



NEWLANE UNIVERSITY

Newlane Student Handbook 2024-2025

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Lehi, UT 84043

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[www.newlane.edu](http://www.newlane.edu)

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# Welcome and Introductory Note

Welcome to Newlane University!

We are thrilled that you have chosen to earn your degree with us. And please know that we are dedicated to helping and supporting you in your learning path. Newlane uses a self-paced, competency-based education model. This means that you pass courses and earn credit as you demonstrate mastery of the course goals and objectives--not because you spent time in a course. It also means that we work to make it clear what you need to master for each course, so you can focus on the appropriate learning goals and objectives.

This handbook provides an easy reference for many resources to help you on your learning path. From policies and protocols, to course scheduling and career counseling. We strongly recommend that you become very familiar with the resources, policies, and information provided in this handbook. And we hope you return frequently as we will update this handbook as we offer additional services. All of the services we offer are designed to help you earn your degree. If you have any questions or suggestions, please let us know. We are here to help you reach your goals.

Sincerely,  
The Newlane Support Team  
support@newlane.edu

# Mission and Goals of Newlane

The mission of Newlane is to make quality online liberal arts higher education available and accessible to anyone on earth by breaking down the barriers of cost, schedule, and geography.

This statement is drawn from the first tenet of our [manifesto](#), and is perhaps the most general goal of Newlane. We use this tenet as a key goal in its own right, and also as a stand in for our complete manifesto, which reads:

- Education should be available and accessible to every person on earth; making quality education inaccessible or exclusive is immoral. Education belongs in the same category as shelter, clean water, and basic food.

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- Education should be disconnected from geography. Students should be able to learn anything from anywhere on earth. With few exceptions, tying education to geography is a form of exclusion.

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- Education should be disconnected from a schedule. The most effective time to learn something is when the student is ready, not when the teacher or institution is available.

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- Education should not be admission- or permission-based, but freely available upon the asking. The current admission-based system is a vestige of a scarcity model that could only fit a limited number of seats in a classroom. No one should have to be admitted or ask permission to learn a subject.

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- Education should not have a prescribed completion time. The amount of time it takes to learn something shouldn't be decided before hand; some students can learn something in minutes that will take others days or years to learn.

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- Education should not be set to a specific time period in a person's life; it should be a process like eating, drinking, and exercise: continual, habitual, and evolving. Students should not be categorized or limited by what they have studied or learned to date.

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- Education should not be competitive or judged by other students' achievements. Students should only be assessed on whether they have mastered the stated objective or 'not yet'. Removing competition decreases the incentive for cheating or cutting corners.

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- Educational records, including learning achievements, grades, transcripts, credentials, and degrees should be owned and managed by the student rather than an institution. Students should be able to move freely among any learning institution or organization at anytime or for any reason.

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- Educational records should include universally understandable, useful, and verifiable documentation of student mastery of explicit learning objectives, rather than an institutional stamp attesting to completion of a vague curriculum.

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- Education should not have a prescribed way of teaching. Prevalent teaching approaches are often culturally, gender or socio-economically biased. While clear and explicit learning objectives can be universally agreed upon, the manner in which these are achieved should be as diverse as the student body.

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- Educational learning paths should be personalized and as varied and diverse as the students pursuing them.

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- Education should not be at the service of institutions, but at the service of learning. Organizing education around institutional timelines, schedules, expertise, records, and convenience is efficient for institutions, but limits the student, and by extension humanity's potential.

# Contact Information

You can reach Newlane by mail, email, or phone.

3450 Triumph Blvd. Suite 102 Room 130

Lehi, UT 84043

Email: [contact@newlane.edu](mailto:contact@newlane.edu)

Phone: (385) 336-6002

[www.newlane.edu](http://www.newlane.edu)

## Administration

Newlane administration is devoted to helping you enroll in a degree program, complete your degree, and connect with your “next landing” after your degree. If you have a question, or would like to discuss a topic anywhere along that spectrum, please reach out to the appropriate person. If you are unsure, you can email [ben@newlane.edu](mailto:ben@newlane.edu) and we'll put you in touch with the appropriate person.

Education Director: Ben Blair [ben@newlane.edu](mailto:ben@newlane.edu)

Technology Director: Josh Stanley [josh@newlane.edu](mailto:josh@newlane.edu)

Student Support: Moe Bates [moe@newlane.edu](mailto:moe@newlane.edu)

Alumni and Career Services: Ben Blair [ben@newlane.edu](mailto:ben@newlane.edu)

Tuition, Billing, and Finance: Salem Stanley [salem@newlane.edu](mailto:salem@newlane.edu)

# Academic Calendar

Newlane is open M-F from 9am - 6pm Mountain Standard Time, and by appointment.  
Newlane is closed for the following breaks and holidays for 2024-2025:

**Jan 1, 2024 – New Year’s Day**  
**Jan 15, 2024 – Martin Luther King Jr. Day**  
**Feb 19, 2024 – Presidents Day**  
**May 27, 2024 – Memorial Day**  
**July 4, 2024 – Independence Day**  
**Sept 2, 2024 – Labor Day**  
**Nov 11, 2024 – Veterans Day**  
**Nov 28–29, 2024 – Thanksgiving Break**  
**Dec 23–31, 2024 – Winter Break**

## Programs

Newlane University currently offers the following degree programs:

- An [Associate of Arts in General Studies](#),
- A [Bachelor of Arts in Liberal Arts](#) (with optional specializations in [Business Administration](#) or [Psychology](#)), and
- A [Bachelor of Arts in Philosophy](#).

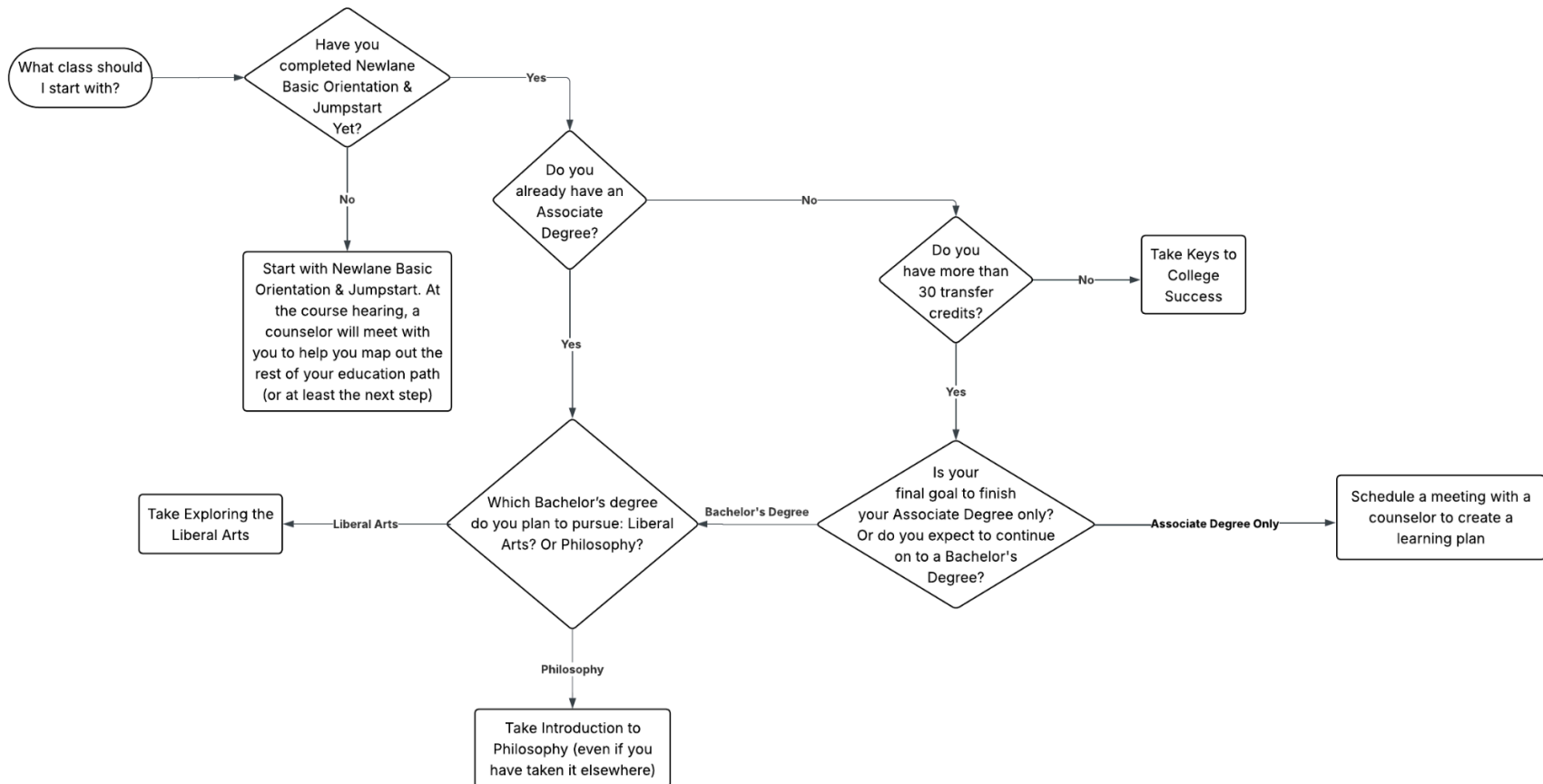
View [Course descriptions for all courses here](#).

