy

The Millard College shall have an official Faith Statement that has been approved by the Board of Trustees. The Faith Statement will accurately define the College's theological distinctives and shall be published on official College materials.

The Faith Statement shall be reviewed at least annually within the College's assessment plan. Changes or alterations to the Faith Statement must be approved by the Board of Regents. In the event that the Faith Statement is changed or altered the College shall notify the Accreditation Agency/Institution of the new Board approved Faith Statement.

Board approved on: March 16, 2022

3.2 Statement of Faith

The Millard College Statement of Faith is rooted in the historic Christian faith as summarized, but not entirely limited to, the following beliefs:

We believe the Bible to be the inspired, inerrant, only infallible, authoritative Word of God.

We believe that there is one God, eternally existent in three persons: Father, Son, and Holy Spirit.

We believe in the deity of our Lord Jesus Christ, in His virgin birth, in His sinless life, in His miracles, in His vicarious and atoning death through His shed blood, in His bodily resurrection, in His ascension to the right hand of the Father, and in His personal return in power and glory.

We believe that for the salvation of the lost and sinful people, regeneration by the Holy Spirit is absolutely essential.

We believe in the present ministry of the Holy Spirit, by whose indwelling, the Christian is enabled to live a Godly life.

We believe in the spiritual formation of believers by discipleship.

We believe in the resurrection of both the saved and the lost; they that are saved unto the resurrection of life and they that are lost unto the resurrection of damnation.

Board approved on: March 16, 2022

Section 4: Operational Authority

4.1 Operational Policy

The Millard College shall conduct all operations under the guidelines, standards, and requirements of all state, local, and federal institutions as it applies to higher education and general business practices. The Millard College will be licensed by the Kentucky Commission on Proprietary Education and follow the standards of its accreditation commission.

Board approved on: March 16, 2022

Section 5: Organizational Structure

5.1 Organizational Chart Policy

The Millard College shall have an Organizational Chart that includes direct lines of supervision reaching from the Board of Regents down to the Department Directors and their departments and offices.

The Board of Regents shall regularly review and approve updated organizational charts and Board approved organizational charts shall be posted on the College's website.

Board approved on: March 16, 2022

5.2 Board of Regents

The Millard College shall have a Board of Regents that consist of no less than five active voting members. The Board has oversight in matters of policy and operation and shall exist without conflicts of interest. The Board shall have one member as the Chairman of the Board.

Board approved on: March 16, 2022

5.3 The College Chief Executive Officer

The Board is responsible for appointing the College's Chief Executive Officer, approving the CEO job description and shall evaluate the College's CEO at least annually. The CEO shall not be the chair of the Board or chair of any Board sub-committees. The CEO is responsible for administratively carrying out the functions and duties of all policies approved by the Board of Regents.

Board approved on: March 16, 2022

5.4 Conflict of Interest

The Board shall not have more than one paid employee of Millard College who serves as a Board member.

The members of the Board should avoid conflicts of interest between personal interests and the interests of The Millard College. Generally, a conflict of interest exists when a person is in a position both to influence a decision and to benefit from that decision. The members of the Board have a wide range of professional and personal associations, and may have interests in other entities. In order to assure The Millard College's many constituents, including donors, governments, faculty, students, and staff of the integrity of The Millard College and of its Board, Board members should avoid situations in which such associations or interests pose an actual, potential, or apparent conflict of interest or impair the reputation of The Millard College.

Board approved on: March 16, 2022

5.5 Board Functions and Duties

The Board is responsible for the financial stability of the College and shall approve the budget annually. The Board shall evaluate its effectiveness at least annually and shall meet in person, or via video conference, at least twice annually. The Board shall document the results, decisions and approvals of College matters in official Board minutes. The Board shall approve the College's Faith Statement, Mission, Objectives, Publications and policies before releasing the documents to the general public. The Board shall approve all institutional changes for the Millard College. The Board shall approve the Board manual that outlines the Board's composition, criteria for membership, member selection process, orientation of new Board members, and Board duties and functions.

Board approved on: March 16, 2022

5.6 Orientation of Board Members

Each newly elected Board member shall attend a Board orientation that includes an overview/tour of The Millard College, overview of the Board's role, duties and functions, instruction on avoidance of conflicts of interest, and manual. Orientation shall be led by the Chairperson of the Board or a current Board member.

Board approved on: March 16, 2022

Section 6: Publications

6.1 Publications Policy

All publications from the Millard College shall be approved by the Board of Regents before being released and made available to the general public. The Millard College shall have minimum publications: The Policy and Procedure manual, College Catalog, Faculty Handbook, Student Handbook and Board manual.

Policies and information that are to be available to the general public shall include, at minimum, the Academic calendar, grading policy, refund policy, admission policy, program requirements, tuition policy, and fees.

This information shall be available on the College web page and catalog.

The Millard College may produce publications for advertising purposes, student recruitment, and marketing purposes so long as the publications are clear, consistent, accurate, and current.

Board approved on: March 16, 2022

6.2 Intellectual Property

In the course of research, scholarship, education, and other activities, The Millard College faculty, staff, and students may create patentable inventions, copyrightable works, and other forms of intellectual property that merit legal protection and have financial as well as scientific and scholarly value. The Millard College seeks purposeful translation of such intellectual property to societal good whenever possible.

The Millard College is committed to timely assessment of legal protection and potential societal benefit of College intellectual property. The purpose of this policy is to define the rights and responsibilities of The Millard College and its faculty, staff, and students with respect to ownership and administration of intellectual property.

Intellectual property refers to all forms of technology and expression whose ownership is subject to legal protection in the United States and/or internationally, including but not limited to patents, copyrights, mask works, trademarks and service marks, tangible research property, and rights in data and other proprietary information. Patentable discoveries and inventions may include any new and useful process, machine, article of manufacture, or composition of matter.

