 <b>Richmindale College</b> 185 N. Apache Trail, Suite 1, Apache Junction, Arizona 85120, USA <a href="http://www.richmindale.com">www.richmindale.com</a>   <a href="mailto:admissions@richmindale.com">admissions@richmindale.com</a>	Document Number	ADM-5020-MEM
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<b>MEM Student Enrollment Agreement</b>		

For official use only			
Admission Reference ID		Student ID	
Admission Date			
Admissions Representative		Academic Adviser	
General Notes			

**IMPORTANT NOTICE!**

Before signing this enrollment agreement, review our catalog and make sure that you agree to the policies, terms, and conditions in the catalog. If you have questions, do not hesitate to contact us on the following:


Website: [www.richmindale.com/contact](http://www.richmindale.com/contact) ; Email: [info@richmindale.com](mailto:info@richmindale.com) ; Phone: +1 (602) 881-4176; +1 (928) 499-3936

Ensure that all pages of this agreement are signed. The student and/or student parent or guardian can use wet ink or digital signature to sign all pages. Once signed, submit this agreement to Richmindale College via email on [admissions@richmindale.com](mailto:admissions@richmindale.com) using the student’s email address that is registered in this agreement.

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## I. STUDENT INFORMATION

1. Student Last Name*	2. Student Given Name*	3. Student Middle Name*
4. Address Details*	5. Address City*	6. Address State, ZIP Code*
	7. Address Country*	8. Country of Nationality*
9. Email Address*	10. Phone Number (Primary)*	11. Phone Number (Secondary)
12. Birth Date (Month dd, yyyy)*	13. Gender* <input type="checkbox"/> Male <input type="checkbox"/> Female	14. Religion (For demographics only)

## II. PROGRAM INFORMATION


15. Program Title*		16. Program Code*
<b>Master of Education in Educational Management</b>		<b>MEM</b>
17. Program Track and Specialization (if applicable)		18. Estimated Total Cost*
		<b>\$ 5,500</b>
19. Discount Description (if applicable)	20. Student Admission/Program Notes (if applicable)	
21. Program Clock Hours	22. Program Credit Hours*	23. Commencement Date*
<b>N/A</b>	<b>36</b>	

## III. COURSES

The following courses with a total of 36 credit hours are required for the awarding of the Master of Education in Educational Management (MEM) degree. The courses below are arranged based on a logical sequence of learning contents. Students may change the sequence of courses as long as the course requisites are followed.

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Course Code	Course Title	Pre-requisite	Credit
<b>Semester 1</b>			
EDU-601	Research Designs and Methods		3.0
EDU-602	Philosophical Foundations of Education		3.0
EDU-603	Educational Statistics and Analysis		3.0
<b>Semester 2</b>			
EDU-604	Technology in Education		3.0
EDU-605	Educational Legislation and Fiscal Management		3.0
EDU-606	Management and Organization of Educational Institutions	EDU-601	3.0
<b>Semester 3</b>			
EDU-607	Educational Planning and Development	EDU-604, EDU-605	4.0
EDU-608	Personnel Management in Education	EDU-605	3.0
EDU-609	Decision Analysis in Education	EDU-603	3.0
<b>Semester 4</b>			
EDU-610	Curriculum and Instructional Management	EDU-601	3.0
EDU-700	Capstone - Educational Management Project	Final requirement	5.0
<b>Total Credits for Program Completion</b>			<b>36</b>

#### IV. TUITION AND FEES


Estimated Costs to Complete the Program	Original Amount	Discount	Adjusted Amount	Unit
Total Tuition, for all credit units	\$ 5,040	-	\$ 5,040	36 credit units
Total Miscellaneous Fee, for all credit units	360	-	360	36 credit units
Admission Fee, one-time fee per application	100	-	100	
<b>Estimated Total Program Cost</b>	<b>\$ 5,500</b>	<b>-</b>	<b>\$ 5,500</b>	

##### (a) Tuition Period Covered by this Agreement

The tuition period covered by this agreement (or term length of this agreement) is 3 years from the Commencement Date of this agreement. The student is withdrawn if the student fails, or is about to fail, to complete the required courses of a program within the specified tuition period. The cancellation or withdrawal date is the first day of the semester classes when the student is identified that the student will fail or have failed to complete the program within the tuition period coverage. The student is not allowed to enroll in any semester when the

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student has been identified to fail in completing their program tuition period coverage. There is no applicable refund for this cancellation or withdrawal. The student may re-apply for admission by going through the admission application process, including the payment of fees.

**(b) Basis of Calculation**

The estimated costs to complete the program is based on the Tuition and Fees in the following table. The Admission Fee is a one-time fee for each program application and is charged to the student during admission application.

Fee Description	Original Amount	Discount	Adjusted Amount
Admission Fee per Application per Program	\$ 100	-	\$ 100
Tuition per Credit Unit	\$ 140	-	\$ 140
Miscellaneous Fee per Credit Unit	\$ 10	-	\$ 10

**(c) Tuition and Fees NOT Included in the Estimated Total Program Cost**

Books and other study materials for course completion, library services, computer hardware, and software licenses and subscription (if applicable) are not provided within the tuition and fees and are not included in the calculation of the estimated total program cost. Students are required to purchase them separately.