Note: A Bachelor of Arts degree requires a core of general education courses. The Associate of Arts in General Studies fulfills this general education requirement for all Bachelors degrees at Newlane.

If you already have an Associate’s degree, you may be able to apply that toward our Bachelor’s degree. If you haven’t completed any college, you can earn your Associate degree and Bachelor’s degree through Newlane. If you haven’t completed any college, and you are interested in a Bachelor’s degree besides any of the Bachelor’s degrees currently offered through Newlane, you can start working on your Associate degree, and then enroll in a different Bachelor’s degree once they are available, or transfer to a different school to complete your major, and you’ll save a lot of money.

# Getting Started and Course Scheduling

When students register, they can start working on courses immediately, and don't need to wait for approval (unless a course has one or more pre-requisite course). If you're not sure which course to begin with, consult this decision tree:



# Enrollment and Orientation

Newlane has open enrollment. So long as students meet all the criteria, they can register at anytime from anywhere. Students can also start and complete courses on their own schedule.

All students must take the non-credit-bearing course “Newlane Orientation & Jumpstart”. This course will orient you to the Newlane learning platform, and provide tips and suggestions in order to increase your likelihood of success.

If this is your first time in college, or first time in a United States college, we also strongly recommend that you take the credit-bearing course “Keys to College Success” as one of your first courses. This course helps students understand the expectations and keys to college success. You can also access the materials for this course at any time, even after you have completed it, to review important tasks of college, including creating a study schedule, developing effective study habits, developing an effective note-taking system, preparing for exams and assignments, etc.

How to complete a course or degree:

In order to complete a degree at Newlane students must complete the following tasks:

1. Register
  - a. Sign student agreement
  - b. Submit ID
  - c. Sign enrollment form
  - d. Complete registration call (Counselor verifies student ID and takes additional photo to add to student profile)
2. Enroll in a degree
  - a. Enroll in a course
  - b. Complete all course assessment tasks
    - i. Complete self-assessment and course exam phases of assessment
    - ii. Complete course project
    - iii. Submit course project
    - iv. Have project approved for completion
  - c. Pass a Course Hearing (In Course hearing, expert verifies student ID and takes additional photo to add to student profile)
3. When student has passed no less than 75% of course work, and no more than 90% of course work, complete [Intent to Graduate form](#)--fill out, and have it approved.
4. Apply for, and Pass a Degree Hearing (not required for Associate degree).
5. Once pass Degree Hearing, student may receive transcript and diploma within 1 month.
6. Students must have paid at least \$1500 in total, or be current on payments and be on track to pay at least \$1500 by the time of the Degree Hearing in order to apply for a Degree Hearing.

To pass a course at Newlane, students must complete all assessment steps: Self-assessment, Course exam, Course project, and Course Hearing. [This video shows how to complete a course through Newlane.](#)

To complete an Associate degree, students must complete the required number of credits (60) and also complete all of the General Education categories (Communication and Information Literacy, Quantitative Literacy, Scientific Reasoning, Social & Behavioral Sciences, Arts & Humanities, and Electives).

To complete a Bachelor's degree, students must complete the required number of credits (120) and also complete all of the Major and Advanced-level credits. In addition to completing these categories and credits, for the Bachelor's degree, students must also complete a Degree Hearing. In a Degree Hearing, students meet with two faculty members from a relevant field for the degree. The Degree Hearing follows the [Degree Hearing Form](#).

### **Enrollment for non-native English speakers**

Newlane offers open enrollment to all English-speaking students who meet the enrollment criteria. They must:

- be 18+ years old
- have completed secondary school (high school) or equivalent
- meet the technology requirements
- provide two forms of government ID
- sign the appropriate enrollment agreement.

Prospective students who aren't native or near-native English speakers can apply by completing an enrollment application where (among other requirements) they must furnish evidence of English proficiency.

At Newlane, we adopt DEAC's guidance on English Language Proficiency. We accept any of the following as evidence of a non-native-English speaker's English proficiency:

A minimum score of 500 on the paper-based Test of English as a Foreign Language (TOEFL PBT), or 61 on the Internet Based Test (iBT), a 6.0 on the International English Language Test (IELTS), or 44 on the Pearson Test of English Academic Score Report. Or A high school diploma completed at an accredited/recognized high school (where the medium of instruction is English).

A minimum score on the College Board Accuplacer ESL Exam Series as follows:

ESL Language Use: Score of 85

ESL Listening: Score of 80

ESL Reading: Score of 85

ESL Sentence Meaning: Score of 90

ESL Writeplacer: Score of 4  
Comprehensive Score for all exams of 350

A minimum grade of Pre-1 on the Eiken English Proficiency Exam;

A minimum B-2 English proficiency level identified within the Common European Framework of Reference (CEFR) standards and assessed through various ESOL examinations, including the University of Cambridge;

A transcript indicating completion of at least 30 semester credit hours with an average grade of “C” or higher at an institution accredited by an agency recognized by the United States Secretary of Education and/or the Council for Higher Education Accreditation (CHEA), or accepted foreign equivalent that is listed in the International Handbook of Universities where the language of instruction was English.

## Technology requirements

You will need access to a Windows- or Mac-based computer as well as a microphone, camera (these may be part of the computer, or separate devices plugged into the computer) and internet fast enough to handle streaming video. Learning can be done online or off-line. Course Hearings will be conducted through video conference on the Newlane site. No third-party software is needed. It is safest to consider the learning platform at Newlane in beta for mobile devices. While tablets, smartphones and other mobile devices may allow for some completion of coursework, they are not guaranteed to work in all areas.

## Student Contact Form

If you need technical or academic support, please use the Contact Form—you can find the button to access this form on the upper right hand when you are in the Newlane app (it's the question mark in the circle—see image below:



this form allows you to categorize your question, whether it is related to academics, technology, billing, or other.

# Academic Integrity

By signing the enrollment agreement, students sign the following Identity and Academic Integrity Statements:

Identity:

I verify that I am who I am presenting I am, and that I, and I alone will conduct all required coursework for which I am responsible for any course in which I enroll at Newlane.

Academic Integrity:

I affirm my commitment to the standards of academic integrity in the Newlane community. I will be honest and truthful and will strive for personal and platform integrity at Newlane -- that I will be honest in my purported identity and I pledge to uphold the integrity of the platform so that it can be trusted to validate mastery by the individuals purporting to have mastered learning content. I recognize that in submitting any project, taking any test, quiz, or exam of any kind at Newlane, I am implicitly affirming this pledge: "On my honor I have neither given nor received unauthorized aid on this academic work, nor am I aware of others doing so."

Newlane is committed to being a reliable, trusted worldwide resource and platform for verifying mastery of learning objectives. In order to maintain this trust requires the shared commitment of all community members to academic integrity. By this we mean that every community member is honest in their presented identity, and every community member completes their work and presents their work for other members of the community (e.g. a student turns in an assignment to be reviewed by an expert) without unauthorized aid.

In our commitment for academic integrity, we celebrate that it is better to not yet know a subject well, than to feign mastery of a subject prematurely. At Newlane, there is no downside to not yet having mastered one or more learning objective. It is a simple judgment by an expert, who is also a resource to help community members identify pathways for mastery. This idea is captured in a tenet from our manifesto:

Education should not be competitive or judged by other students' achievements. Students should only be assessed on whether they have mastered the stated objective or 'not yet'. Removing competition decreases the incentive for cheating or cutting corners.

## Examinations procedures

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In computer-scored exams, students are welcome to use any notes they have taken. Students can also re-take a course exam as many times as they need. But they also should note that the final step to passing a course is an oral exam ("Course Hearing") with a professor.