Copyrightable works include written and graphic works, computer software, and photographic, video, and audio works. A mask work is a visual representation of a semiconductor chip. A trade or service mark is a word, name, symbol, or device used by an organization to identify its goods or services. Tangible research property includes matter such as biological materials, prototype

devices, and engineering designs. Protectable data includes the recorded factual material as well as supporting materials such as experimental protocols and code written for statistical analyses commonly accepted in the scientific community as necessary to validate research findings.

Intellectual property created by faculty or staff, or by students working on The Millard College research or other College projects, is owned by The Millard College if it is created either: (a) within the scope of The Millard College employment, including work under College grants and contracts with third parties; or (b) with significant use of The Millard College Resources.

If the intellectual property is created outside the scope of The Millard College's employment and without any significant use of The Millard College Resources, the individual will own the intellectual property.

Board approved on: March 16, 2022

Section 7: Academic and Education Programs

7.1 Distance Learning

The Millard College provides education services through distance learning. Distance learning is education that uses one or more technologies to support and deliver instruction to the student while the student and instructor are separated.

Board approved on: March 16, 2022

7.2 Delivery Format

Online classes are offered in an asynchronous format where the student and instructor will communicate through discussion boards, the Populi system, email, and telephone conversations. Practicum classes are offered in a blended format where the student will be required to be present onsite. The practicum location must be approved by the student's instructor.

Board approved on: March 16, 2022

7.3 Verification of Student Identification

Before being officially admitted to The Millard College students shall submit an application for admission, produce a proper form of identification and High School, GED and or College transcripts. Once students are accepted into The Millard College, that student will be given secure login credentials and passwords to access the student's email, Populi learning system, Library resources, and any other College systems. Students are not to share their login credentials or passwords with any other person.

Board approved on: March 16, 2022

7.4 Transfer of Credits

The Millard College generally awards transfer of credits earned at institutions of higher education which are accredited by an accreditation organization and recognized by the U.S. Department of Education. In order to be considered for transfer of credits, the student must inform the Millard College office of admissions of the request to transfer credits and submit official college transcripts from the institution in which the credits were earned.

The Millard College will consider the following variables for transfer of credit:

- The courses direct alignment of the specific subject matter.
- The educational quality of the learning experience.
- The comparability of the nature and content of the learning experience.
- The appropriateness of applicability of the learning experience in light of the student goals.

Once the transfer of credit request has been made and official transcripts are received. The Office of admissions shall refer the request to The Millard College Registrar's office for consideration and approval. The Registrar's office will notify the student of the credit decisions.

Board approved on: March 16, 2022

7.5 Credit hours, Cost and program length

Credit Hours

The Millard College uses a combination of online instruction (synchronous and asynchronous), assignments, discussion boards, practica, and internships to deliver its blended course content. Each credit hour is awarded based on the equivalence of 1 hour of instruction plus 2 hours of outside work per week for 15 weeks.

Program Length

The Millard College delivers three credit hour classes in a four-week time frame format. Classes generally will begin on Monday of the first week and end on Friday of the fourth week.

Addiction Recovery Studies Certificates (32 weeks)

The ARS Program consists of eight four-week courses. Each of these courses offers 3 credit hours for a total of 24 credit hours. The entire program requires 32 weeks or approximately 8 months.

Work Ready Certificate (20-21 weeks)

The Work Ready Certificate consists of five four-week courses, plus, in some cases, a final one-week capstone project. The entire program requires 20-21 weeks of approximately 5 months and 1 week.

Cost and fees

Each class will have a \$30.00 technology fee and a \$75.00 Literature fee.

The cost of one credit hour is \$240.00

Board approved on: June 27, 2022

7.6 For Late Written Work

Required notes, papers, or projects are due at the time appointed by the professor. When it is not possible to submit such work on time, the student should consult the professor, who may grant an extension time not beyond one month after the last day of the trimester.

Board approved on: March 16, 2022

7.7 Scholastic Dishonesty

All scholastic dishonesty is unacceptable. Scholastic dishonesty includes cheating on exams, turning in reports and term papers as one's own when they are not, lying, stealing exams and other work, allowing other students to copy one's work in order to meet a grade requirement for a course, and plagiarism. Plagiarism is defined as passing off as one's own the ideas of another. Copying or summarizing another's ideas in a written or oral report must be correctly attributed to the source. Any of these aforementioned offenses warrant academic discipline. First offenders are subject to the discipline of the individual professor and are reported to the Vice President of Academic Administration. Offenses may be subject to review by the Student Success Committee and may be subject to severe penalties. Disciplinary measures may include: re-doing the work, automatic failure of the course, probation, suspension, and/or expulsion.

Board approved on: March 16, 2022

7.8 Examinations

All students are required to take their exams at the time they are scheduled, unless previously excused by the professor. Tests from which a student has been excused by the professor must be taken before the week of final exams. When a professor requires that a student make up a test or quiz which was missed due to an absence allowed by school policy, it should be made up within a period of no longer than three weekdays following return to campus or school activity. If a final examination needs rescheduled, the student should contact the instructor.

Board approved on: March 16, 2022

7.9 Advising

All TMC students are responsible for compliance with the contents of the The Millard College catalog including requirements, procedures, and regulations. Students typically follow the program requirements in effect at the time of their first registration at the College, provided students attain a certificate within six years. TMC reserves the right to amend, delete, or modify any requirements with notice. It is the student's responsibility to be current with degree requirements. Academic advisors assist students by explaining requirements and procedures, but the student is ultimately responsible for knowing and following the requirements, policies, and procedures governing their progress. The following list outlines student responsibilities in the advising process.