Furthermore, the following fees are not included in the estimated total program cost.

Additional Fees	Amount	Unit
Application for credit transfer evaluation fee	\$ 75	Each application
Software licenses and subscriptions	\$ 100	Subscription fee per year
Transcript/diploma copy request fee <sup>1</sup>	\$ 10	Each set; one original copy is free <sup>1</sup>
Expedited transcript/certificate service fee	\$ 10	Each request
Late payment/insufficient funds fee	\$ 20	Each transaction


<sup>1</sup> The first transcript and diploma copies are provided to each student for free and must be requested from the Richmindale College Registrar Office via its website on RIMS > Dashboard > Services > Request Transcript, or copy and paste the link [www.richmindale.com/rims/services/transcript](http://www.richmindale.com/rims/services/transcript) in a web browser. Do NOT use the Parchment option to avoid being charged an additional fee.

**(d) Tuition and Fee Changes**

Richmindale College guarantees the same tuition and fees for the enrolled student within the tuition period specified in item (a) of this section. After the tuition period, tuition and fees are subject to change at the discretion of Richmindale College. Any changes to the tuition and fees shall be communicated and agreed with the student. A new Enrollment Agreement with the agreed changes shall be executed by both parties.

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**(e) Discounts and Waived Fees**

Discount Description	
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**V. PAYMENT AND FINANCING OPTIONS**

Richmindale College accepts any of the following methods of payment:

- ☐ Cash
 ☐ Bank transfers
 ☐ Credit card payments online

To pay online, or for more details about payments, visit the Richmindale College website on Services > Payment, or copy and paste the link [www.richmindale.com/payment](http://www.richmindale.com/payment) in a web browser.

For more information, contact us through our website, or copy and paste the link [www.richmindale.com/contact](http://www.richmindale.com/contact).

**(a) Terms of Payment**

Richmindale College offers an installment plan to schedule fees per semester in monthly payments. The number of days used in the terms of payment is based on the Gregorian calendar.

Note that student applicants pay a one-time admission fee upon admission application. If applicants apply for credit transfer, they also pay the credit transfer evaluation fee, in addition to the admission fee, upon admission application. These fees are not part of the terms of payment. The terms of payment apply to the course fees per semester. See the Tuition and Fees section for more details about the fees; and Payment Methods section for more details about the payment options.


The total course fee per semester is calculated as the sum of the total number of credits enrolled for the semester multiplied by the fee per credit that is defined in the student's enrollment agreement. The total course fee per semester is divided into 3 payments. The first payment is due by the end of the month when classes start. The second payment is due by the end of the month after the first payment. The third payment is due by the end of the month after the second payment.

For example, on July 1, Richmond applied for admission and got accepted on the same day. On August 1, he enrolled in five 3-credit classes, a total of 9 credits for the Fall semester. The classes for the Fall semester are scheduled to start on September 8. The total amount of tuition and miscellaneous fees for the 9 credit units enrolled for the semester is \$1,350. The total cost including the admission fee is \$1,450 as shown in the table below.

Description	Qty	Units	Total Units	Unit Fee	Line Total
Admission Fee, one-time	1	-	1	\$ 100	\$ 100
Tuition	3	3	9	140	1,260
Miscellaneous Fee	3	3	9	10	90
<b>Total Fee for the Semester</b>					<b>\$ 1,450</b>

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The payment schedule for the above semester fee example is as follows:

Payment Term per Semester	Amount	Due Date per Semester
Admission Fee, one-time	\$ 100	<b>Jul 1</b> : Admission application.
Payment 1 of 3	\$ 450	<b>Sep 30</b> : End of the month when classes start.
Payment 2 of 3	\$ 450	<b>Oct 31</b> : End of the month after Payment 1.
Payment 3 of 3	\$ 450	<b>Nov 30</b> : End of the month after Payment 2.
<b>Total Fee for the Semester</b>	<b>\$ 1,450</b>	

**(b) Federal Student Aid**

Richmindale does not offer financial assistance. The school is not eligible for participation in the Federal Student Aid (FSA) programs and cannot process a request or assist with a deferment of a Title IV school loan.

## VI. ACCOUNTS RECEIVABLES AND COLLECTION

Richmindale College sends invoices to students via email at least 15 days prior to payment due dates to remind students of their payments. Richmindale College tracks receivables from students aging 30, 60 and greater than 90 days, and sends follow-up emails to students who have outstanding balances every end of the month.

Students should settle all their outstanding balance to be able to enroll in courses for the next semester. Richmindale College reserves the right not to enroll students or not to allow students to attend classes due to missed payments based on the terms of payment specified in this enrollment agreement.

Richmindale College accepts cash, bank transfers or online credit card payments.

To pay online, or for more details about payments, visit the Richmindale College website on Services > Payment, or copy and paste the link [www.richmindale.com/payment](http://www.richmindale.com/payment) in a web browser.