Students may also use notes in their Course Hearings--knowing where to find answers is as important, and likely a better long-term skill than being able to provide answers quickly with no reference material. Regardless of whether a student uses notes or not, the professor will work to ask open-ended questions, and follow up questions or prompts to ensure that the student has mastered the course goals and objectives, and not just gathered notes or memorized responses on the course without understanding or mastering the content.

## Using AI

Newlane University is committed to expanding access to quality education and supporting students in their academic growth. Preparing students today means helping them develop a solid foundation of knowledge, guiding them on how to think independently and adaptively, and teaching them how to use powerful tools—such as generative technologies based on large language models (commonly referred to as "AI")—with integrity and purpose. When used well, AI can enhance learning and improve efficiency; misused, it can undermine the educational experience. That's why Newlane provides resources and guidance to help students use AI effectively and ethically.

To this end, Newlane has taken the following concrete steps:

- Incorporated AI instruction into multiple courses, including a dedicated module on using AI as a learning tool.
- Shared resources to support responsible and effective student use of AI.
- Established protocols for faculty to address and effectively redirect potential misuses of

AI in student work.

- Required students to disclose if and how AI was used in their project submissions.

While AI has the potential to dramatically enhance efficiency and feedback across a wide range of domains in education, Newlane remains committed to direct faculty-student interaction as the foundation of academic development and the culmination of assessment. Newlane faculty serve as knowledgeable facilitators of learning and qualified assessors of mastery. We believe Newlane's Course Hearing framework is the best current standard that can be implemented at scale for meaningful assessment of student mastery at the college level in an environment where AI is readily accessible.

As AI continues to evolve, we remain dedicated to its responsible and ethical integration. In doing so, our aim is always to support our students' educational development. See our [AI and Academic Integrity Resource Page](#) for more information about how Newlane has implemented resources to help students effectively and ethically use AI in their academic and professional development.

In the description of each course project, we include language that the course project will also play an important role in the Course Hearing. It's an added value to have a professor engage with students about their project in the Course Hearing in addition to the project review. To highlight this fact, we're adding the following goal related to the project to every course:

- Demonstrate authoritative knowledge of the course project.

Transparency about AI use in Projects:

When students submit projects, they identify if and how AI was used, using the following checklist:

No AI Used

I completed this project entirely without AI. All work is my own, with no AI assistance at any stage.

AI for Brainstorming Only

I used AI to generate ideas, outlines, or structure, but did not include any AI-generated content in my final submission.

AI for Editing Only

I used AI to improve clarity and quality of my own writing. No new content was created using AI.

AI-Enhanced with Original Included

I used AI to revise or expand on my original work. I can answer authoritatively and independently about any part of this submission.

AI as Co-Pilot

I used AI collaboratively to enhance creativity and meet the project goals. AI was integrated as a supportive tool throughout. I can answer authoritatively and independently about any part of this submission.

100% AI Use

I used AI freely throughout the assessment and did not track or distinguish AI-generated content from my own. I likely cannot answer authoritatively about some or all of the submission. (Not allowed)

We hope these resources can be encouraging and helpful and valuable for your education.

## Grading policies

All Newlane University degree programs are competency-based. This means that passing a course is just a matter of demonstrating that you have mastered all the course goals and objectives (or intended learning outcomes), and is not tied to time in the course, or any other factor. In order to pass a course, students must demonstrate mastery of all course goals and objectives as determined by a course professor by completing a course project, a computer-scored exam and a course hearing—the course hearing is an oral exam with an expert in a video conference through the Newlane platform.

When a student submits a project, Newlane provides prompt, fair, and consistent feedback, including whether the project is approved or not yet, and whether a student has passed a course or not.

Prompt: When a student submits a project, a Newlane course professor (note: all faculty members eligible to review a project or host a course hearing hold an advanced degree in a relevant field for the course) confirms with the student within two business days that they (the faculty member) agree to review it and they inform the student when they (the student) can expect to receive feedback (within one week).

When a student participates in a course hearing, the hosting course professor provides feedback at the end of the hearing, including whether the student has passed the course or not yet.

Fair and Consistent: In order to assess fairly and consistently, Newlane faculty use rubrics in evaluating course projects and student mastery in course hearings. In order for a student's project to be approved, the course professor must determine that the project fulfills all the rubric criteria for the project. In order for a student to pass a course hearing, the course professor must determine that the student has mastered all the course goals and objectives (the course hearing rubric and script make it straightforward for the course professor to make this determination).

If the course professor determines that the student has mastered all course goals and objectives, they select “APPROVE” the student for demonstrating full mastery of the course goals and objectives, or in other words, they approve the student for passing the course. The student’s educational record for that course is updated to PASS: FULL MASTERY. If the course professor determines that the student has not yet mastered all course goals and objectives, they select “NOT YET”, and the student’s record for that course remains as not passed.

Newlane does not provide letter grades, but rather rigorously verifies and documents student mastery of all course goals and objectives before approving a student to pass a course. Course extensions and Incomplete grades: Since Newlane courses are self-paced, there is no timeline or due date for assignment submissions, or for scheduling or completing course hearings (outside of satisfactory academic progress quantitative standard related to time to graduate). This means that there are no course extensions, or incomplete grades offered through Newlane.

## Graduation requirements

In order to graduate, students must complete all the graduation requirements, which are:

- Sign an Enrollment agreement
- Complete all required coursework.
- Complete the Intent to Graduate form
- Complete a Degree Hearing
- Satisfy tuition payment requirement

## Student record retention

Newlane retains electronic educational records of all students ever enrolled at Newlane on our servers, indefinitely. Eligible students can access them at any time. Students may also authorize access to other persons, parties, or agents.

## Policies

### Student Privacy, Confidentiality FERPA and GDPR Policy

Newlane affirms that it protects student data, including student educational and administrative records and student “Personally identifiable information” (“PII”) by design. Newlane University is committed to protecting your privacy in accordance with this privacy policy, which applies to the Newlane University website, the Newlane University application or platform (i.e., the Newlane

University learning management system and mastery-verification system), its related websites, and content therein (collectively: "Website") as well as the services available through this Website ("Services"), and governs collection of personally identifiable information through the website.

PLEASE READ THIS PRIVACY POLICY CAREFULLY. By using the website, you give your consent to Newlane University's data practices and understand that all personally identifiable information that you submit may be processed by Newlane University in the manner and for the purposes described herein.

If you do not agree to the terms and conditions set forth herein, do not use the website.

### Collection of Personal Information

To apply for admission to Newlane University ("Newlane", or the "University"), you must submit personally identifiable information to the Newlane website ("Website"). "Personally identifiable information" ("PII") refers to data that allows Newlane University to identify you, such as your name, mailing address, telephone number, date and country of birth, your image from government-issued identification, government-issued identification number, e-mail address, and other personal information.

If you submit personally identifiable information through any of Newlane's Communications Services (as described in the University's [Terms of Use](#)), that information may be collected and used in accordance with this Privacy Policy.

### Information and How We Use It

By submitting your PII to the Website, you understand and agree that Newlane may collect, use, transfer, and disclose your personally identifiable information as described in this Privacy Policy. The Website may collect, process and use the data which includes PII, the legal basis of which is your consent, which you give when you use the Services. Types of PII that may be used include the following, without limitation:

- We may process data about your use of our Website and Services ("User Data"). User Data may include your IP address, location, type of browser and version, operating system, referral source, visit length, page views and website navigation paths, as well as information about the frequency and timing of your use of the Service. The source of the User Data is an analytics tracking system. User Data may be processed for the purposes of analyzing the use of the Website and Services, operating our Website, improving and customizing the Services, ensuring the security of our Services, maintaining back-ups of our databases and communicating with you.
- When registering or inquiring on our Website you may be asked to enter your name, email address, mailing address, telephone number, email address, date of birth, or other details ("Entered Data"). You are the source of such account data, and such data may be processed for the purposes of operating the Website, providing the Services, ensuring the security of the Website and Services, maintaining back-ups of our databases and

communicating with you. Newlane will use your Entered Data for internal purposes including, but not limited to, academic and financial advising, record-keeping and tracking.

- We may process information contained in any enquiry you submit to us regarding Services (“Enquiry Data”).
- We may process information that you provide to us for the purpose of subscribing to our email notifications, offering you services, or promotions which may interest you (“Notification Data”). The Notification Data may be processed for the purposes of sending you relevant Notification Data.
- We may process information contained in or relating to any communication that you send to us (“Correspondence Data”), for example, when you sign up for our newsletter or respond to a survey or marketing communication. The Correspondence Data may include communication content and/or metadata associated with such communication. The Correspondence Data may be processed for communicating with you and record keeping.
- We may process any of the types of data described in this Privacy Policy if we are required to do so by court-order, any legal obligation to which we are subject, or when necessary, for the establishment, exercise or defense of legal claims. The legal basis for this processing is our legitimate interests, namely of the Website’s legal rights, your legal rights and the legal rights of others.
- Please do not supply any other person’s PII to us without the specific and explicit consent of all parties, including the owner of such PII.

