



Student Handbook

2023

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Message from the CEO

Congratulations for choosing Jala University, and for passing our thorough evaluation to be admitted and earn a scholarship through Fundación del Saber. You are part of the top 2% talent in your region!

There is no other university like ours! Our unique curricula, industry-funded scholarships, job guarantee in the US High-Tech industry, and collaborative teaching method with our Academy and Industry Experts will produce a new type of Software Engineer. You will hold a promising degree, hope for a brighter future, and the ability to actively contribute to the development and transformation of their own families, communities, and countries.

You will have a great learning experience with us, Welcome and enjoy the journey!

Juan Salinas, CEO
Jala University



Mission Statement

To develop the talent of future software engineers through solid academic training, with the economic and practical support of the industry, providing them with hands-on experience in real cases.

Board of Trustees

Name	Office
Jorge Lopes Lafuente	President
Juan Salinas	Vice President and CEO
Cara S. Looper	Vice President
Alfonso Megias	Treasurer
Erin P. Keating	Secretary

Helpful Contact Info:

Student Services: Nataly Daza, StudentServices@jala.university

Registrar: Anne Wade, Anne.Wade@jala.university

Academic Dean: Sandi Delevante, Dean@jala.university

Academic Director: Pablo Ramon Azero Alcocer, DirectorOfEducation@jala.university

Admissions Director: Gabriela Becerra, Admissions@jala.university

Important Education Information

Need Help? Speak to an Academic Advisor

Advisors are available to help with non-academic issues. For academic issues please contact your professor.

Mexico	StudentServicesMexico@jala.university
Brazil	StudentServicesBrazil@jala.university
Bolivia	StudentServicesBolivia@jala.university
Colombia	StudentServicesColombia@jala.university

Academic Terminology

Here are some definitions for terms you may not be familiar with:

Grade Point Average

A grade point average (GPA) is a method of calculating grades, where a letter or number grade is converted into points. A student can earn a maximum of a 4.0 in any one class. Here is an example of how Jala converts grades into GPA.

Grade	Percentages	Quality Points
A	94-100	4.0
A-	90-93	3.7
B+	86-89	3.3
B	83-85	3.0
B-	80-82	2.7

Satisfactory Academic Progress

The student's grade point average (GPA) is calculated at the end of each course. If a student's GPA falls below 2.0 at the end of any course, the student has one grading period to get the GPA up to a 2.0. Students who have consecutive grading periods below a 2.0 may be dismissed. No student can graduate with a GPA below a 2.0.

Leave of Absence

Students may be able to pause their education due to serious events such as Medical emergencies, family emergencies and other exceptional personal circumstances like military duty.

Student Accommodations

If you have had accommodation for a disability-related matter in the past, or are in need of accommodations, please contact your Academic Dean to learn more about the process.

FERPA (Family Educational Rights and Privacy Act)

Students are not permitted to share information related to anyone except with Professors, Tutors and staff pertaining to grades or finances. This means if you would like your parents, or anyone else, to have access to financial or academic information, you will need to sign a release form. These forms are available from the Registrar's office.

Withdrawal

A student may request to withdraw from a class or from the school. A course drop applies to one course at a time and does not assume withdrawal from JALA University unless the student is registered for only one class. A student may withdraw from JALA University at any time for any reason.

New Student Information

Important Admissions notes:

Candidates MUST be active members of Fundacion Del Saber foundation in good standing to be accepted into Jala's programs. Once accepted into the program, the student must be able to submit evidence that she/he is still a member of the institution throughout their enrollment period.

Attendance

Attendance is one of the most important factors in getting good grades. It's also important to remember that if you are absent from all courses in any 14 consecutive day period, and do not notify the JALA University in writing during this period you may be dropped from school.