## VII. NOTICE: HOLDER IN DUE COURSE

ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED [PURSUANT HERETO OR] WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

(A.R.S. §47-3302; FTC Trade Regulation Rule, 16 C.F.R. §433)

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## VIII. CANCELLATION, WITHDRAWAL AND REFUND POLICY

If for any reason a student is denied admission or chooses to withdraw from a program or a course, Richmindale College has established this cancellation, withdrawal, and refund policy for the student's protection. A student may terminate enrollment at any time by notifying the school in writing indicating the expected last date of attendance as the cancellation or withdrawal date. The written notification of cancellation should be addressed to the Chief Academic Officer of Richmindale College, and must be signed, dated, and sent via postal mail or student's official email using the mailing information below.

Mail To Address: Richmindale College  
185 N. Apache Trail, Suite 1  
Apache Junction, AZ 85120  
United States of America

Email To: [cancel@richmindale.com](mailto:cancel@richmindale.com)

Notification letters sent through postal mail must be mailed on or before the effective cancellation or withdrawal date mentioned in the letter. Richmindale College will use the actual mailing date as the cancellation or withdrawal date if the letter is mailed after the specified effective cancellation or withdrawal date.

Any money due to a student must be refunded within 30 days of a cancellation request, regardless of whether materials have been returned.

### (a) Non-Acceptance

An applicant denied by the school is entitled to a refund of all monies paid.

### (b) Five-Day Cancellation

A student has five (5) calendar days (excluding holidays) after signing an enrollment agreement to cancel enrollment and receive a full refund of all monies paid to Richmindale College. Richmindale College provides the refund amount to the student or to the person who paid the student's tuition and fees no later than 30 calendar days after receiving the written notice of cancellation.

### (c) Cancellation More Than Five Days, But Prior to the Commencement of Classes

A student requesting cancellation more than five calendar days after signing an enrollment agreement, but prior to beginning a course or program, is entitled to a refund of all monies paid minus: an application/transfer credit evaluation fee of up to \$75; a one-time admission fee per program of no more than 20 percent of the tuition and not to exceed more than \$200; and other fees purchased from third-party entities, such as textbooks, software, and library service fees, if provided by a third-party service (e.g., LIRN, Westlaw, ProQuest, EBSCO). Richmindale College provides the refund amount no later than 30 calendar days from the cancellation or withdrawal date.


### (d) Cancellation and Refund After the Commencement of Classes

Richmindale College uses a refund policy based on time period of semester credit hours. A student requesting cancellation after the commencement of classes is entitled to a refund based on the Table of Charges and Refunds.

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Richmindale College retains the fees described in the Non-Refundable Fees After Commencement of Classes. Richmindale College provides the refund no later than 30 calendar days from the cancellation or withdrawal date.

1. Cancellation For Not Returning from Authorized Leave

A student who is on authorized Leave of Absence and failed to return on the scheduled date without notice or without valid reason is withdrawn, and the cancellation or withdrawal date is the date the student was scheduled to return from the leave and failed to do so.

Students who are withdrawn for not returning from authorized leave may be entitled to a refund based on the **Table of Charges and Refunds**. Richmindale College retains the fees described in the **Non-Refundable Fees After Commencement of Classes**. Richmindale College provides the refund amount no later than 30 calendar days from the cancellation or withdrawal date.

2. Cancellation Due to Excessive Absences

A student is withdrawn from Richmindale College if the student has not attended any class for 30 consecutive scheduled class days. The cancellation or withdrawal date is the last day of the 30 consecutive days.

Students who are withdrawn due to Excessive Absences may be entitled to a refund based on the **Table of Charges and Refunds**. Richmindale College retains the fees described in the **Non-Refundable Fees After Commencement of Classes**. Richmindale College provides the refund amount no later than 30 calendar days from the cancellation or withdrawal date.

3. Cancellation For Not Submitting Official Transcripts

Richmindale College may approve and accept admission applicants to a degree program using their unofficial transcripts in evaluating their eligibility. Once accepted, the newly admitted students are allowed to enroll in courses in one enrollment period not to exceed 12 semester credit hours. Richmindale College must receive their official transcripts within this one enrollment period, or they are withdrawn from the program.

Students who are withdrawn from the program for not submitting official transcripts cannot earn credits for the courses that they successfully completed for the semester. They may re-apply for admission when their official transcripts are ready, however, they must go through the same admission application process, including the payment of fees.

Students who are withdrawn for not submitting their official transcripts within one enrollment period may be entitled to a refund based on the **Table of Charges and Refunds**. Richmindale College retains the fees described in the **Non-Refundable Fees After Commencement of Classes**. Richmindale College provides the refund amount no later than 30 calendar days from the cancellation or withdrawal date.