#### International transfers of your PII

In this Section, we provide information about the circumstances in which your PII may be transferred to countries inside and outside the European Economic Area (“EEA”).

You acknowledge that PII submitted by you for publication through the Services may be available around the world via the internet. We cannot prevent the use or misuse of published PII by others once you submit it for publication, nor are we liable for such third-party use or misuse.

Such use may involve transfer of personally identifiable information to servers located outside the country from which you access the Website.

We have facilities in The United States. “Adequacy decisions” of the European Commission have been made with respect to the data protection laws of the United States.

#### Adherence to the General Data Protection Regulation (GDPR) of 2018

Transfers to countries inside and outside the EEA will be protected by appropriate safeguards, namely the provisions of applicable law which relate to the protection of individuals with regards

to the processing of PII to which a party may be subject including, without limitation, the General Data Protection Regulation 2018 (GDPR).

The hosting facilities for our Website are situated in The United States and Europe. The European Commission has made an “adequacy decision” with respect to the data protection laws of each of these countries. If you have opted-in and knowingly subscribe to our newsletter or other forms of correspondence, we may also use your information to inform you of new services Newlane will be providing, inform you of scholarship applications and academic programs, and send you requested information and promotional materials for marketing purposes and research.

#### SMS Communications and Consent

By providing your phone number and opting in, you consent to receive SMS messages from Newlane University related to your enrollment, programs, updates, or promotional content. Message and data rates may apply.

- You may opt out at any time by replying STOP to any message you receive.
- For help, reply HELP or contact us at [contact@newlane.edu](mailto:contact@newlane.edu)

#### Collection and Use of Non-Personal Information

The University automatically collects non-personal information about your computer hardware and software for the purpose of improving the administration and content of the Website, facilitating use of the University’s Website by its users, and to properly diagnose server problems and other issues.

The University may contract with third party providers to assist in better understanding visitors to the Website. Third party providers are prohibited from using any information they collect on behalf of Newlane for any purpose other than helping the University conduct and improve its services to you.

#### Information Sharing

The University does not sell, rent or lease your personally identifiable information to third parties without your prior written consent. Personally identifiable information collected in connection with applications for admission may, however, be collected by a third-party service provider that hosts the Website, and that information is released to application reviewers who may include University employees, contractors, volunteers and other parties. These individuals are prohibited from using your personally identifiable information except in connection with Newlane services and any other products and/or services you have requested, and they are required to maintain the confidentiality of your information.

Newlane may disclose your personally identifiable information, without notice, (i) if required to do so by law, or (ii) in the good faith belief that disclosure is necessary to protect or defend the rights, system, network, property or personal safety of the University, its personnel or its

students. Newlane may disclose your personally identifiable information, with prior notice, subject to your consent, to a potential or actual partner or buyer in connection with a merger, acquisition, or any form of sale of some or all of the University's assets.

The University requires opt-in consent (meaning, your express permission) to share any sensitive personally identifiable information, such as medical information or information concerning race or ethnicity, political or religious beliefs, and sexuality.

## Your Rights

In this Section, we have done our best to summarize the rights that you have under data protection law. These are complex, and not all of the details have been included herein. In light of this, you should read the relevant laws and guidance from the regulatory authorities for a full explanation of these rights.

Your principal rights under data protection law are:

- the right to access;
- the right to rectification;
- the right to erasure;
- the right to restrict processing;
- the right to object to processing;
- the right to data portability;
- the right to complain to a supervisory authority; and
- the right to withdraw consent.

You have the right to confirmation as to whether or not we process your personal data and, where we do, access to the personal data, together with certain additional information. That additional information includes details of the purposes of the processing, the categories of personal data concerned and the recipients of the personal data. Providing the rights and freedoms of others are not affected, we will supply to you a copy of your personal data.

You have the right to have any inaccurate personal data about you rectified and, taking into account the purposes of the processing, to have any incomplete personal data about you completed. Newlane will also correct, amend or delete any personal information that is inaccurate and notify any third-party recipients of the necessary changes. Newlane may decline to process requests that are unreasonably repetitive or systematic, require disproportionate technical effort, jeopardize the privacy of others, are extremely impractical, or for which access is not otherwise required by local law or GDPR.

In some circumstances you have the right to the erasure of your personal data [by providing adequate evidence attesting to your identity] without undue delay. Those circumstances include: the personal data is no longer necessary in relation to the purposes for which they were collected or otherwise processed; you withdraw consent to consent-based processing; the processing is for direct marketing purposes; and the personal data have been unlawfully

processed. There are certain general exclusions of the right to erasure. Those general exclusions include where processing is necessary: [for exercising the right of freedom of expression and information; for compliance with a legal obligation; or for the establishment, exercise or defense of legal claims].

In some circumstances you have the right to restrict the processing of your personal data. Those circumstances are: you contest the accuracy of the personal data; processing is unlawful but you oppose erasure; we no longer need the personal data for the purposes of our processing, but you require personal data for the establishment, exercise or defense of legal claims; and you have objected to processing, pending the verification of that objection. Where processing has been restricted on this basis, we may continue to store your personal data. However, we will only otherwise process it: with your consent; for the establishment, exercise or defense of legal claims; for the protection of the rights of another natural or legal person; or for reasons of important public interest.

You have the right to object to our processing of your personal data on grounds relating to your particular situation, but only to the extent that the legal basis for the processing is that the processing is necessary for: the performance of a task carried out in the public interest or in the exercise of any official authority vested in us; or the purposes of the legitimate interests pursued by us or by a third party. If you make such an objection, we will cease to process the personal information unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defense of legal claims.

To the extent that the legal basis for our processing of your personal data is consent, and such processing is carried out by automated means, you have the right to receive your personal data from us in a structured, commonly used and machine-readable format. However, this right does not apply where it would adversely affect the rights and freedoms of others.

If you consider that our processing of your personal information infringes data protection laws, you have a legal right to file a complaint with a supervisory authority responsible for data protection. You may do so in the EU member state of your habitual residence, your place of work or the place of the alleged infringement.

To the extent that the legal basis for our processing of your personal information is consent, you have the right to withdraw that consent at any time. Withdrawal will not affect the lawfulness of processing before the withdrawal.

You may exercise any of your rights in relation to your personal data by written notice (including email) to us in addition to the other methods specified in this Section 5.

#### Opt-in

When you provide us with PII for a secondary reason, like marketing or other secondary reasons which we will convey to you from time to time if applicable, we will ask for your consent.

After you opt-in, you may withdraw your consent anytime, by contacting us at [contact@newlane.edu](mailto:contact@newlane.edu).

### Security of your Personal Information

The University maintains reasonable measures to protect your personally identifiable information from unauthorized access, use or disclosure. The University stores the personally identifiable information you provide on computer servers in a controlled environment that has implemented protections against unauthorized access, use or disclosure. Newlane has implemented procedures to safeguard the integrity of its information technology assets, including, but not limited to, authentication, monitoring, auditing, and encryption. These security procedures have been integrated into the design, implementation, and day-to-day operations of the Website as part of University's continuing commitment to the security of electronic content as well as the electronic transmission of information.

For website security purposes and to maintain the availability of the Website for all users, the University employs software to monitor traffic and identify unauthorized attempts to upload or change information or otherwise damage the Website. When personally identifiable information (such as a credit card number) is transmitted to other websites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

The University, however, cannot guarantee that unauthorized third parties will never be able to defeat the measures described in this section or use your personally identifiable information for improper purposes. Nothing in this Privacy Policy or in the University's [Terms of Use](#) shall be deemed a guarantee, contract, or warranty of any kind, whether express or implied, regarding the security of your personally identifiable information.

### Adherence to The Family Educational Rights and Privacy Act (FERPA) of 1974

The Family Educational Rights and Privacy Act (FERPA) of 1974 was designed to protect the privacy of educational records, establish the rights of students to inspect and review their educational records, and provide guidelines for the correction of inaccurate or misleading information through informal and formal hearings. While FERPA does not apply to the University, since it is not a federally-funded institution, the University nonetheless strives to meet FERPA's provisions to the extent reasonably feasible.