Holidays

Jala University is a multi-nation institution that seeks to respect the history and tradition of national holidays. Following is a breakdown of the holidays we honor for each respective country:

Holidays observable by all countries:

Date	Holiday
Friday, April 14, 2023	Good Friday
Monday, May 1, 2023	Labor Day
Tuesday, July 4, 2023	US Independence Day
Thursday, July 20, 2023	Colombia Independence Day
Sunday, August 6, 2023	Bolivia Independence Day
Thursday, September 7, 2023	Brazil Independence Day
Thursday, November 2, 2023	All Souls Day

There are other holidays however that may be observed by the Professor or Tutor. Professors will record classes ahead of time, and Tutors may reschedule classes and provide you with the reschedule date. However, students are expected to attend class.

Date	Holiday	Country
Monday, February 6, 2023	Constitution Day	Mexico
Monday, February 20, 2023	President's Day	United States
Tuesday, February 21, 2023	Carnival	Bolivia, Brazil
Wednesday, February 22, 2023	Carnival	Brazil
Monday, May 29, 2023	Memorial Day	United States
Monday, June 19, 2023	Juneteenth	United States
Wednesday, June 21, 2023	Aymara New Year	Bolivia
Monday, September 4, 2023	US Labor Day	United States
Monday, October 9, 2023	Columbus Day	United States
Thursday, October 12, 2023	Our Lady of Aparecida	Brazil
Wednesday, November 15, 2023	Republic Proclamation Day	Brazil

For all other holidays, including religious holidays, students will be expected to attend class. If time off is needed, please contact your Professor or Tutor, to arrange an absence.

Course Delivery

All courses are delivered in 100% online format.

Jala University delivers all courses via Canvas as its Learning Management System (LMS). All Jala University courses shall utilize the LMS for course delivery. All courses will include regular faculty and student attendance and online participation. All course assignments and graded course components **must** be submitted via the Canvas LMS.

Helpful Hints for First Time College Students

Some quick keys to success:

- Attendance is vital to your success, try not to miss classes – makeup work when you do.
- If you are having issues, consult with your advisor.
- Talk to your Professors and Tutors, let them help you.
- Set realistic goals.
- Take into consideration personal/family responsibilities.

Be ready to work

Treat your class like a career. You must put in the effort to see results. Expect to do homework, and study. Ask questions if you do not understand course material.

College is a very different structure than high school:

High School will structure your time for you, provide you all the information you need to pass during class, projects are often guided by the instructor with little to no external effort.

Grades, including test grades may not impact overall score.

Make ups are frequent.

Teachers often hold review sessions for tests and provide methods for answering test questions.

College requires a lot of personal responsibility. While instructors will do their best to support, provide feedback and advise students, largely the responsibility of keeping up with coursework is on the students.

Manage your time

Every student is expected to have homework in addition to classwork. Often this is referred to as a 2:1 ratio, for every hour of class expect two hours of homework. Make sure when you are planning other life events such as a vacation or holiday you take into consideration the work outside of the class that needs to be done.

Organization is important

Class assignments and project will occur at a fast pace. Make sure of the calendar features in Canvas to set alerts for upcoming due dates.

Find your class

Canvas is accessible 24/7 at <https://jalauniversity.instructure.com/>. It is a flexible web-based software that facilitates remote learning. All of your classes will be listed here. If you don't see a class, that should be there contact the registrar's office at: registrar@jala.university.

Make use of the library resources:

Your course will provide you with the information needed to gain the skills for that particular course, however the library will provide you with additional resources and information that can help answer questions, clarify topics or provide you with further research on a particular topic.

How to study:

- Select the best time for you to study. Remember time management.
- Study where it is quiet.
- Use proper lighting.
- Try to avoid interruptions.
- Keep a list of things you have to do with their corresponding deadlines in a calendar.
- Review class notes the day you write them. Remember to be organized.
- Be strict with your study time.
- If you still have problems comprehending the information, ask your professor or tutor.

Prepping for a test

- Find out as much information about the test as possible from the instructor.
- Assess the material to be covered.
- Set up an exam study schedule so that you will not be overwhelmed at testing time.
- When reviewing material identify troublesome points. Use flashcards.
- Avoid “cramming” for tests. This is only a temporary measure and is seldom effective.