4. Cancellation For Failure to Complete a Program Within the Tuition Period Covered

The tuition period covered by this Enrollment Agreement between Richmindale College and the student is 3 years. Students are withdrawn if they fail, or are about to fail, to complete the required courses of a program within the specified tuition period covered by the enrollment agreement. The cancellation or withdrawal date is the first day of the semester classes when they are identified that they will fail or have failed to complete their program within the tuition period coverage. Students are not allowed to enroll in any semester when

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they have been identified to fail in completing their program tuition period coverage. There is no applicable refund for this cancellation or withdrawal. Students may re-apply for admission by going through the same admission application process, including the payment fees.

### 5. Non-Refundable Fees After Commencement of Classes

When a student cancels or withdraws enrollment after the commencement of classes, Richmindale College retains the application fee and a one-time registration fee of no more than 20 percent of the tuition (not to exceed \$200), and an application/transfer credit evaluation fee of up to \$75, if applicable.

Richmindale College does not provide refunds for items that are purchased by students from third-party vendors, such as textbooks, software licenses and subscriptions, and library service fees.

Note that all cancellation or withdrawal refunds after the commencement of classes apply only to the current semester. Any payments made for the attempted courses in the previous semesters are not refundable.

### 6. Table of Charges and Refunds

When a student cancels after completing at least one lesson assignment but less than 50 percent of the graded assignments, Richmindale College may retain the credit transfer evaluation fee (if applicable) and/or admission fee of no more than 20 percent of the tuition (not to exceed \$200) and library service fees, plus a percentage of tuition paid by the student in accordance with the following schedule:


<b>Percent (%) of the credit hours attempted*</b> <i>(Credit hours counting starts from the date when the classes started and includes holidays)</i>	<b>Percentage of tuition and miscellaneous fee returned to the student minus the admission fee and/or credit transfer evaluation fee</b> <i>(based on the total cost of enrolled credits for the current semester)</i>	<b>Percentage of tuition and miscellaneous fee retained by Richmindale College</b>
Less than or equal to 10%	90%	10%
More than 10% and less than or equal to 20%	80%	20%
More than 20% and less than or equal to 30%	70%	30%
More than 30% and less than or equal to 40%	60%	40%
More than 40% and less than or equal to 50%	50%	50%
More than 50%	0% <i>(no refund is required)</i>	100%

\* The percentage of the credit hours attempted is determined by dividing the total number of credit hours elapsed from the semester class start date to the student's last day of attendance, by the total number of semester credit hours for the course, and multiply by 100.

For students enrolled in two or more courses that award semester credit hours, Richmindale College treats each course separately for the purpose of calculating the appropriate amount of tuition refund owed to the student.

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**(e) Student Entitlement to Receive All Materials Paid**

Upon cancellation, a student whose costs of education are paid in full, but who is not eligible for a refund, is entitled to receive all materials, including kits and equipment.

**(f) Refunds of Books, Supplies and Other Third-Party Items**

Books, materials, software licenses and subscriptions, and other supplies required for course completion that are not provided by Richmindale College are not under its responsibility. Students are responsible for buying these items separately from third-party vendors. Refunds and related fees for these items are subject to the outside third-party vendor policies and terms with the student.

**(g) Refund Examples**

Richmond applied for admission and transfer of credits to a degree program at Richmindale College, and paid \$100 for the admission/registration fee and another \$75 for the transfer of credit evaluation fee.

On July 1, Richmond and Richmindale College signed an enrollment agreement. On the same day, Richmond enrolled in five 3-credit classes, a total of 9 credits, for a semester with classes that start on September 1. The semester tuition is \$1260, calculated as \$140 multiplied by 9 credits. The semester miscellaneous fee is \$90, calculated as \$10 multiplied by 9 credits. The total cost for the semester is \$1350, excluding the admission/registration fee and the transfer of credit evaluation fee. Based on the terms of payment, the total cost for the semester is divided into 3 payments. Each monthly payment is equal to \$450, calculated as \$1350 divided by 3. Richmond paid the first monthly installment (payment 1 of 3) of \$450.

One of the courses requires a software license. Richmond purchased the software license worth \$100<sup>[1]</sup> from a third-party vendor on July 7.

Richmond paid a total of \$625 as initial payment to Richmindale College for his admission application (\$100), transfer of credit evaluation (\$75), and first installment of his enrolled courses (\$450). Richmond also spent \$100, separately, on the required software license subscription for one year from a third-party vendor.


**Refund Example 1: Five-Day Cancellation**

Richmond decided to cancel/withdraw and wrote a cancellation notification letter with effective withdrawal date of July 5, signed and dated the letter, and mailed it to a Richmindale College office on July 5. The mail took 7 calendar days to reach Richmindale's office. Richmindale College received the mail on July 12. Since Richmond's withdrawal date is July 5, which is within five calendar days after signing the enrollment agreement, and he sent the mail on or before the withdrawal date, Richmindale College must refund Richmond all monies paid amounting to \$625 within 30 calendar days (by August 4). The refund amount includes the admission/registration fee, transfer of credit evaluation fee, and first monthly installment.

If Richmond mailed the notification letter after the effective withdrawal date of July 5, let's say July 7, Richmindale College would have used the mailing date of July 7 as the effective withdrawal date, which does not fall under the Five-Day Cancellation policy anymore. In this case, the Cancellation More Than Five Days, But Prior to the Commencement of Classes refund policy applies.