1. Read the Academic Catalog and the Student Handbook and comply with all policies, procedures, and requirements.
2. Review possible course options prior to appointments with advisors.
3. Contact advisors in a timely fashion for registration advising or other necessary appointments.
4. Know and follow all College requirements for obtaining a certificate.
5. Register for classes based on the classes suggested by their advisor.

6. Obtain, complete (including obtaining required signatures), and submit all forms needed for course changes, graduation, and related matters, according to the deadlines set by the Registrar's Office.
7. Contact advisors immediately with concerns about academic progress in particular classes or progress toward a degree.
8. Be actively responsible for their College experience.

Board approved on: March 16, 2022

Policy 7.10 Certificate Awarding

It is the policy of The Millard College that at least 25% of credit hours must be completed at The Millard College in order to be awarded a certificate. Students may be granted credit for courses or credit hours completed at other approved higher education institutions as reference in the Transfer of Credit policy.

Policy approved by the Board on : May 11, 2022

Section 8: Employee, Faculty, and Staff

8.1 Orientation of New Staff

All newly appointed/hired staff shall attend New Hire Orientation. The Orientation shall include but not be limited to:

1. Reviewing, signing and understanding the job description.
2. Meeting with immediate supervisor and review employee work schedule
3. Reviewing the Employee/Faculty handbook
4. Completing any employment and Human Resources documents
5. Tour and overview of The Millard College
6. Meeting with Department Directors and staff of other applicable departments
7. Introduction of the College's email system, Populi system and Library.
8. Receiving official College identification badge

Board approved on: March 16, 2022

8.2 Faculty Handbook

It is the policy that all faculty members receive a copy of the Faculty Handbook upon hire to The Millard College. All faculty are to read the handbook and comply and adhere to all requirements, policies, and guidelines as set forth in the handbook.

Board approved on: March 16, 2022

8.3 Employee Handbook

It is the policy that all employees receive a copy of the employee handbook upon hire to The Millard College. All employees are to read the employee handbook and comply and adhere to all requirements, policies, and guidelines as set forth in the employee handbook.

Board approved on: March 16, 2022

Section 9: Student Services

9.1 Student Handbook

Each student of The Millard College shall have access to the College's Student Handbook in a paper or digital medium.

The Student Handbook is designed to provide the student with information they will need to make their time at The Millard College as productive as possible. The College's policies, standards, rules and regulations concerning all aspects of College life are described in these pages. The student is expected to read the handbook carefully because it will serve as the standard for quality experiences at The Millard College. Students should feel free to ask for clarification if they do not understand any of their responsibilities as a member of The Millard College community. During pre-registration the student will be required to sign a statement verifying they have read this handbook and will adhere to the policies, procedures, rules, and regulations of the College as described in these pages.

Board approved on: March 16, 2022

9.2 Alcohol, Drugs and Narcotics

The Drug Free Schools and Communities Act Amendment of 1989 (Public Law 101-226) clearly states that no institution of higher education shall be eligible to receive funds or any other form of financial assistance under any Federal program, including participation in any federally funded or guaranteed student loan program, unless it certifies to the Secretary of Education that it has adopted and has implemented a program to prevent the use of illicit drugs and the abuse of alcohol by students and employees. As required by Federal Law, you are hereby notified by The Millard College that it is the policy of The Millard College to prohibit the use, sale, dispensing, possession, or manufacture of illegal drugs and narcotics or alcoholic beverages on campus, or as any part of its activities. The College will not accept for enrollment any students or knowingly hire for employment any persons who are currently alcohol or drug abusers.

The Millard College is responsible for compiling and ensuring the distribution and receipt of the College's policies, sanctions, and resources regarding alcohol and other drug use to all students on a yearly basis.

Board approved on: March 16, 2022

9.3 Collections

Students are not permitted to solicit funds for any cause either privately or publicly without approval from the Vice President of Student Services.

Board approved on: March 16, 2022

9.4 Computer Network Usage

Any student using College resources on College property to engage in tasteless or inappropriate activity on the Internet will be dismissed from the computer lab and all computer privileges will be revoked. All students who use the College's computer network system, whether on College owned or personally owned computers, must adhere to these guidelines.

Board approved on: March 16, 2022

9.5 False Information

Knowingly furnishing false information to a College official or member of any hearing board acting in performance of their duties, or failure to provide College personnel with complete information upon request, may result in disciplinary sanctions.

Board approved on: March 16, 2022

9.6 Property Issues

Unauthorized entry into or use of College property, including facilities, equipment, and/or resources as well as any act of misuse, vandalism, malicious or unwarranted damage or destruction, defacing, or disfiguring property belonging to the College including, but not limited to, furniture, fire alarms, fire equipment, elevators, telephones, institutional keys, library materials, and/or safety devices may result in immediate disciplinary sanctions ranging from restitution for damages to dismissal.

Board approved on: March 16, 2022

9.7 Publications by the Student

No student or students shall publish any papers or other publications bearing the name of The Millard College, or purporting to issue from it, without obtaining permission from the Vice President of Academic Administration.

Board approved on: March 16, 2022

9.8 Social Media Policy

Social Media communication has become very important to colleges and student bodies. While this is a great way to stay in touch around the world there is a need for responsible use of these public communication tools. Much damage can be done when thoughtless or reckless use is made in these public forums. The Millard College students are asked to follow guidelines in the use of any and all social media.

1. Refrain from posting negative or hurtful comments about others.

2. Follow College standards when posting pictures, videos, or other communications for others to see. Profanity, nudity or vulgar, hurtful, or derogatory comments should never be posted for others to see.
3. Negative and hurtful comments about the College, employees or other students should not be posted.