Tips for taking the test:

- Understand test instructions.
- Ask questions for clarification before the test begins.
- Be aware of how much time you have to complete the test.
- Skim the entire test first. Note the point value and the types of questions.
- Answer the easier questions first.
- On multiple choice questions, eliminate the obviously incorrect answers first.
- On essay questions, outline in your mind how to organize your answer before you begin writing.
- If you have time at the end of the test, reread all of your answers.
- Be confident and think positively. Do not change test answers unless you are sure you made a mistake.

How to get a transcript

In order to get a copy of your records you must contact the registrar's office at: registrar@jala.university.

How to notify the school that you have changed your address

In order to change your address, contact the registrar's office at: registrar@jala.university.

Ethics and Behavior at Jala University

All students are expected to behave in a manner that is consistent with the code of conduct outlined in the school catalog.

Cheating, Bullying or Sexual Harassment of any kind is unacceptable.

What is sexual violence?

Sexual violence is any unwanted, forced, tricked, or coerced sexual activity. There are many forms of sexual violence, some of which include:

- Rape/attempted rape.
- Sexual assault.
- Incest.
- Date/acquaintance rape.
- Sexual harassment.
- Unwanted sexual touching.
- Voyeurism.
- Forced to watch or partake in pornography.

Rape is never the victim's fault, and it is never too late to seek help. No matter who raped you, when the assault occurred, or how you choose to take care of yourself, medical and emotional help are available.

Facts and myths about sexual violence

FACTS

- Women on American college campuses who are from 18 to 24 years of age are at greater risk for becoming victims of rape, sexual assault, domestic violence, and stalking than women in the general population or women in a comparable age group. Research over the past 20 years has consistently shown that the rate of sexual assault among women who are in this age group (18 to 24) traditionally considered to be college-aged is one in four.

- Studies have consistently shown that sexual assault primarily targets women and youth, and that most perpetrators are friends, relatives, acquaintances, or someone else who is known by the victim. According to the 2003 National Crime Victimization Survey, approximately 70 percent of female rape victims knew their assailant.
- In 1994, Ms. Magazine’s report on “Recognizing, Fighting and Surviving Date and Acquaintance Rape” documented that one in four college women had been the victim of a completed actual rape or attempted rape, and that, in 84 percent of the attacks, the victim knew the perpetrator.
- The National Violence Against Women Survey of 1998 demonstrated that 83 percent of rape victims were less than 25 years old when they were assaulted.
- In 2000, the Sexual Victimization of College Women Survey estimated that a college with 10,000 students could expect more than 350 rapes per year to occur on that campus.
- Additionally, half of all stalking victims are between the ages of 18 and 29, and women between the ages of 16 and 24 experience the highest rate of domestic violence victimization.
- While sexual assault primarily affects young women, they are not the only targets. Women of all ages, men, children, individuals with disabilities, members of cultural and religious minority groups, and lesbian/gay/transgendered individuals also experience sexual assault or rape.
- Every two and one-half minutes a woman is raped or sexually assaulted—this calculation is based on the 2004 National Crime Victimization Survey from the Bureau of Justice Statistics, U.S. Department of Justice.

MYTHS

- Rape is a sexual crime.
- Women are powerless against rape.
- Women secretly want to be raped.
- Only young attractive women are raped.
- Only women with bad reputations are raped.
- Women who dress sexy are asking to be raped.

Support Information and Resources

Support information and resources are available to you if you have been a victim of rape, sexual assault, dating violence, domestic violence, and/or stalking crimes or have friends, peers, or acquaintances who have been victimized. All sexual assaults are considered very serious matters at Jala. Immediately report any instance to the CEO Juan Salinas at: CEO@jala.university.