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### **Refund Example 2: Cancellation More than Five Days, But Prior to the Commencement of Classes**

Richmond decided to cancel/withdraw and sent a notification letter to [cancel@richmindale.com](mailto:cancel@richmindale.com) via his official email. The effective cancellation or withdrawal date in the notification letter is July 7, which falls under cancellation of more than five days from signing of enrollment agreement, but prior to the commencement of classes scheduled on September 1, assuming there are no official holidays from July 1.

Based on this refund policy, Richmond is entitled to a refund of all monies paid minus the transfer credit evaluation fee of \$75 and the one-time admission fee of \$100. Richmindale College does not refund the software license that was bought by Richmond from a third-party vendor. Richmindale College must refund Richmond the amount based on the following calculation:

Description	Amount	Notes
Total initial payment	\$ 625	Excluding \$100 <sup>[1]</sup> for software license.
LESS: Admission fee	— 100	
LESS: Credit transfer fee	— 75	
<b>NET REFUND AMOUNT</b> <i>Payable within 30 calendar days.</i>	<b>\$ 450</b>	Amount to be returned to the student.

### **Refund Example 3: Refund After the Commencement of Classes**


Richmond enrolled in classes for the semester that started on September 1. After a few days of classes, Richmond decided to cancel/withdraw and sent a notification letter to [cancel@richmindale.com](mailto:cancel@richmindale.com) via his official email. The effective cancellation or withdrawal date in the notification letter is September 14, which is week 2 of classes from September 1. Richmond is entitled to a refund based on the following calculation:

Description	Amount	Notes
Total Tuition and Miscellaneous Fee for the 15 credits enrolled in the current semester of 15 weeks.	\$ 1,350	Tuition = \$140 x 9 credits = \$1260. Miscellaneous Fee = \$10 x 9 credits = \$90.
Percentage of Tuition and Miscellaneous Fee to be Returned to the Student on Week 2.  <i>See Table of Charges and Refunds for reference.</i>	80%	Total credits = 9 credits x 15 semester weeks = 135 % credit hours attempted: 9 credit hours x 2 semester weeks ÷ 135 total credits = 0.1333 x 100 = 13.33% More than 10% and less than or equal to 20% = 80%
<b>Total Refund Amount</b>	<b>\$ 1,080</b>	Refund Amount = \$1350 x 80% = \$1080.

Student Total Paid Amount for the enrolled courses in the current semester.		
Initial payment <sup>[1]</sup>	625	Admission, credit transfer, and first monthly payment.
LESS: Admission Fee	— 100	

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LESS: Transfer of Credit Fee	— 75	See <i>Non-Refundable Fees After Commencement of Classes</i> for reference.
<b>Total Paid Amount</b>	<b>\$ 450</b>	Excluding the software license purchased by the student from a third-party vendor <sup>[1]</sup> .

<b>Student Total Unpaid Amount for the enrolled courses in the current semester.</b>		
Total Tuition and Miscellaneous Fee for the 15 credits enrolled in the current semester of 15 weeks	1,350	Tuition = \$140 x 9 credits = \$1260. Miscellaneous Fee = \$10 x 9 credits = \$90.
Total Paid Amount	— 450	
<b>Total Unpaid Amount</b>	<b>\$ 900</b>	Amount not paid yet based on the total tuition and miscellaneous fee for the current semester.

<b>Get Net Refund Amount</b>		
Total Refund Amount	1,080	
LESS: Total Unpaid Amount	— 900	
<b>NET REFUND AMOUNT</b> <i>Payable within 30 calendar days.</i>	<b>\$ 180</b>	Amount to be returned to the student based on 80% refund on week 2.

<sup>[1]</sup>In all cases, the software license purchased by Richmond from a third-party vendor was not included in the refund calculations because it was purchased from a third-party vendor. Richmindale College does not purchase items on behalf of students and is not responsible for third-party purchases.

## IX. PROGRAM AND COURSE DELIVERY

### (a) Course Format and Access


The degree programs of Richmindale College use an online method of course delivery in which the Internet is primarily used as the medium of communication. Richmindale College uses Internet-based technologies such as learning management systems (LMS), video conference, voice-over-IP (VoIP) calls, electronic mail (email), videos, electronic books (e-books), and similar technologies to provide course instructions and instructional materials to students. Students must have access to a computer with an Internet connection when required to access course instructions and materials, coursework, assessments, and grades; interact with Richmindale College faculty and administration staff; and provide feedback.

Before starting coursework, students are provided with orientation materials, which introduce them to the online learning platform, student resources, and the process for successfully completing their online courses. These materials are available on [www.richmindale.com/students/orientation.htm](http://www.richmindale.com/students/orientation.htm).

Students can access their course activities and materials on the Richmindale learning management system at any time and any place with an Internet connection.

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Students can interact with Richmindale faculty and administration staff online during office hours. Richmindale provides online 24/7 Student Success services to support students of different time zones. See the Student Success section under Student Services for more details about the Student Success services.