When these guidelines are not followed the following steps may be taken by College administrators:

1. The offending student will be contacted and will be asked to remove any and all hurtful or negative comments.
2. If the student agrees and postings are removed there will be guidance to lead to more positive use of social media.
3. If students refuse to remove offensive postings there will be action taken to correct the situation. These actions may include but are not limited to social media probation, or suspension.
4. If students are discovered to have posted offensive items for a second time, after being advised concerning their first posting, actions will be taken which could lead to suspension or expulsion of the offending student.

Board approved on: March 16, 2022

9.9 Written Complaint Policy

In the interest of protecting all students, the College provides an Informal Procedure and a Formal Process to address student complaints as expeditiously as possible.

The Informal Procedure Process encourages students to initially take their concerns, both academic and non-academic, to the faculty member, staff person, or administrative office with whom they have a concern before filing a formal written complaint.

The Formal Process is suggested if satisfaction is not achieved, or if the complaint involves harassment or discrimination. The Academic Appeal Form and the Written Complaint/Incident Form may be accessed from the TMC webpage by choosing Current Students and clicking on the Student Services tab. Both forms may be accessed under the "Appeals" tab. Students are encouraged to describe the complaint and submit supporting documents.

Once the form has been completed and submitted to the Chairman of the Student Success Committee, the Committee will investigate the student's concern by interviewing the student and the relevant personnel against whom the complaint is filed, or who have administrative responsibility for the area against which a complaint is filed. Committee members may be recused in cases involving conflict of interest. The immediate supervisor of the Chairman will chair the committee if the Chairman is ineligible to participate.

If the complaint is not satisfactorily resolved, the student may request in writing that the concern be elevated to the Vice President of Student Services (or their designee) for non-academic complaints. Academic appeals will be elevated to the Vice President of Academic Administration (or their designee) for consideration. The request should describe why the resolution is unsatisfactory. After reviewing the report from the Student Success Committee, the student, the Student Success Committee, and the President will be notified of the decision.

All written complaints are filed in the office of the Vice President of Student Services.

If, after following the school's grievance policy, the student finds that the problem has not been resolved, the student may contact the following agencies:

Transnational Association of Christian Colleges and Schools(TRACS)

15935 Forest Road

Forest, VA 24551

Tel: (434) 525-9539

Website: www.tracs.org

Email: info@tracs.org

Kentucky Council on Postsecondary Education

Location: 100 Airport Road, Second Floor, Frankfort, 40601, KY

Email: <mailto:cpe.news@ky.gov>

<https://cpe.ky.gov/campuses/complaintform>

Board approved on: June 27, 2022

9.10 Written Appeals Policy

If a student believes that they have been treated unfairly in a disciplinary (non-academic) process, they will have the opportunity to appeal any part of that process. The appeal process is outlined below:

1. The Appeal Form can be accessed from the TMC webpage by choosing Student Services and clicking on the Student Services Appeals Form link under the heading Current Students. The student must be able to present evidence and/or witnesses that would warrant an investigation of any disciplinary action in dispute. The appeal must be submitted within one work week (5 days) of notification of the disciplinary action or the right to appeal will be forfeited. Once the form has been completed and submitted to the Student Success Committee Chair, the chairperson will decide from the information provided whether the case warrants formal presentation before the entire committee.
2. If the appeal is deemed legitimate by the Student Success Committee Chair, the chair will, within three (3) working days of receiving the submitted appeal, schedule a formal hearing

before the entire committee. The appeal hearing should be held within 5 working days of the submitted appeal.

3. The Student Success Committee shall consist of four faculty/staff members appointed by the Vice President of Student Services.

4. After hearing the appeal, the committee may overturn, uphold, reduce, or expand the earlier disciplinary ruling. The student will receive a verbal explanation of the committee's decision at the conclusion of the formal hearing. The student will receive written notice of the committee's decision within two working days.

The grievant may submit the grievance or appeal to The Millard College's licensing board, the Kentucky Commission on Proprietary Education.

To file a complaint with the Kentucky Commission on Proprietary Education, a complaint shall be in writing and shall be filed on Form PE-24, Form to File a Complaint, accompanied, if applicable, by Form PE-25, Authorization for Release of Student Records. The form may be mailed to the following address: The 300 Building, 300 Sower Boulevard, Frankfort, KY 40601. The forms can be found on the website at www.kcpe.ky.gov.

Board approved on: March 16, 2022

9.11 Readmission After Expulsion

If a student has been expelled/dismissed from The Millard College, the student must submit a new admissions application. The admissions office may consult with the Vice President of Student Services and/or the Student Success Committee in making a decision for readmittance. Other factors in the readmittance decision shall include whether the student has satisfactorily completed all financial obligations to The Millard College and whether the student will be placed on any form of academic probation.

Board approved on: March 16, 2022

9.12 Attendance Policy

Regular and punctual class attendance is required for students to gain the greatest value from their educational experience. Therefore, students are expected to attend and participate in all class sessions for which they are registered. When students are unable to attend, they are expected to communicate with the professor through The Millard College email domain. TMC believes that students are responsible for their attendance. Students shall adhere to any attendance requirements as stated on the class syllabus.

Board approved on: March 16, 2022

9.13 Emergency Absence Procedure

Students forced to miss class(es) for any reason and particularly for emergencies (death in family, accident, etc.) should notify the class Professor/Instructor directly through the official College email.