Academic Honesty

Students at Jala University are engaged in preparation for professional activity of the highest standards. Each profession constrains its members with both ethical responsibilities and disciplinary limits. To assure the validity of the learning experience JALA University establishes clear standards for student work.

In any presentation - creative, artistic, or research - it is the ethical responsibility of each student to identify the conceptual sources of the work submitted. Failure to do so is dishonest and is the basis for a charge of cheating or plagiarism, which is subject to disciplinary action.

Cheating includes but is not necessarily limited to:

- Plagiarism.
- Submission of work that is not the student's own for papers, assignments, or exams.
- Submission or use of falsified data.
- Theft of or unauthorized access to an exam.
- Use of an alternate, stand-in, or proxy during an examination.
- Use of unauthorized material including textbooks, notes, or computer programs in the preparation of an assignment or during an examination.
- Supplying or communicating in any way unauthorized information to another student for the preparation of an assignment or during an examination.
- Collaboration in the preparation of an assignment. Unless specifically permitted or required by the instructor, collaboration will usually be viewed by the university as cheating. Each student, therefore, is responsible for understanding the policies of the department offering any course as they refer to the amount of help and collaboration permitted in preparation of assignments.
- Submission of the same work for credit in two courses without obtaining the permission of the instructors beforehand.

Plagiarism includes, but is not limited to, failure to indicate the source of a written phrase, sentence, or paragraph or an idea derived from the work, published or unpublished, of another person with quotation marks or footnotes where appropriate.

Any instance of a breach of academic integrity will result in an automatic 0 for the assignment and will initiate an academic review of the incident.

Professors are responsible for documenting all instances where there has been a breach of academic integrity to the Academic Dean. The Dean will have seven (7) days to make a decision.

The Dean can opt for one of the following:

1. Return to the assignment for a grade if it is determined there was no breach of academic integrity.
2. Accept the zero grade and issue a warning to the student if there is sufficient evidence that the breach was unintentional.
3. To forward the case to an academic review board.

Academic Review Board:

The Dean will convene an academic review board consisting of two professors not involved in the incident, an academic advisor, and staff member to take minutes. The Dean is not a member of the board. The board will set a date and time to meet and request written statements from all parties involved.

The board will review written statements by the instructor as well as the student and any additional information given to the board. The board will consider the issue and vote on a resolution.

The board can consider any combination of the following resolutions:

- Re-grading of the assignment.
- Upholding the 0 grade.
- Assigning a 0 for the course and requiring the student repeat.
- Providing a formal warning to the student.
- Suspension of the student.
- Dismissal of the student.

The board will submit the finding to the Dean who will issue a letter within seven (7) days to the student informing of the decision and the right to appeal.

Student appeals are to the Chief Academic Officer and must be in writing. The Chief Academic Officer will have fifteen (15) days to respond.

Security and Technology Policies

Information Security Policy

Jala University seeks to protect sensitive information of students, faculty, and staff. In order to this the University has taken steps to ensure that:

- Information will be protected against unauthorized access or misuse.
- Confidentiality of information will be secured.
- Integrity of information will be maintained.
- When information is no longer of use, it is disposed of
- All information security incidents will be reported immediately to the IT Help Desk.

The institution requires all users to exercise a duty of care in relation to the operation and use of its information systems.

Students and Faculty will be issued a unique user identity. Any password associated with a user identity must not be disclosed to any other person.

Acceptable use of information systems

- a. All computing assets delivered by Jala University remain entirely under the responsibility of the scholarship student.
- b. The computing asset has to be used for educational and research purposes only.
- c. The use of these assets like laptops are for personal use only, therefore, the loan of these assets to third parties is totally prohibited.
- d. In the event of theft or loss of the delivered assets, the student has the responsibility of notifying the immediately superior manager or Manager of this event, the notification should not be more than 24 hours after the event occurred.
- e. In the event that these assets suffer damage caused by falls, blows, liquid spills, among others, these actions must be notified to the immediate superior or Manager in charge and according to the damage caused, the corresponding measures will be taken.
- f. The use of these assets for malicious purposes like the installation and use of programs to carry out computer attacks such as denial of service, malware infection, exploitation of vulnerabilities, among others, is totally prohibited.
- g. You must activate the antivirus protection and the firewall which are installed by default in the operating system, it is totally prohibited to deactivate these two functions.