The University will not disclose a student's educational record without obtaining the student's prior written consent, except that a student's educational record may be disclosed (i) to other school officials, including teachers with a legitimate educational interest and contractors, consultants, volunteers, or other parties to whom Newlane has outsourced educational or institutional services or functions; (ii) to parents of a dependent student, as defined in section 152 of the Internal Revenue Code of 1986; (iii) to accrediting organizations; (iv) in compliance with a judicial order or lawfully issued subpoena; or (v) for any other reason permitted under 34 CFR § 99.31.

The University depends on the accuracy of the records submitted by its students. False information on an application, or any other act to intentionally mislead or misinform instructional personnel or administrators, is grounds for disciplinary action, including dismissal from the University. Students seeking access or amendment of their educational records should contact the Office of Student Services at [contact@newlaneuniversity.com](mailto:contact@newlaneuniversity.com)

### Children's Online Privacy Protection Act

Although neither this website nor any of the University's services are intended for children under 13 years of age, the University complies with the Children's Online Privacy Protection Act of 1998 ("COPPA") and does not knowingly collect any personal information online from children under the age of 13.

### Use of Cookies

The Newlane Website may use "cookies", subject to your consent if you are a resident of the European Union or are subject to GDPR, to help you personalize your online experience. A cookie is a small data file that is placed on your hard disk by a web page server. The purpose of a cookie is to tell the web server that you have returned to a specific page. For example, if you personalize Website pages, or apply for admission to Newlane, a cookie helps the University recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as your name and mailing address. When you return to the Website, the information you previously provided can be retrieved, so you can more easily benefit from the Newlane features.

Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

By using the Website, its related websites and other services, you hereby agree to the use of cookies as described herein. Note that most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the Website.

### Google Analytics

The University uses Google Analytics to collect information about use of the Website. The University uses the data it receives from Google Analytics to improve the Website, and does not combine the IP address collected by Google Analytics with your name or other identifying information that you may enter on the Website. Newlane cannot control Google's use of the information it gathers; however, Google's right to use and share information collected by Google Analytics about your visits to the Newlane Website is restricted by the Google Analytics [Terms of Use](#) and the Google [Privacy Policy](#). You can prevent Google Analytics from recognizing you on return visits to this site by deleting its cookie or disabling cookies on your browser.

### Your California Privacy Rights and Do Not Track Notices

California Civil Code Section 1798.83 permits customers of a company who are California residents to request certain information regarding its disclosure of personally identifiable information to third parties for their direct marketing purposes. To make such a request, please send an email to [contact@newlane.edu](mailto:contact@newlane.edu). Please note that the University is only required to respond to one request per customer each year.

Note that the University does not respond to “Do Not Track” signals.

### The Newlane Learning Platform

All of the University’s courses, course hearings, assignments, course exams, the counseling services, and student and faculty forums are conducted through the Newlane learning and mastery-verification platform, an open source learning platform.

No one outside the Newlane community is permitted to access the Newlane learning and mastery-verification platform. However, the Newlane site administrators have access to nearly everything in the system and certain private information is also accessible by other Newlane students, faculty and staff:

1. Newlane profile page. Every Newlane student has a profile page which contains their first and last name, Student ID number, email address (optional), profile picture (optional) and description (optional). Student first and last name is visible to all students, faculty and staff. Newlane profile pages are NOT available to the general public.
2. Newlane discussion forums. Anything posted in a discussion forum is visible to the instructor and to all students in that course. Your posts will include your full name and profile picture if you have chosen to upload it to the system.
3. Private messaging system. Only the sender and receiver can view the content of messages sent through the Newlane messaging system.

If you withdraw from the University, your account will be disabled and will no longer be visible to students and instructors. Old and inactive accounts are usually deleted after four years of nonuse.

### Third Party Websites, Cookies and Privacy Policies

Certain pages of the Website may contain links to websites that are not controlled by the University. Third-party cookies may be set by websites such as YouTube, Google Plus and other social media outlets or websites for which Newlane may implement plugins. Newlane may permit other companies to place cookies and use cookies according to the university policies and in accordance with this Privacy Policy.

### Third-party Providers

In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us. However, certain third-party service providers, such as payment gateways and other payment

transaction processors, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions.

For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers. In particular, remember that certain providers may be located in or have facilities that are located in a different jurisdiction than either you or us. So, if you elect to proceed with a transaction that involves the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located. For example, if you are located in Canada and your transaction is processed by a payment gateway located in the United States, then your PII used in completing that transaction may be subject to disclosure under United States legislation, including the Patriot Act.

Once you leave our Website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our Website's Terms of Service.

### Third-party Links

Occasionally, at our discretion, we may include or offer third-party products or Services on our Website. These third-party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

### Age of Consent

By using this site, you represent that you are at least the age of majority in your state, province or country of residence, or that you are the age of majority in your state, province or country of residence and you have given us your consent to allow any of your minor dependents to use this site.

### Retaining and Deleting PII

This Section 4 sets out our data retention policies and procedures, which are designed to help ensure that we comply with our legal obligations in relation to the retention and deletion of personal data.

We will retain and delete your personal data as follows:

PII will be retained for 25 years following the point of first contact with the University at the end of which period it will be deleted from our systems.

Notwithstanding the other provisions of this Privacy Policy, we may retain your PII where such retention is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.

Third-party cookies are not governed by this Privacy Policy. The University does not control and is not responsible for the privacy policies or other content on websites other than the Website,

including websites linked to from the Website, or for the use of personally identifiable information that you may submit to any of those websites. The University encourages you to review the privacy policies of those third-party websites directly so that you can understand how those websites collect, use and share your information.

### Changes to this Policy

This Privacy Policy may be updated from time to time. Modifications will be denoted by the “updated” notice at the top of this page. Your submission of personally identifiable information to the Website following the posting of any changes to this Privacy Policy constitutes acceptance of those changes. The University encourages you to periodically review this Privacy Policy to be informed of its policies respecting your personally identifiable information. By continuing to access the Website after notice of modifications have been published, you signify your agreement to be bound by the updated terms.

### Compliance with this Policy

The University regularly reviews its compliance with this Privacy Policy. If you have any questions regarding this Privacy Policy, or believe that the University has not adhered to any of its terms, please contact the University at [contact@newlane.edu](mailto:contact@newlane.edu).

## Nondiscrimination Policy

Newlane University welcomes any student who meets our [admissions criteria](#).

We are committed to a university environment that supports, inspires, and respects all individuals and in which passing courses and completing programs are merit-based and applied without discrimination on the basis of race, color, religion, sex (including pregnancy and gender identity), sexual orientation, political affiliation, marital status, age, disability, national or ethnic origin, military service status, citizenship, or other protected characteristic.

Newlane condemns and will not tolerate any conduct calculated to intimidate, harass, or otherwise discriminate against any student on the grounds listed above. Any student who feels that their rights have been violated under this policy should inform Newlane by writing to [contact@newlane.edu](mailto:contact@newlane.edu), or another member of the leadership team and can complete the applicable form (optional).

## Accommodations for Students with Disabilities

Newlane University provides reasonable accommodations in the form of reasonable modifications to policies, practices, or procedures in order to make its services, programs, and activities accessible to qualified individuals with disabilities unless the modification would fundamentally alter the nature of a university service, program, or activity. Once approved,

Newlane strives to make these accommodations and adjustments in a timely manner and on an individualized and flexible basis.

Individual students, staff, and faculty members are responsible for identifying themselves as an individual with a disability when seeking an accommodation or, specifically in the case of students, a modification to an academic program. Individual students, staff, and faculty members are also responsible for documenting their disability (from an appropriately licensed professional) and demonstrating how the disability limits their ability to complete the essential functions of their job or limits the student's participation in services, programs, or activities of the university. Medical documentation will be kept confidential.

Students, staff, and faculty members must maintain institutional standards of performance.

### Procedures

The standard procedures for accommodations requests allow for an interactive process whereby the following occur:

- A [request for accommodation](#) is made; (students can also make a request through email, by phone, or video conference or mail)
- The appropriate documentation is provided to support the disability and the requested accommodation; and
- A reasonable accommodation is made, if appropriate, in a timely manner.
- More detailed procedural steps based on the role of the individual seeking the accommodation are below.

To request an accommodation under the ADA, students must [file an application](#), or inquire to the Director of Accommodations Services for Students with Disabilities (henceforth 'the Director'). The Director can be reached at: [accessibility@newlane.edu](mailto:accessibility@newlane.edu). Requests for accommodations should be made far enough in advance to allow staff adequate time to coordinate needed services. Generally, it is best to request needed services before a student begins a course or as soon as a disability becomes known.