Board approved on: March 16, 2022

9.14 Academic Appeals Procedure

A student may at times substantively disagree with decisions made by professors. Substantive disagreements may relate to any aspect of the course, such as course requirements, the grading scale, teaching methods, grading procedures, etc. If such a disagreement occurs, the student should follow the following procedures:

1. Meet with the professor to discuss the issue in a pre-arranged, scheduled meeting. Unplanned meetings before or after class or in the hallway are often not effective in dealing with such issues. In most cases, discussing the issue with the professor resolves the situation.
2. If the issue is not resolved, and if the student feels the issue warrants further consideration, the student may file a formal written complaint to the professor. The professor will respond in writing, within 14 days, to the student's written complaint.
3. If the student and professor are unable to come to a resolution, the student may forward the written appeal, along with the professor's written response, to the Student Success Committee. The Student Success Committee will attempt to resolve the issue.
4. If the resolution is still not achieved, the student may file a written appeal to the Vice President of Student Services. The appeal must be submitted within 30 days of the incident in question. This written appeal should include the responses of the course instructor and the Student Success Committee. The Vice President of Student Services will render a written recommendation to the student and professor in question, and to the Vice President of Academic Administration. Appeals will normally be considered and responded to within two business days of the receipt of the appeal. Appeal forms and further instructions are available under the Current Students section of the TMC website.

Board approved policy on: March 16, 2022

9.15 Disabilities

The Millard College shall respond to requests for information about accommodation and to requests for accommodations as follows:

1. Student requests for information: The Student Services Office shall provide information about availability of support services to the student.
2. Student requests for accommodation and self-discloses disability: TMC shall inform the student of procedures and specify need for current documentation that is less than three years old.

3. Student provides documentation of disability: TMC shall evaluate documentation, determine adequacy of documentation, and identify any additional documentation needed.
4. TMC determines that documentation supports requested, or alternative effective, accommodation: Accommodation activity shall be initiated.
5. Student provides permission to notify faculty of the need for reasonable accommodations: Accommodation request is signed by student and disseminated to specified faculty.

Board approved on: March 16, 2022

9.16 Non-Discrimination Policy

The Millard College is committed to a policy of nondiscrimination on the basis of race, color, religion or creed, national origin or ancestry, sex (including gender, pregnancy, sexual orientation, and gender identity), age, physical or mental disability, or veteran status in admissions, educational programs or activities, and employment. The final responsibility for ensuring equal opportunity rests with the President and the College.

Implementation responsibility of policy is assigned to the Vice President of Student Services in student matters. It is the responsibility of the Vice President of Student Services to provide leadership that is necessary for securing the objectives and goals of the program.

Non-discrimination complaints by an employee should be addressed to the employee's supervisor or the Human Resource Department. Non-discrimination complaints from a student should be addressed to the Vice President of Student Services. All Complaints regarding discrimination shall be resolved through the following procedure:

1. Complaints should be filed in written form and contain the name and address of the person filing the complaint. The complaint should describe the alleged violation.
2. If appropriate, after filing the complaint an investigation will follow. If the complaint is directed against the President, the Board will then appoint an investigating officer. The investigation shall be thorough but informal. All interested parties, including the person against whom the complaint is lodged and the complainant, will be afforded an opportunity to submit evidence, oral or in written form, relevant to the complaint to the investigator.
3. No later than 30 calendar days after the filing of the complaint, a written investigative report and a description of the resolution will be issued by the investigation officer. A copy of the report will be forwarded to the complainant.
4. Records regarding complaints and their resolution shall be maintained in a confidential file by the Vice President of Student Services.

The person filing a complaint can submit a complaint to the President, or the Board of Regents if the complaint is being filed against the President. In order to do so, the complaint must be

filed within ten days of receiving the resolution from the aforementioned investigating officer. The staff over the appeal will send a written response within ten days considering the validity of the appeal complaint.

Board approved on: March 16, 2022

9.17 Distance Education Privacy Policy

The Millard College (TMC) is committed to protecting the privacy of all students, including those enrolled in all distance learning programs.

1. To protect the privacy of all students, including distance learning students, TMC complies with the Family Educational Rights and Privacy Act (FERPA) of 1974, as published in all pertinent publications of TMC.
2. At the time of initial registration, all TMC students are issued a unique ten-digit student identification number. This student ID becomes the unique identifier for the student throughout his/her academic career at TMC. The student ID differs from the student's social security number, which is never used for academic activity, either online or in-person.
3. Also at the time of registration, students receive a TMC email address with a password that is encouraged to be changed by the student. All correspondence from TMC is communicated through this email address
4. Students who enroll in distance learning courses at TMC access the learning environment through a learning management system (LMS). A learning management system is a set of software tools that provides an online environment for course interactions. Currently, TMC uses a software called Populi.
 - Secure login and password: Faculty and students access the LMS using a personal login and password. Upon initial login, all users are required to change their password for an added level of security.
 - In the LMS, faculty are restricted to accessing information within the courses that they teach and students are restricted to faculty-published information in the courses in which they are enrolled.
 - In the secure environment of the LMS, faculty members may post course materials, assignments and exams, and discussion forums for their courses, and where students may participate in forum discussions, upload assignments, and take quizzes and exams. The privacy of individual students' assignments and

grades is maintained within the course management system.
Board approved on: June 27, 2022

Section 10: Finance, Business, Admissions, and Registrar

10.1 Admissions Policy

Potential students and applicants shall have access to The Millard College application for admission via the College website/homepage. Applicants may apply for admission at any time during the academic calendar year. Applications will be reviewed for eligibility by the Admissions office.

PROCEDURE

The admission process for students is as follows:

1. Potential student completes application on The Millard College website.
2. Application is received by the Admissions Office.
3. The Admissions Office will review the application and ensure that the application is complete and that the applying student has submitted a valid photo Identification, signed Social Security card, and High School/GED transcripts.
4. Once the Admissions Office has verified that the applicant has submitted all required documents and the student is eligible for their selected program of study, the Admissions Office will notify the Registrar's office that the student meets all requirements for acceptance.
5. The Admissions Office will notify the applicant in writing by letter and/or email that they have been accepted into The Millard College. The Admissions Office will inform the student of the next start date for their selected program.
6. The Admissions Office will notify the Registrar's office, the VP of Student Services, and the Director of Financial Aid that the identified student has been accepted into The Millard College.
7. The office of the Director of Financial Aid will work with and for the student to secure financial funding for the selected program of study.
8. The Director of Financial Aid will notify the VP of Student Services of all funding decisions and outcomes.

