



Student Handbook 2025-2026

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Version 4.0
Effective Date: 1/2025

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{Welcome} Message from the CEO

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

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 your own families, communities, and countries.

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



Juan Salinas, CEO
Jala University

Our {Mission}

To empower the next generation of software engineers through innovative online academic programs, supported by industry partnerships that provide economic and practical resources, and to bridge education with practicum by immersing students in hands-on, real-world challenges to prepare them for impactful careers.

Meet our Board of {Trustees}

Name	Office
Jorge Lopez	President
Cara Looper	Vice President
John Benson	Secretary
Christopher Bjorstad	Academic Representative

Helpful {Contact} Information

Department/Office	Contact Name	e-mail
Academic Dean	Sandi Delevante	dean@jala.university
Program Director	Javier Roca	Javier.Roca@jala.university
Academic Coordinator Spanish Track	Victor Chavez	Victor.Chavez@jala.university
Academic Coordinator Portuguese Track	Wandre Pinho	Wandre.dePinho@jala.university
Admissions Director	Gabriela Becerra	admissions@jala.university
Registrar	Daniela Quiroga	registrar@jala.university
Student Services	Nataly Daza	StudentSupportCenter@jala.university

Important Admissions notes

Candidates applying to our Portuguese and Spanish programs must be considered "college-ready" and capable of studying in these languages, aspects that will be evaluated during the admissions process. Additionally, they must submit their Highschool Diploma or Transcript, along with any other necessary documentation for university enrollment. A three-month deadline is given to submit outstanding documentation, which may be extended in exceptional cases upon submission of a formal justification and commitment letter to the admissions department.

Academic {Calendar and Holidays}

Term 1 - January 6 thru June 18, 2025

Module 1

January 6 thru February 26
Grades Due February 28

Module 2

March 3 thru April 23
Grades Due April 25

Module 3

April 28 thru June 18
Grades Due June 20

Term 2 - July 7 thru December 17, 2025

Module 1

July 7 thru August 27
Grades Due August 29

Module 2

September 1 thru October 22
Grades Due October 24

Module 3

October 27 thru December 17
Grades Due December 19

Spanish track holidays:

Easter/Good Friday: Apr 18, 2025
Apr 3, 2026

Labor Day: May 1

Corpus Cristy: Jun 19, 2025
Jun 4, 2026

Argentina Independence Day: Jul 9

Bolivia Independence Day: Aug 6

Colombia Independence Day: Jul 20

Mexico Independence Day: Sept 16

All Souls: Nov 2

Term 1 - January 5 thru June 17, 2026

Module 1

January 5 thru February 25
Grades Due February 27

Module 2

March 2 thru April 22
Grades Due April 24

Module 3

April 27 thru June 17
Grades Due June 19

Term 2 – July 6 thru December 16, 2026

Module 1

July 6 thru August 26
Grades Due August 28

Module 2

August 31 thru October 21
Grades Due October 23

Module 3

October 26 thru December 16
Grades Due December 18

Portuguese track holidays:

Carnival: Mar 3 & 4, 2025
Feb 26 & 17, 2026

Easter/Good Friday: Apr 18, 2025
Apr 3, 2026

Labor Day: May 1

Corpus Cristy: Jun 19, 2025
Jun 4, 2026

Brazil Independence Day: Sept 7

All Souls: Nov 2

Note: For country-specific holidays, only students enrolled in the given track are subject to the holiday.

{Ethics} and Behavior at Jala University

All students are expected to conduct themselves in a manner consistent with the code of conduct specified in the University Student Catalog. Any form of cheating, bullying, sexual or other harassment is unacceptable.