Students must provide documentation of their disability and how it limits their participation in the university's services, programs, or activities. Documentation of the disability should be timely and from appropriate professionals licensed to diagnose the type of disability the student has. Medical documentation will be retained by only the office serving students with disabilities and will be kept confidential.

The Director makes the determination of whether the student is eligible for accommodations under the ADA. The Director and the student will then discuss what assistance is needed and, if requested, will provide information to relevant faculty members, information technology and student support personnel, and/or the academic unit indicating the nature of the accommodation required. Common examples of reasonable academic adjustments include but are not limited to alternative assignments, supplementary instructional resources, etc.

Nothing in these accommodations may require an academic unit to make changes that would fundamentally alter the nature of its academic program.

Students are responsible for notifying the Director if reasonable accommodations are not implemented in an effective and timely way. To request an academic program modification under the ADA, students must file an application with the Director and the application must be accompanied by documentation of their disability.

Documentation of the disability should be timely and from appropriate professionals licensed to diagnose the type of disability the student has. If the student is already receiving accommodations, the student may, but is not required to submit additional documentation in support of the request for an academic program modification. The Director may also request additional documentation if prior documentation does not adequately address the requested academic program modification.

The Director will forward the request and any other relevant information developed by that office to the appropriate official(s) in the academic unit and will serve as a resource as the unit makes its determination as to whether the requested academic program modification constitutes a fundamental alteration to the program. In addition to serving as a resource for the academic unit, the Director will support the interactive process by facilitating requests for additional information and updates, if any, between the academic unit and the student. This process will be undertaken by using reasoned deliberation and will include a diligent assessment of available options. Nothing in these procedures requires an academic unit to make a program modification that would fundamentally alter the nature of its academic program.

The Director will fully document in the student's file the date of the request for program modifications, the nature of each request and any supporting documentation, the reason(s) for any denials, and the interactive process that occurred between the university and the student.

The academic unit will consider whether the requested program modification constitutes a fundamental alteration to the academic program, which includes lowering its academic standards or compromising the rigor of the program.

The appropriate official in the academic program will notify the student in writing that the request for an academic program modification has been approved or denied in a timely manner and, if denied, the reason(s) for the denial. Timely manner means that once a request is made, Newlane will let the student know within one week whether the request is approved or denied. If a request is approved, a "reasonable" solution will be proposed within one week of the approval. The student may appeal a denial of a request for an academic program modification to the Newlane Educational Records and Student Experience Committee no later than ten calendar days after the date of the denial. The Educational Records and Student Experience Committee will make a determination on the appeal within ten calendar days of receipt of the appeal and

will communicate that determination in writing to the student. The Educational Records and Student Experience Committee's decision is final.

For information about what evidence to include in an Accommodations Request, see [Newlane's accommodations page](#).

## Sexual Harassment

Newlane complies with Title IX of the Education Amendments of 1972 of the document entitled "Sexual Harassment Guidance" provided by the Office for Civil Rights.

## Copyright

Newlane follows the copyright law of the United States which prohibits the making or reproduction of copyrighted material except under certain specified conditions. Acts of copyright infringement include, but are not limited to, misusing copyrighted material in one's coursework and misusing material for which the institution owns the copyright (i.e., web site materials, course materials, publications, etc.)

## Newlane Transfer Credit Policy

Newlane University accepts credits from accredited postsecondary institutions to be applied toward a degree program, with the following restrictions:

- Enrollment: Students must be enrolled in a Newlane program to qualify for transfer credit.
- Official transcripts: Only official transcripts, sent directly from the issuing institution, are considered for possible transfer credit.
- Maximum Transfer Credits: Students may transfer up to 75% of the credits required for their degree.
- Major Credit Limit: A maximum of 25% of the required major credits may be transfer credits.
- Official Translations: Credits originating from an institution outside of the United States must be in English or accompanied by an official translation from a National Association of Credential Evaluation Services (NACES) member agency.
- Accreditation: Credits from an institution that is no longer operational or accredited will only be considered if the institution was accredited at the time the credits were earned.
- Capstone Projects: Transfer credits are not accepted for Capstone Projects.
- Transcript Notation: Accepted transfer credits are documented as "Transfer Credit(s)" or "TR" on the student's Newlane transcript.

### Transfer Credit Guidelines

- Eligibility: Credits must be issued from an accredited institution listed by the Council for Higher Education Accreditation (CHEA) or the U.S. Department of Education. Institutions outside the United States must hold similar accreditation for the credits to be eligible for transfer consideration. Courses designated as Approved Quality Curriculum (AQC) or American Council on Education (ACE) recommended may also be considered for credit.
- Documentation: Students must provide official transcripts for evaluation sent directly to Newlane from the issuing institution. In rare cases, exceptions may be made when obtaining official transcripts is deemed impossible, or unduly burdensome.
- Grade Minimums: Only courses with a grade of “C-” (or institutionally comparable) or higher are eligible for transfer. Pass/Fail courses, or courses that were awarded credit with no numerical or alphabetical grade may be considered for transfer. Such decisions are determined on a case-by-case basis.
- Curriculum Match: Credits are evaluated based on their alignment with Newlane’s curriculum. Courses with no direct equivalent may still be considered for elective credit or as satisfying one or more credits within a general education or major category.
- 2/3 Rule: Transfer courses must meet at least two-thirds of the instructional hours of the corresponding Newlane course. If the transferring institution does not use a semester-hour credit system, the reviewer will determine the awardable semester credit hours using available conventional credit conversions. However, the transfer credits must still meet the 2/3 threshold.
- Transfer Credit Appeal: To appeal an official transfer credit evaluation, students can contact Newlane University’s transcript evaluation team at [transcripts@newlane.edu](mailto:transcripts@newlane.edu). Once a formal appealed decision has been rendered, the decision is final.

### Credit for Prior Learning (CPL)

Newlane University evaluates non-traditional learning experiences for potential college credit. Official documentation is required for consideration. Recognized CPL options include:

- Credit by Examination: Nationally recognized exams (e.g., College Board’s Advanced Placement (AP), and College-Level Examination Program (CLEP), and Defense Activity for Non-Traditional Education Support Subject Standardized Tests (DSST/DANTES)).
- Industry Certifications: Credit may be granted for industry-recognized certifications following a review to determine their alignment with academic program requirements.
- Formal Non-accredited Training: Vocational or technical training, military service programs, and in-service workplace training may qualify for credit following a review to determine their alignment with academic standards.
- Continuing Education Units (CEUs): CEUs may qualify for transfer credit following a review to determine if they meet academic standards, and the awarding institution is accredited.

### Requesting Credit Evaluation

Students are responsible for requesting transfer credit evaluation. Students interested in transferring credits or applying for CPL should:

- Request official transcripts be submitted to Newlane directly from the issuing institution(s).
- For CPL, request official relevant documentation, such as certificates, transcripts, or examination scores.
- Official transcripts and/or other official relevant documentation should be sent to: [transcripts@newlane.edu](mailto:transcripts@newlane.edu). If the issuing institution is unable to send transcripts to an email address, they may alternatively send official physical copies to:

Newlane University Attn: Transcripts  
3450 Triumph Blvd. Suite 102 Room 130  
Lehi, UT 84043

For assistance, students can contact Newlane University's transcript evaluation team at [transcripts@newlane.edu](mailto:transcripts@newlane.edu).

## Academic and Non-Academic Dismissal Policies

Enrolled Newlane students may be dismissed for failing to make satisfactory academic progress. We follow [our policy for satisfactory academic progress](#). Students may also be dismissed for repeatedly violating our [Academic Integrity Policy](#).

## Satisfactory Progress Policy

Newlane University monitors students' progress through the associate and bachelor's degree program in accordance with its Satisfactory Academic Progress (SAP) policy. This policy applies to all students and is not affected or altered by accepted transfer credits. Courses taken as part of the introduction sequence are considered in SAP calculations.

To maintain Satisfactory Academic Progress (SAP), students must meet the following standards:

1. Qualitative Standard: Mastering Course Goals and Objectives

Students must demonstrate mastery of course goals and objectives for each course attempted, in accordance with the University grading policy. Students must demonstrate clear, accurate, thorough, and detailed mastery of course goals and objectives by earning a Pass: Full Mastery.

2. Quantitative Standard: Progress Pace

Students must complete at least 12 semester credit hours per year (minimum 3 semester credit hours per quarter) and must complete their degree program within a maximum of six years from their enrollment date.\*

\*This maximum time frame is applicable to both the Associate of Arts in General Studies (60 semester credit hours) and Bachelor of Arts in Philosophy (60 semester credit hours, degree completion only). Students enrolling in the bachelor's degree program must have already earned an associate degree from an appropriately accredited institution or request transfer of 60 semester credit hours.