Board approved on: March 16, 2022

10.2 Transfer of Program/Degree

Students desiring to transfer from their approved certificate program may only do so at the beginning of each trimester or new class cycle. Students will not be granted permission to change, transfer or switch certificate programs once the current class(es) in which they are enrolled begins. Students will be required to complete the current class(es) before transferring

to another certificate program. Students who drop out or do not complete their current enrolled class(es), after the withdrawal period, shall be given a failing grade for the current class(es).

PROCEDURE

Before transferring or changing certificate programs the student must adhere to the following procedures

1. Complete current class(es) in which the student is enrolled.
2. Meet with their academic advisor to discuss transfer.
3. Complete Education Transfer Form and submit it to the Registrar's office.
4. Complete an application for admission to the program the student desires to transfer to at least two weeks prior to the start of the new program classes.
5. Application to transfer shall be referred to the Student Success Committee. Permission to transfer into the next scheduled class cycle may or may not be granted depending on seat availability.
6. Students who desire to transfer within the Workforce Programs may be required to pay a \$200.00 transfer fee if seat and funding is unavailable.

Board approved on: March 16, 2022

10.3 Drop/Add Policy

The drop/add period is the period following initial registration when students may make class schedule adjustments. Drop/add dates are 72 hours after the scheduled course begins. Courses can be dropped or added during drop/add without penalty.

Failure to attend a class does not constitute a drop.

The drop/add procedure is as follows:

- 1) Secure a drop/withdrawal form from the Registrar's Office.
- 2) Fill out the form and secure the signature of the instructor. The instructor must return the signed form to the student within 2 working days.
- 3) Return the form to the Registrar's Office. Students should consult the Registrar's Office or check the Academic Calendar in the Academic Catalog to determine the last day of withdrawal. Failure to drop/withdraw or to change a class properly will result in a student receiving a failing grade for the class.

To add a course, students should register to attend the desired class with the Registrar's office.

Students can petition the drop/add policy for these circumstances:

- Students with disabilities who need to drop a course due to disability-related reasons
- Students who can document extenuating circumstances that have occurred since the course began
- Students who need to drop after the last day of classes who are seeking a retroactive drop that is not for medical reasons

Students who wish to petition the drop/add policy shall submit their petition request in writing to the Registrar's office.

Board approved on: March 16, 2022

10.4 Withdrawal From The College

To officially withdraw from the College, a student must begin the process in the Registrar's Office. The student must fill out a formal notice of withdrawal and obtain the signature of the Director of Admissions. Refunds will be made only to students withdrawing from school (not individual classes) on the prorated schedule published in the Academic catalog.

Board approved on: March 16, 2022

10.5 Incomplete Grades

Students have only six weeks after the end of the semester to change an incomplete grade to a letter grade, unless there are extenuating circumstances approved by the Vice President of Academic Administration. It is the responsibility of the student to see that the necessary work is accomplished. An incomplete grade will automatically become a "F" grade after six weeks. With the exception of an incomplete, a grade once recorded with the Registrar's Office cannot be changed except by permission from the instructor.

Board approved on: March 16, 2022

10.6 Transcripts

A transcript is a reproduction of your official academic record. The official academic report shows the classes in which you are enrolled and the grades which you have earned in each class in previous semesters. The academic record also shows the total number of semester hours earned, the total number of quality points, and your grade point average (GPA). For graduates, the official record also shows the date of graduation, the degree, diploma, or certificate earned, and the major and minor.

Classes and grades earned are posted at the end of each semester after professors have submitted grades. Please allow at least two weeks after the end of the semester for preparing the transcript. Federal law requires that you make a written request for a transcript to be sent to another person or institution. A transcript request form can be obtained in the Registrar's Office or online. An official transcript is sent directly from this College to another College or School. If you have it sent to you, it is not official, and the second College may request that you have one sent directly to them. The requirement of an official transcript is to insure that it has not been altered in any way by having been in the hands of a third person.

Board approved on: March 16, 2022

10.7 Budgeting Policy

It is the policy of The Millard College to prepare an annual budget prior to the start of the next fiscal year.

The budget will be used as responsible projections of revenues, expenses, and capital expenditures per department for the upcoming year.

PROCEDURE

The budget will be prepared using historical financial data from previous years and reasonable projections of future growth. Once the budget is written, it will be sent for approval to the Board of Regents for approval. After the budget has been approved, it will be disseminated as appropriate to management and other stakeholders. The approved budget will be used in the strategic plan for the upcoming year.

Board approved on: March 16, 2022

10.8 Official Student Status

Individuals are considered officially registered students of The Millard College if they have completed all requirements for admission and have been funded or attended the College orientation. Students who are considered officially registered students that desire to drop a course or withdraw from the College must follow the Drop/Add and Withdrawal from the College policies. Students who are in the status of an officially registered student that do not attend orientation or a course and do not follow the drop/add policy shall be assigned a grade of F for the course.

If an individual has registered for a course and is not funded and does not attend orientation, the individual shall be administratively withdrawn from the course with no grade given.

Board approved on: March 16, 2022

10.9 Retaking Course Due to Failure

Students who receive a fail grade for a course must meet with their academic advisor and will be referred to the Student Services department for evaluation of the reasoning of the course failure. The Student Success Committee shall review the circumstances and make a decision regarding whether the student should be placed on academic probation. Students must retake any course in which a fail grade was received, and receive a passing grade in order to complete the program.