Students must note that some course activities have access expiration dates due to submission deadlines.

### (b) Faculty and Instruction

Classes are facilitated by faculty and subject matter experts with advanced degrees and practical experience in the field of instruction. Students receive personalized attention and work closely with faculty in successfully progressing through the courses in the program. Students are monitored and graded on participation, coursework assignments, and assessments. Individual communication takes place through the online messaging function of the learning management system.

Continuous improvement and institutional effectiveness are achieved through student performance assessments, and course and faculty evaluations conducted with students.

#### Faculty Response Time

Faculty and academic support staff are available during office hours. See the *Faculty and Staff Office Hours* section under *Office Hours and Contact Information* for more details about office hours.

Richmindale College offers online Student Success services designed to offer students 24/7 support. See the *Student Success* section under *Student Services* for more details about the Student Success services.

The minimum expectation for faculty response time to student inquiries and submissions is as follows:

Submission	Response Number of Days
Questions	1
Academic Postings	3
Course Projects	7
Final Course Exams	7
Capstone Projects	7


### (c) Instructional Model

The goal of Richmindale College is to provide a high-quality educational experience to students and faculty through online learning using innovative techniques. The instructional model is as follows:

- ✓ Each student progresses through the program within cohorts.
- ✓ All instruction is provided in English.
- ✓ The course offering is structured over three 15-week semesters per year, with around 2 weeks break

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between semesters.

- ✓ The course duration is 15 weeks. Students are required to participate in discussion boards, submit project assignments, and take exams in an asynchronous manner. Midterm and final exams are synchronous and are scheduled based on certain dates that are agreed by the students and faculty. These exams are proctored and require student identity verification.
- ✓ Students are provided with course study plans and learning resources through the learning management system. Richmindale instructors are available to guide students with their course requirements and students may communicate with their instructors about their queries. Richmindale also provides an option for students to attend online face-to-face meetings with their course instructors.

### (d) Participation

Instruction takes place in an asynchronous manner. Student participation is based on the students' engagement in a course, such as taking exams, posting substantive feedback, and submitting coursework assignments and projects, through the Richmindale online learning management system. Students can login to the online learning management system and student portal at any time of the day or week.

Discussion boards close at the end of each week—after 11:59 p.m. on Sunday evening (Phoenix, Arizona time zone). Once closed, students can view all posts, but they do not have the ability to make additional posts. Only substantive comments made on the discussion boards contribute towards a student's participation grade.

See the *Attendance Policy* section for more details about attendance and academic engagement requirements.

## X. ATTENDANCE POLICY

Richmindale College requires students to meet an attendance requirement of being online at least on two separate days (attendance days) during each week (a week is defined as Monday through Sunday). Student attendance is automatically registered when a student logs into the Learning Management System to perform an educationally relevant activity (post assignments, participate in threaded discussions, etc.). Failure to meet the attendance requirement may result in students being automatically dropped from the course. Under extenuating circumstances, a student may request alternate arrangements.


Students are expected to demonstrate consistent engagement with their studies throughout each academic term. Activities demonstrating academic engagement include:

- ✓ Discussion of course content with an instructor.
- ✓ Live academic conversation with an Academic Advisor.
- ✓ Activating a course by clicking the Start Course button.
- ✓ Completing quizzes and/or discussion posts.
- ✓ Completing assessments.
- ✓ Submitting an assignment for evaluation.
- ✓ Attending a faculty-led live event, such as a webinar.

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- ✓ Attending a faculty-led online course activity.
- ✓ Use of course learning resources.
- ✓ Viewing recorded faculty-led live events.
- ✓ Viewing a course-related academic video.

Students who are not academically engaged for a period of 14 calendar days may be required to meet with their Academic Adviser to develop a plan for the immediate resumption of their studies, to include reengagement with course learning resources and/or meeting with an instructor. Students who demonstrate 28 calendar days of inactivity will be subject to administrative withdrawal. An academically inactive student will be notified prior to withdrawal.

## **XI. STUDENT SERVICES**

### **(a) General Services**

Richmindale College provides support to students related to the school's methods, policies, and procedures; student career path guidance; online learning requirements; administrative support; and all other general services that are beneficial to enhance the experience of the students.

Students enrolled at Richmindale College become part of the Richmindale community with faculty and staff who are united under one goal: student success. The Student Services Office is available during office hours to assist students with general questions and administrative or accessibility issues. The Student Services team helps students resolve issues, listens to student issues and concerns, and makes recommendations for improving policy and practice based on student feedback. The Student Services team provides a formal means by which students can express their views, and those views in turn inform the decisions we make. The Student Services team assists students with unresolved concerns to find equitable resolutions.

To contact the Student Services team, use the contact form online on [www.richmindale.com/contact](http://www.richmindale.com/contact) and fill out the form, selecting the appropriate service; or send an email to [contact@richmindale.com](mailto:contact@richmindale.com). Representatives are available Monday through Friday from 9:00 a.m. to 6:00 p.m. and Saturday from 9:00 a.m. to 12:00 p.m. (Phoenix, Arizona time zone). The Richmindale College office is closed on Sundays. Richmindale College offers 24/7 support for some services. See the Student Success section below for more details.