### SAP Monitoring

The Student Support Director monitors satisfactory academic progress and informs students of their progress status monthly by email.

- Students who complete at least one 3 semester credit hour course per quarter and remain on pace to complete their program in a maximum of six years are in good standing.
- Students who do not complete at least one 3 semester credit hour course per quarter are subject to Academic Warning unless they request and receive approval for a Leave of Absence.
- Students who have not met annual completion pace requirements for any enrollment year (completion of less than 12 semester credit hours) are subject to the following:

#### *Academic Warning*

Students who do not complete 12 semester credit hours annually (a minimum of one 3-semester credit hour course per quarter) based on monthly monitoring or failed to complete 12 semester credit hours in the prior year but are still on pace to graduate within six years are subject to Academic Warning. Students receive an email notifying them that they are not on pace to meet annual completion pace requirements and receive recommended support options (see below). Monthly, students who are not making progress receive escalating warnings and support recommendations. Monthly Academic Warning notifications provide an early warning mechanism to inform students of their SAP and are not appealable. Students remain on Academic Warning status until they regain satisfactory progress. If students do not return to good standing after one year on Academic Warning, they are subject to Academic Probation.

#### *Academic Probation*

Students who do not meet satisfactory academic progress requirements at the conclusion of one year (as defined above) are subject to academic probation. Monthly, students receive an email notifying them that they are subject to Academic Probation and receive required support options based on students' needs (see below). Students have six months to return to satisfactory academic progress, or they may be subject to academic dismissal.

Students may appeal an Academic Probation decision if there are extenuating circumstances that affected students' ability to meet SAP standards, which includes personal or family critical illness (both physical and mental), natural disaster impacting the student or family's home, assault, etc. If an appeal is approved, students are placed on Academic Warning for six months.

To appeal, students must complete the [SAP Appeal Form](#), which allows them to explain the extenuating circumstances and submit supporting documentation. The Educational Records and Student Experience Committee reviews all SAP Appeal Forms submitted. This committee considers whether further documentation is needed or whether the justification for the appeal is reasonable. SAP decisions by this committee are final.

### *Academic Dismissal*

Students who do not complete at least one 3 semester credit hour course in a year, have not completed at least 30 semester credit hours in a three-year timeframe, failed to complete their program within six years, or failed to regain SAP during an academic probation period are subject to Academic Dismissal. Students have three months to appeal an Academic Dismissal decision by completing the [SAP Appeal Form](#). If an appeal is approved, students are placed on Academic Probation for six months. Students who are dismissed for not meeting SAP standards, must re-apply and be admitted under the admission requirements and catalog in place at that time. Additionally, students applying for re-admission must also provide a narrative explanation regarding how their circumstances have changed to ensure success in program completion.

### *Academic Support*

Students on Academic Warning are encouraged to take advantage of the following support measures. Students on Academic Probation must participate in the following support measures, as part of an Academic Recovery Plan developed in consultation with their advisor.

1. Guided Courses: Students meet with a professor and counselor once a week for 4-6 weeks to complete the course within one quarter.
2. Accountability Check ins: Students meet once a week for 4-6 or more weeks with a counselor, and during each meeting, report on their progress from the previous week, and commit to taking specific steps toward completing coursework by the following week.
3. Quarterly Counselor Check ins: Students meet with a counselor to discuss and plan to complete their course work in a timely manner. All students who have not participated in a Guided Course or Accountability Check-in during the past three months, or have not passed a course in the past three months, must participate in a Quarterly Counselor Check-in.

I understand and accept Newlane University's qualitative and quantitative standards of satisfactory academic progress, including the mastering course goals and objectives, and the pace and time to graduate criteria. I understand that I must meet BOTH standards to meet satisfactory academic progress. I understand that I can appeal any negative satisfactory academic progress judgments (i.e., Academic Probation or Academic Dismissal), and my appeal will be reviewed by the Educational Records and Student Experience Committee, whose decision is final. [Student initial]

## AGREE TO BE CONTACTED TO HELP MAKE SATISFACTORY ACADEMIC PROGRESS

I understand and agree that once I enroll in a Newlane University degree program, I may be contacted in multiple ways throughout my enrollment to help me make satisfactory academic progress toward completing my degree program. [Student initial]

# Complaint Policies and Procedures

Newlane University is committed to providing a learning environment that champions and exhibits high standards for education, including clear expectations, rigorous verification of mastery of learning goals and objectives, fair and equitable assessment processes, and ethical business practices. The University's complaint/grievance policy addresses scenarios where students or other community members may feel underserved, or that the university is in violation of Utah's Postsecondary Proprietary Schools act, or accreditation standards of the Distance Education Accrediting Commission, or United States federal law, and a clear process for resolution.

Disputes about the outcomes of course project reviews, or course hearings, and similar academic disputes do not fall under the complaint/grievance policy, unless they are complaints of a civil rights nature, including complaints related to discrimination based on age, sex, race, religion, color, ethnic/national origin, disability, sexual orientation, or veteran status. Student allegations of discrimination are grounds for initiating a grievance.

### Procedure:

**Informal Resolution:** Community members, including students, faculty and staff, are encouraged to attempt first to resolve complaints under this policy informally with the individual(s) against whom they have the complaint/grievance. If the grievant is uncertain who the appropriate individual is, they should contact the Chief Academic Officer. This informal resolution step does not require communication or notification of any other Newlane personnel beyond the individual against whom the grievant has the complaint. If the attempt for an informal resolution is unsuccessful, or unsatisfactory, the grievant is encouraged to attempt to resolve the complaint through mediation.

**Mediation:** Only after the complaint has either given reasonable time for the individual against whom they have the complaint to respond to a request for an informal resolution (no less than five working days) or is not satisfied with the response to the request, should the grievant move to this step. At this step, the grievant must contact the Chief Academic Officer and request a mediation. The Chief Academic Officer will discuss the option of mediation with the grievant and

any involved parties. If all involved parties agree to mediation, the University will appoint a mediator to attempt to work with the involved parties to resolve the matter. If, during the mediation, the parties reach a resolution, the mediator will document the resolution and share it by sending an email including the agreed-upon resolution to all parties involved and the Chief Academic Officer.

**Formal Resolution:** If the issue is not resolved through the previous steps, the grievant may elect to initiate the formal complaint process by completing the [Complaint Form](#), updated to reflect the grievant's dissatisfaction with previous resolution attempts, and delivering it to the Chief Academic Officer. The Chief Academic Officer has 10 working days from receipt of the Form to form a Complaint Committee of at least three members total (including the Chief Academic Officer). If the complaint involves a faculty member or staff member or administrator, this committee requests a response to the complaint from the individual in question to be submitted within 5 working days from the time the Complaint Committee is formed.

The Complaint Committee has 10 working days from receipt of the faculty member/administrator response to share a written decision, including any necessary follow up or enforcement actions to be taken, and a timeline for these to take place, with the grievant and the individual(s) against whom the grievant has the complaint. The Complaint Committee may convene an additional faculty panel to advise on this decision.

If, after 10 working days from receipt of the faculty member/administrator response, the Complaint Committee deems it impossible to achieve a satisfactory resolution between the parties, the grievant can choose to close the matter or file a formal complaint. If the grievant is unsatisfied with the Complaint Committee's decision, they can choose to close the matter or file a formal complaint.

If a satisfactory resolution cannot be reached at the institutional level, or a community member wishes to file a complaint, they can file the complaint to:

Utah Division of Consumer Protection  
160 East 300 East, 2nd Floor, Salt Lake City, UT 84111  
801-530-6601 or 1-800-721-SAFE  
[dcp.utah.gov/complaints.html](http://dcp.utah.gov/complaints.html)

UT SARA and DEAC as arbiters for students in other states enrolled under SARA who exhaust Newlane's complaint process and are still not satisfied. (All complaints from Utah students are arbitrated by Utah Division of Consumer Protection.)

UT SARA is the final contact point for complaints about Utah SARA institutions for students located in other states resulting from distance education courses, activities, and operations. As the state portal agency, UT SARA serves as the final decision-maker on SARA-related complaints.

Once a complaint is filed, UT SARA will conduct a review within five business days. If the complaint fits within the SARA jurisdiction, investigation and follow up will take place. If the complaint does not fall under the SARA jurisdiction, it may be referred to another entity for investigation and follow up.