Board approved on: March 16, 2022

10.10 Refund Policy

To receive a refund, a student shall notify the Registrar's office in writing of their desire to drop/withdraw from a course. Students who notify the Registrar's office in writing by Friday of the first week of class shall receive a 75% refund. Students who notify the Registrar's office in writing by Friday of the second week of class shall receive a 50% refund. There are no refunds permitted after Friday of the second week of class.

Board approved on: March 16, 2022

Section 11: Institutional Effectiveness and Assessment

11.1 Institutional Assessment

The purpose of the institutional assessment process is to collect, digest, and disseminate timely and appropriate information to be used in long-range planning directed at increasing the performance of institutional programs and services. The Millard College College will use a campus-wide institutional assessment program that maintains a systematic, documented, and sustained assessment and evaluation process. The assessment process increases data flow to facilitate data-driven decision-making and implementation at all levels.

By using a regular cycle of core assessment instruments, The Millard College can measure various areas of organizational functioning, institutional effectiveness, and student learning outcomes related to mission, goals, and objectives. The measurements taken provide management with a basis for making data-driven decisions. Programs, goals, and activities are revised based on the identification of performance gaps leading to continuous improvement. Assessment data is aggregated, analyzed, summarized, and disseminated regularly on a trimester as well as annual basis. Institutional assessment information is regularly used in a broad range of leadership and administrative functions and contexts including: faculty meeting, faculty development, academic committees, administrative committees, student services, admissions, marketing, and accreditation self-study support.

Assessment reports that include departmental summaries with strategic recommendations for improvements are scheduled throughout the academic year. All departments are provided with recommendations for agenda items based on assessment findings to be used for evaluation of programs, services, and strategic planning.

Assessments will include:

1. Organizational assessments. Organizational assessments will assess the Mission, the College Board functions, policies and procedures, financial operations and compliance with state and federal requirements.
2. Student life. Student life assessments will assess student services and student satisfaction.
3. Academic assessments. Academic assessments will assess student learning related to the mission and objectives, curriculum of academic programs,
4. Learning resources. Learning resources will assess the effectiveness of the library and facilities and equipment.
5. Institutional effectiveness. Institutional effectiveness will assess the strategic plan, health and safety,

Board approved on: March 16, 2022

11.2 Assessment Time Frames

The Millard College will complete assessments during the time frames as outlined in the institutional assessment plan.

Board approved on: March 16, 2022

Section 12: Library, Facilities, Resources, and Equipment

12.1 Library

The Millard College will use the EBSCO web-based library system. The system will be available online 24 hours a day for use by students and staff. Students and staff are encouraged to use the EBSCO library system as much as possible to meet the requirements and needs of each class.

The Millard College will have a Librarian and a Director of Library Services on staff. The Librarian will consult with and direct the Director of Library Services as needed as it relates to library functions, student learning, and library operations.

The Director of Library Services will be available during regular business hours Monday through Friday from 8:00am to 4:00pm.

The name and contact information of the library manager shall be published on the College webpage.

Board approved on: March 16, 2022

12.2 Facilities

Although The Millard College operates education classes in a distance-learning format, the administration of the College shall operate from a designated facility with regular business hours from Monday to Friday 8:00am to 4:00pm. While in physical facilities of the College students and staff shall follow all policies of the College.

Board approved on: March 16, 2022

Section 13: Health and Safety

13.1 Safety

If there is a reasonable belief that a student has put the health, safety or reputation of the College community in jeopardy, the student may be immediately dismissed as a student.

Board approved on: March 16, 2022

13.2 Sexual Harassment

The Millard College is committed to maintaining a positive and safe learning and working environment. The Millard College students and employees will be responsible for assuring that the College maintains a safe environment for study and work, free from sexual misconduct. All members of the Millard community are expected to represent themselves in a manner that does not infringe upon the rights of others. The Millard College prohibits sexual misconduct, specifically including sexual assault, sexual exploitation, rape (including “date” or acquaintance rape), domestic/dating violence, sexual harassment, stalking, cyber-stalking/bullying, facilitating the commission of a violation, and retaliation for reporting misconduct.

Sexual misconduct is unlawful, impedes the realization of educational goals, violates the dignity of individuals, and will not be tolerated. Sexual misconduct is considered an illegal form of discrimination in violation of The Violence Against Women Act of 1994, Title VII of the Civil Rights Act of 1964 and Title IX of the Education Amendments of 1972. Sexual misconduct could lead to criminal prosecution.

Individuals with questions or concerns about Sexual Misconduct, or those wishing to file a complaint of Sexual Misconduct, should contact the Vice President of Student Services, The Millard College. In an emergency, please call 911 for immediate assistance.

Every effort will be made by the Vice President of Student Services to protect the confidentiality of the parties during an investigation and provide for the safety and welfare of the complainant. After an investigation is performed, any person who has been found to have violated this policy or retaliated against an individual for making a complaint will be subject to discipline, including expulsion from The Millard College and/or termination of employment.

Board approved on: March 16, 2022

13.3 Sexual Harassment Complaint Process

Complaint Process

Individuals who believe they have been the victims of conduct prohibited by this policy statement or who believe they have witnessed such conduct should discuss their concerns with the Vice President of Student Services or Human Resources.

When possible, The Millard College encourages individuals who believe they are being subjected to unwanted conduct to promptly advise the offender that his or her behavior is unwelcome and request that it be discontinued. However, no action or inaction of any employee shall preclude that employee from following the complaint procedures set forth herein.

The Millard College encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment, therefore all employees are encouraged to report any acts of harassment as soon as they occur.

Any reported allegations of harassment, discrimination, or retaliation will be promptly investigated. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. Confidentiality will be maintained throughout the investigatory process to the extent possible without hampering the ability to conduct an adequate investigation and institute appropriate corrective action. It is important to note that during an investigation of any form of harassment, it is the effect the harassing behavior has on the victim that is relevant and not the intent of the harasser.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action up to and including termination. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

If a party to a complaint does not agree with its resolution, that party may appeal to The Millard College legal department.