Social Networking Policy

The Internet provides a number of benefits for common use, However, when someone clearly identifies their association with Jala University they are expected to behave appropriately when on the Internet, and in ways that are consistent with the code of conduct. Access to the internet changes the way that faculty and students engage, and the same principles and guidelines that apply to interactions between faculty and students in general, applies to activities online.

- Should not engage in online activities that are unfavorable to Jala University
- Should not use any form of online social network in any way to attack or abuse colleagues and/or students.
- Should not post derogatory or offensive comments on the Internet.
- Are strongly encouraged to make any and all personal online profiles private.

Policy on the Video and Audio Recording of Classroom Lectures

Students are not permitted to record classroom lectures unless permission is obtained from the instructor and there are no objections from any of the students present in the class.

If recording is permitted students are not allowed to share the recording outside of personal use. Any sharing of recording including posting online is deemed a violation of the Student Code of Conduct and may be subject to disciplinary action.

Disciplinary actions

Any reported breach of conduct will result in an investigation by the Dean. The Dean will gather relevant facts and information and speak to the parties involved. If a student is found to have violated policy the student is subject to any of the following penalties.

- Oral Warning.
- Written Warning.
- Nullification of examination results or any part of the examination results.
- Suspension.
- Probation.
- Expulsion from Jala University.

Suspension is a set time where the student is not permitted to attend classes, Jala functions, or events. The Dean will define the terms of the suspension, if those terms are not met the student can be dismissed.

Probation is a term of one grading period where students must improve grades in order to remain in the program.

Expulsion is a dismissal from the University.

All decisions can be appealed by the student following the grievance procedure.

Grievance Policy

In the event that a situation occurs where a student wants to escalate a complaint to a grievance against a Jala University faculty or staff member the following procedure must be followed.

Grievances can be filed for any of the following issues:

- Disciplinary action taken for a violation of student conduct standards.
 - Admissions decisions.
 - Financial policies, including satisfactory academic progress.
1. Jala University recommends that the student should first attempt to resolve the matter directly and informally with the faculty/staff member involved. Many issues, problems and concerns can be addressed and possibly resolved by an initial conversation and discussion with the faculty/staff member involved. If the initial conversation does not result in a satisfactory resolution of the matter, the student can pursue a formal process of resolution by filing a grievance or complaint with the Dean.
 2. The student must submit the complaint or grievance to the Dean in writing within five (5) working days from the date of the occurrence of the incident or dismissal.

3. If the issue is not resolved with the Dean, the student will then escalate the concern to the Chief Academic Officer. This must be done within ten (10) days of the initial incident or dismissal. If the CAO does not resolve the complaint or grievance to the satisfaction of the student, then the final appeal is the Chief Executive Officer.
4. Written notice to the Chief Executive Officer must include a description of the issue, the date the issue occurred, steps taken by the student to resolve the issue, and any data or documentation pertaining to the issue. The CEO will then review the complaint and collect any other data or documentation that may be necessary. The CEO will then convene a review committee to hear the complaint. The Review Committee will consist of: CEO, Head of Relevant Departments, Faculty or Staff Member: Nominated by the CAO and a Student Representative: Nominated by the CEO
5. The committee will issue a decision within ten (10) days after the meeting. The student will be notified of the decision via email. All committee decisions are final.
6. Should a student feel that the complaint or grievance is not fully resolved they may wish to contact the

Bureau for Private Postsecondary Education
P.O. Box 980818
West Sacramento, CA 95798-0818
(916) 574-8900

If a student is dismissed, the student will remain dismissed during the grievance process. If the appeal is successful, the student will re-enter at the next available class start date.