Richmindale College has a commitment to the educational goals of a regional, national, and international student population. This mission is that students live and learn in an environment that fosters a supportive and caring community. Academic advising makes every attempt to meet the needs of Richmindale's globally diverse students through various programs designed to enhance the experience of all students.


### **(b) Change of Contact Information**

Students who need to change any of the following contact information are required to send an official email to [students@richmindale.com](mailto:students@richmindale.com). After receiving the request, Richmindale College sends an email response to schedule an online student identity verification. Students must show their face, valid identification and proof of change (if applicable) via online video conference during identity verification. Richmindale College updates the student contact information after successful student identity verification.

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- ✓ Email Address (Email activation is required.)
- ✓ Student Name (proof is required.)
- ✓ Mailing Address

Students who want to change any other contact information not mentioned in the above list may make the changes through the Student Portal.

**(c) Website**

The Richmindale College website, [www.richmindale.com](http://www.richmindale.com), provides students with up-to-date information about Richmindale's important updates, academic programs and student events.

**(d) Alumni Services**

As a graduate of Richmindale College, alumni are entitled to valuable benefits including discounts on subsequent degree programs, access to online job search, access to Richmindale social communities, and many more.

**(e) Ordering Official Transcripts**

Students may request official transcripts by completing an official transcript request on RIMS > Dashboard > Services > Request Transcript, or copy and paste the link [www.richmindale.com/rims/services/transcript](http://www.richmindale.com/rims/services/transcript) in a web browser. Transcript request fee may apply. See the Other Fees section under Tuition and Fees for more details about transcript request charges. See the Transcript Request Policy section for more details on how to request copies of transcripts.

Students may download their unofficial transcripts via the Student Portal at any time.

**(f) Academic Advisement**


Richmindale College has supportive faculty and staff members who work with each student to help support the student's success at Richmindale College. An Academic Adviser is assigned to each student upon enrollment. An Academic Adviser is a student's point of contact for any academic and administrative support and service requirements, including assistance in resolving issues related to the student's enrollment, program, and/or courses. The Academic Advisers are available during office hours through the learning management system messaging function, email, or video conference. The Academic advisors also monitor their assigned students' academic performance, encourage students to achieve their academic goals, provide students with an available point of contact for academic and administrative direction, assist students in course enrollment and scheduling, help students develop a degree-completion plan, and clarify policies and procedures.

**(g) New Student Orientation**

Richmindale College provides orientations for all new students, including walkthrough of the learning management system and student portal. Richmindale also provides orientation materials to students. These materials are available on Richmindale's website on [www.richmindale.com/students/orientation.htm](http://www.richmindale.com/students/orientation.htm).

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#### **(h) Student ID**

Students may request a digital Student ID on RIMS > Dashboard > Services > Request Student ID, or copy and paste the link [www.richmindale.com/rims/services/studentid](http://www.richmindale.com/rims/services/studentid) in a web browser. A photo must be included with the request. The photo must be full-face and front-view head shot with a plain background. No photos using filters will be accepted.

#### **(i) Graduation Ceremony**

Richmindale College holds an annual commencement ceremony in May. Students who are within 6 credits of completing their program at the time of the RSVP deadline may participate in the commencement ceremony. The annual commencement ceremony schedule is made available on the Richmindale College website at least 30 calendar days before the event. Eligible students are notified via email of the location and date of the ceremony.

#### **(j) Student Portal**

Richmindale College students use the Student Portal as a self-service resource center. The Student Portal provides one location for students to access their program curriculum plan, payment history, register for courses, and connect with their Academic Advisor. Students also use the student portal to access online classrooms. Some of the important services available in the Student Portal include:

- ✓ Enroll in courses
- ✓ Access the orientation materials and guides
- ✓ Access the library of academic resources
- ✓ Download copies of unofficial transcripts
- ✓ View student ledger
- ✓ Generate financial receipts
- ✓ Update contact information

#### **(k) Student Success**


Richmindale College offers online Student Success services designed to offer students 24/7 support. Resources include departmental contact information, links to schedule an appointment with an Adviser, registration help, and technical support. The Student Success services are available at [www.richmindale.com/rims/services/success](http://www.richmindale.com/rims/services/success).

#### **(l) Library Services**

Students may access the Richmindale Online Library at [www.richmindale.com/rims/services/library](http://www.richmindale.com/rims/services/library). Some library resources are available and accessible to students only when they log in using their user account. Students can register with third-party online library resources and services, but this is an individual endeavor and may incur additional fees depending on the third-party provider.

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Richmindale College provides library support. Students may send their library-related queries or questions to [librarian@richmindale.com](mailto:librarian@richmindale.com).