False and malicious complaints of harassment, discrimination, or retaliation may be subject to appropriate disciplinary action, up to and including termination.

Board Approved on: March 16, 2022

13.4 Weapons

The Millard College is a weapon free campus. Students, staff and faculty are prohibited from bringing weapons and/or ammunition on College property or in College buildings or keeping weapons and/or ammunition on College property or in College buildings.

Board approved on: March 16, 2022

13.5 Fraud and Abuse

The purpose of this policy is to provide guidance for identifying and reporting potential fraud and abuse at the College and to establish protections for individuals who, in good faith, report suspected fraud or abuse in any area of the College's processes and functions.

1. Fraud and abuse may occur in any area of the College including, but not limited to, the following functional areas:
 - a. Academic and Student Affairs
 - b. Accounting and Financial
 - c. Human Resources
 - d. Information Technology
2. Fraud and abuse includes, but is not limited to:
 - a. The use of deception with the intention of:
 - i. Gaining an advantage, personally or for family or friends
 - ii. Avoiding an obligation
 - iii. Causing a financial loss to the College
 - b. Dishonest acts such as:
 - i. Theft or misappropriation of funds, supplies, property or other college resources
 - ii. Forgery or alteration of documents
 - iii. Unauthorized alteration or manipulation of computer files
 - iv. Improper and wasteful activity
 - v. Falsification of reports to management or external agencies
 - vi. Authorization or receipt of compensation for hours not worked
 - c. Acts of deception
 - d. Bribery
 - e. Forgery
 - f. Extortion
 - g. Corruption
 - h. Theft
 - i. Conspiracy
 - j. Embezzlement
 - k. Misappropriation
 - l. False Representation
 - m. Concealment of material facts
 - n. Collusion

3. Acts of fraud and/or abuse can be financially motivated or designed to harm the reputation, employment, or student status of members of the College community.
4. Suspected fraud and/or abuse is a reasonable belief or actual knowledge that fraud and/or abuse is occurring or has occurred
5. Administrators, Board Members, Employees, Contractors, Interns, Volunteers, and Students have an affirmative duty to report actual or suspected fraud and/or abuse. Fraud and/or abuse should be reported to the Office of Institutional Excellence. Any employee who receives notice of suspected or known fraud and/or abuse is required by this policy to report the suspected or known fraud and/or abuse to the Office of Institutional Excellence as soon as possible.
6. To the extent possible, and consistent with the duty to investigate such reports, the College will maintain confidentiality for Administrators, Board Members, Employees, Contractors, Interns, Volunteers, and Students reporting suspected fraud and/or abuse.
7. The College recognizes that Administrators, Board Members, Employees, Contractors, Interns, Volunteers, and Students may be reluctant to report concerns if they believe that doing so may result in retaliation or harassment. All Administrators, Board Members, Employees, Contractors, Interns, and Volunteers are strictly prohibited from engaging in retaliation, retribution, or any form of harassment directed against an Administrator, Board Member, Employee, Contractor, Intern, Volunteer, or Student who has reported, or is considering reporting, fraud and/or abuse. Any Administrators, Board Members, Employees, Contractors, Interns, or Volunteers who engage in such retribution, retaliation, or harassment is subject to discipline, up to and including termination. For contractors, such actions may lead to the termination of the contract under which their services are provided.

Board approved on: March 16, 2022

Section 14: Family Educational Rights and Privacy Act

14.1 Family Educational Rights and Privacy Act

The Family Educational Rights and Privacy Act of 1974 grants to students certain rights of access, review, challenge, and exception to their educational records. These rights are: 1) The right to inspect and review the student's education records after submitting a written request. Such requests should specify the records to be inspected and should be submitted to the Registrar's Office 30 days in advance. 2) The right to request a correction to education records which the student believes are inaccurate or misleading. Such requests should be submitted in writing to the Registrar's Office and should identify which part of the record is inaccurate or misleading and provide documentation as to why it should be changed. 3) The right to have personally identifiable information contained in the student education record to be held as confidential and not subject to disclosure without the consent of the student.

Exceptions to this non-disclosure right include provision for school officials to perform their functions and the ability of the school to disclose "directory information". The Millard College designates the following student information as "directory information": name, address, email address, telephone number, previous institutions attended, major field of study, honors, degrees conferred, participation in recognized sports and activities, date and place of birth, height and weight of athletic team members, photographs, dates of attendance, and classifications. Students may withhold disclosure of this information by submitting written notification to the Registrar's Office. Forms to request the withholding of directory information are available in the Registrar's Office. The College assumes that the absence of such a request indicates student approval for disclosure.

Board approved on: March 16, 2022

14.2 Third Party Payors

The FERPA/Third Party Authorization Form allows the College to properly disclose all required billing information to a designated third party.

- By signing the Third Party FERPA section of the form every semester, the student authorizes The Millard College to release any and all of their financial and academic information to the third-party entity listed on their Third Party FERPA Release form. The third-party entity's name is normally located on the third-party tuition voucher that the student submits every semester.
- The Third-Party Authorization section of the form is used for the third-party process and is offered by The Millard College to students as a courtesy only. It states that the College has agreed to submit the student's tuition and fee invoice to the third-party identified by the student.
- The student is liable and continues to be responsible for timely payment of any tuition, fee, and/or costs not paid by their third party within the required deadline.

By signing the Third-Party Authorization section of the form, the student acknowledges and agrees to the terms and conditions set forth in the packet and the student confirms that they have read and understood the terms and conditions.

Board approved on: March 16, 2022

Initial Board Approval: March 16, 2022
Revised: August 22, 2022