- Complaints covered by the student code of conduct, such as grade grievances or conduct issues – that have not been filed with the institution — will be referred to the institution. Students should follow an [institution's process for filing a complaint](#).
- Complaints relating to fraud, false advertising, or other deceptive practices will be referred to the Utah Division of Consumer Protection:

Utah Division of Consumer Protection  
160 East 300 East, 2nd Floor, Salt Lake City, UT 84111  
801-530-6601 or 1-800-721-SAFE  
[dcp.utah.gov/complaints.html](http://dcp.utah.gov/complaints.html)

Complaints relating to an institution's quality of education may be referred to the UT SARA [institution's accreditor](#).

Distance Education Accrediting Commission (DEAC) | 1101 17th Street NW, Suite 808  
Washington, D.C. 20036 | Phone: 202-234-5100 | Fax: 202-332-1386  
<https://www.deac.org/Student-Center/Complaint-Process.aspx>

## Refunds

### CANCELLATION REQUIREMENTS AND REFUND ELIGIBILITY WITHIN FIRST 30 DAYS

All Newlane University students (whether provisionally-enrolled or matriculated) can cancel their Newlane account at any time. Evidence of a written statement of withdrawal or cancellation via the Newlane Contact form, or via email sent to [ben@newlane.edu](mailto:ben@newlane.edu) or [contact@newlane.edu](mailto:contact@newlane.edu), shall be deemed as meeting the terms of the account cancellation.

All Newlane University students receive a full refund within a thirty-day cooling-off period of their registration, including the \$200 registration fee and initial tuition payment. Evidence of a written statement of withdrawal or cancellation via the Newlane Contact form, or via email sent to [ben@newlane.edu](mailto:ben@newlane.edu) or [contact@newlane.edu](mailto:contact@newlane.edu), within thirty days of the student's registration shall be deemed as meeting the terms of the account cancellation within the cooling-off period.

If a student cancels their account, they can re-apply in the future, but will not receive credit for any past payments. This policy applies to all account cancellations, whether a student withdraws, or is dismissed.

Upon receipt of a cancellation request, Newlane issues all eligible refunds within 30 days.

## NEWLANE REFUND POLICY FOR STUDENTS AFTER 30 DAYS

After 30 days, students may be eligible for a refund depending on how many credits they have completed, minus the registration fee. If a student has completed more than 50% of the credits for a program, they are not eligible for a refund. If a student has completed 50% or fewer of the credits for a program, they are eligible for a refund of a prorated portion of the tuition.

After 30 days from a student's registration, the student's eligibility for a refund, and the refund amount are determined by the student's progress in their degree program according to the Newlane Prorated Refund Policy and detailed in the tables and schedules following (see Program Completion and Refund Eligibility Schedule table for refund calculations and Sample Table of Refunds After 30 Days table for examples). Note, although the BA Philosophy degree consists of 120 credits, students cannot directly enroll in the BA Philosophy program without first completing the AA program, or transferring the equivalent number of credits. This requirement is designed to limit the student's financial liability and time commitment.

### Newlane Prorated Refund Policy (after 30 days from registration)

- If a student has not completed any substantive work (substantive work includes any of the following: submitting a course project; completing a Mid-course hearing or Course hearing) and wishes to cancel, they are eligible for a 100% tuition refund, minus the registration fee.
- If a student has completed some substantive work (substantive work includes any of the following: submitting a course project; completing a Mid-course hearing or Course hearing) up to 10% of the total credits required for their degree program and wishes to cancel, they are eligible for a 90% tuition refund, minus the registration fee.
- If a student has completed more than 10% and up to 25% of the total credits required for their degree program and wishes to cancel, they are eligible for a 75% tuition refund minus the registration fee.
- If a student has completed more than 25% and up to 50% of the total credits required for their degree program and wishes to cancel, they are eligible for a 50% tuition refund minus the registration fee.
- If a student has completed more than 50% of the total credits required for their degree program and wishes to cancel, they are not eligible for a refund.

### Newlane Refund Policy and Transfer Credits

Refunds for students with transfer credits are determined based on the number of remaining credits required for the degree after acceptance of transfer credit, and the number of credits earned through Newlane. Any credits accepted for transfer are excluded from refund calculations. For example, if a student had 30 transfer credits to the Associate degree (which requires 60 credits), they would need to earn an additional 30 credits to complete the degree. If the student earned six credits through Newlane, they would be eligible for a refund correlating to completing 20% of the credits required for the degree (6 earned / 30 remaining credits post-transfer). While the denominator in refund calculations is adjusted to exclude transfer credit, all other facets of the policy apply as stated.

## Library Services

Newlane library services help students access reliable academic learning and instructional resources, and source materials. If you need help with research, or help finding a resource, please email our librarian, Martha Talman: [matalman@gmail.com](mailto:matalman@gmail.com)

## Faculty List:

Learn more about our Faculty and their areas of expertise on the [Newlane Faculty and Staff page](#).

## Student Code of Conduct and Grounds for Dismissal

Newlane is a community of learners committed to maintaining an environment that encourages personal and intellectual growth. It is a community with high standards and high expectations for those who choose to become a part of it, including established rules of conduct intended to foster behaviors that are consistent with a civil and educational setting. Members of the University community are expected to comply with all laws and University policies, conducting themselves in ways that support a scholarly environment, and reinforce the integrity of the platform in rigorously and reliably verifying mastery.

Please note that behavior plausibly meant to deceive another member on the platform about your identity (e.g. having someone else complete your work, or completing someone else's work, or having someone stand in for you in a degree or Course Hearing, or standing in for someone in a degree or Course Hearing), and/or any other behavior plausibly meant to cheat the platform in any assessment or project are grounds for dismissal. Also, inappropriate conduct such as racist, sexist, hate or other inflammatory speech or behavior directed towards Newlane counselors, proctors or experts during assessments or counseling sessions are also grounds for dismissal. Furthermore, those engaging in inappropriate speech (see above) towards other students or counselors, proctors, or experts may be dismissed. To be considered for re-entry, a student will be assigned a panel of three Newlane employees (professors, counselors, and/or proctors) to review the conduct and make a recommendation for re-entry.

## Student Services

Newlane students have access to a range of [support services](#), including instructional support, platform orientation, and [alumni and career services](#)

## Billing and Tuition Payment Information

We want to help you earn your degree, and we don't want the cost to be prohibitive, or to require burdensome student loans. We have worked hard to make sure that earning a college degree doesn't break the bank for our students. Newlane charges a \$1500 tuition per degree regardless of the time it takes, or the number of transfer credits a student brings. Students make an initial payment of \$249 that includes a \$200 registration fee, and a \$49 tuition installment for a total of \$249, and then pay \$39 a month until they reach \$1500 total per degree (including the \$200 registration fee). Once you've paid \$1500, you won't be charged anything else, but you will still have access to the platform until you graduate. Tuition costs do not include books or materials. Most courses don't require additional books or materials, but some may.

A payment plan with no interest: Students enroll in Newlane University by completing a profile, and making a payment. Students pay a monthly installment of \$39 (with an initial \$249 first tuition payment). There is no interest charged on the payment plan. This cost does not include books or supplies, which may cost an additional \$100. This cost is for each degree earned through Newlane; \$1500 for the associate's degree, and \$1500 for the bachelor's degree. In order to enroll in Newlane University's Bachelor degree program, a student must first complete the Associate of Arts degree, or transfer the equivalent number of credits. If you come to Newlane with no prior college credits, the total tuition cost for an associate and bachelor's degree is \$3000.

When you register with Newlane, you agree to pay all monthly charges until you have paid \$1500. If you pay the regular initial installment of \$249, then the regular \$39/month subscription fee, it will take around 3 years to reach \$1500.

A degree with no hidden fees: After you pay the \$249 first tuition payment, you only pay \$39 month until you reach \$1500 for your degree. Though there may be additional costs for books and supplies estimated at \$100 – \$200 per degree, there are no additional administrative or other hidden fees.

A self-paced degree: Because completing courses and degrees at Newlane uses a competency-based approach, and due to platform efficiencies, mastery that students bring to the table, and possibilities for self-paced learning, students may be able to complete all coursework for a degree in faster time frames than is typical in conventional colleges and universities.

## Conclusion

Thank you for taking the time to acquaint yourself with this handbook, and the tools and resources available through Newlane. We hope this handbook helps you make the most of your Newlane experience as you work toward earning your degree and beyond.

We hope this information has been helpful, and hope that you'll return often to this handbook for tips, reassurance, or references. We'll update this handbook as we update our resources to better serve you. Please help us to better help you by participating in surveys and questionnaires about our services when we distribute them.

If you need more information, or would like to speak with a representative, please email Ben: [support@newlane.edu](mailto:support@newlane.edu).

Thank you! And we wish you well on your learning path!

Sincerely,  
The Newlane Team