## XII. GRIEVANCE POLICY

Richmindale College is responsible for upholding its students' rights and ensures that its non-discrimination policy is applied to students who choose to file a grievance against the institution for reasons involving discrimination, harassment, violation of school policy, or others. Students must use the following procedure to file a grievance:

1. Students should first attempt to address the issue with the responsible party in writing. A copy of the communication must be preserved.
2. If a satisfactory solution cannot be found, students may submit a Grievance Form to the Chief Academic Officer or designee within 21 calendar days of the alleged incident. The Grievance Form may be submitted online on RIMS > Dashboard > Grievance, or copy and paste [www.richmindale.com/rimsgrievance](http://www.richmindale.com/rimsgrievance) in a web browser. Click the New button to create a new grievance and submit after completing the form. Grievance can be submitted via email to [grievance@richmindale.com](mailto:grievance@richmindale.com).
3. When grievance is submitted, the Chief Academic Officer or a designee forms an Academic Review Committee and appoints members of the committee, who should not have a conflict of interest, to review the issue and make a recommendation on resolving the issue.
4. The student is notified, via email, of the decision based on the committee's recommendation within 10 business days from the grievance submission date.
5. The student may appeal against the decision within 14 calendar days of receiving the decision on RIMS > Dashboard > Grievance, or copy and paste the link [www.richmindale.com/rimsgrievance/appeal](http://www.richmindale.com/rimsgrievance/appeal) in a web browser. Select the grievance in the list and click the Appeal button. The appeal can be sent via email to [grievance@richmindale.com](mailto:grievance@richmindale.com). A final decision will be made by the Chief Academic Officer or a designee within 10 business days of the student appeal.

For grievances or complaints that cannot be resolved through the Richmindale College grievance procedure, refer to the following important information.

### IMPORTANT – GRIEVANCE RESOLUTION:

If the student complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details. The State Board address is:

1740 W. Adams Street, #3008  
Phoenix, AZ 85007  
Phone: 602-542-5709  
Website: [ppse.az.gov](http://ppse.az.gov)

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### XIII. GOVERNING LAW; FORUM


The courts of Arizona, United States of America shall have exclusive jurisdiction to hear all disputes arising out of this agreement.

### XIV. DISCLAIMER

- (a) Richmindale College does not guarantee job placement to graduates upon completion of the training or upon graduation.
- (b) Richmindale College does not accept any responsibility for any statement of policy or procedure that does not appear in the attached school catalog.
- (c) Richmindale College does not accept any responsibility and liability for any items purchased by applicants or students from outside supplier/vendor, including any referral provided by Richmindale College employees and affiliates to applicants or students, except if the items purchased are sold by Richmindale College as evident by an invoice and/or receipt provided by Richmindale College to the buyer.
- (d) Richmindale College admits students regardless of race, color, national origin, disability, sex, creed, religion, or age.

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## XV. STUDENT ACKNOWLEDGEMENT

I, the student signing this agreement, acknowledge that:

- (a) I have read and understood all aspects of this enrollment agreement.
- (b) The Richmindale College catalog with revision number 2505 dated "05/25" is incorporated as a part of this enrollment agreement.
- (c) I have received a copy of the Richmindale College catalog.
- (d) Richmindale College may terminate my enrollment if I fail to comply with attendance, academic and financial requirements, or if I disrupt the normal activities of the school. While enrolled in the school, I understand that I must maintain Satisfactory Academic Progress as described in the attached school catalog and that my financial obligation to the school must be paid in full before a certificate may be awarded.
- (e) The information concerning other institutions that may accept Richmindale College credits toward their programs can be obtained from such institutions. It should not be assumed that any programs described in Richmindale College catalog could be transferred to another institution. Richmindale College does not guarantee the transferability of credits to a college, university, or institution. Any decision on the comparability, appropriateness, and applicability of credits, and whether they should be accepted is the decision of the receiving institution.
- (f) Richmindale College reserves the right to reschedule the program start date when the number of students enrolled is less than five.
- (g) I consent to the reasonable use of my information and training and educational achievements, including images or recordings howsoever made.
- (h) This document does not constitute a binding agreement until accepted in writing by all parties.

\_\_\_\_\_  
Signature of Student

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Parent or Guardian (for underage/dependent student)

\_\_\_\_\_  
Date

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## XVI. ACCEPTANCE

I, the undersigned, have read and understood this agreement and acknowledge receipt of a copy. It is further understood and agreed that this agreement supersedes all prior or contemporaneous verbal or written agreements and may not be modified without the written agreement of the student and the school official. I also understand that if I default upon this agreement, I will be responsible for payment of any collection fees or attorney fees incurred by Richmindale College.

My signature below signifies that I have read and understood all aspects of this agreement and do recognize my legal responsibilities to this agreement.

### Important Note!

This document contains multiple pages and a catalog with revision number 2505 dated 05/25 as an attachment. Do NOT sign this document unless you have read, understood and agreed to the terms and conditions detailed in all pages of this document, and the policies, rules and regulations of the school that are detailed in the attached catalog.

Signature of Student

Date

Signature of Parent or Guardian (for underage/dependent student)

Date

Name and Signature of Richmindale College Representative

Date

(End of Document)