Expectations of professionalism

As members of Jala University's academic community, it is critical to maintain a respectful and professional demeanor within our online environment. We encourage you to practice the following **guidelines for professional conduct and appropriate interpersonal communication**, both inside and outside the classroom:

- **Respectful communication:** Always communicate in a respectful and considerate manner. Treat others with kindness, professionalism, and empathy, especially when discussing sensitive topics.
- **Constructive feedback practice:** When providing feedback or expressing disagreement with your peers, do so in a constructive and solution-oriented manner.
- **Confidentiality:** Respect the privacy and confidentiality of others. Avoid sharing personal or sensitive information without consent.
- **Appropriate language:** Use appropriate and professional language. Refrain from using offensive or derogatory expressions and report any inappropriate behavior you witness.
- **Cultural intelligence:** Be aware of and respectful of cultural differences. Celebrate diversity and value different perspectives. Approach others with curiosity and openness to learn from their unique experiences.

Non- Discrimination Statement

Jala University is committed to **non-discrimination and equal opportunities** in its admissions, college policies, academic programs, activities, and employment regardless of race, color, national origin, ancestry, religion, creed, physical or mental disability, medical condition, age, sex, marital status, sexual orientation, or any other basis protected by applicable federal, state, or local law, ordinance, or regulation.

Anti-Harassment Policy

Jala University is committed to **fostering inclusion and equity, while valuing diversity and upholding the rights and dignity of every individual.** We strive to cultivate a safe and inclusive environment for all members of our community, both in our educational endeavors and workplace settings.

We define harassment as any unwelcome verbal or physical conduct that is offensive and detrimental, causing harm or distress to another person's physical, emotional, or mental well-being.

We condemn all forms of harassment, including but not limited to **bullying, cyberbullying, sexual harassment, racism, or bias** based on any protected characteristic such as race, creed, color, sex, pregnancy/childbirth, gender identity or expression, age, national origin, ancestry, religion, physical or mental disability, marital or domestic partnership status, affectional or sexual orientation.

Any student, faculty member, or staff member who believes they have experienced harassment within the institution is encouraged to **report their concerns** to the CEO. Upon receipt of a complaint, university officials will act within **fifteen (15) business days of receipt of the report.**

Formal complaints will include a written complaint and an investigation by designated university officials. The investigation may include interviews with witnesses and gathering written statements from all parties involved. At the conclusion, a report will be submitted which will include recommendations for action regarding the complaint.

If it is determined that a party is responsible for such violations, it is grounds for disciplinary action against that party, which may include removal of the party from campus through **expulsion or termination of employment, as appropriate.**

Jala University prohibits any form of sexual harassment or sexual violence, we adhere to federal law Title IX of the Education Amendments of 1972 ("Title IX"), 20 U.S.C. §1681 et seq., regulation, which may require following a specific process when the institution becomes aware of or reports any event involving sexual misconduct.

Anti-Harassment Procedure

{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 listed penalties.

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

- **Oral Warning**
- **Written Warning**
- **Nullification of examination** results or any part of the examination results
- **Suspension**, is a set time during which the student is not allowed to attend classes, Jala University functions, or events. The Dean will define the terms of the suspension, if those terms are not met, the student may be expelled.
- **Probation**, is the term of a grading period where students must improve grades to remain in the program.
- **Expulsion** from Jala University: is the dismissal from the University.

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

{Complaint and Grievance} Policy

Complaint and Grievance Procedure

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.

1 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.

A written complaint or grievance should contain:

- a) A complete description of the complaint or grievance,
- b) Any supporting documents, and
- c) The desired outcome sought.

2 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.

3 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 within ten **(10) days 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.

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.

**P.O. Box 541
Honolulu, HI 96809
(808) 586-7327
hpeap@dcca.hawaii.gov**

If a student feel that the complaint or grievance is not fully resolved they may wish to contact the Department of Commerce and Consumer Affairs

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.

Student's Appeal Procedure

This appeal process is applicable for the following student complaints:

- Violation of Student Academic Rights (Grade issues, informed notice of course content and course grading criteria, etc.)
- Cases of an Alleged Student Academic Offense (Cheating, plagiarism, falsification of academic records, etc.)
- Cases of an Alleged Student Non-Academic Offense (Violation of computer usage policy, falsification of student records, disorderly behavior, etc.).

1

For matters related to an alleged violation of any of the student issues listed above, the student needs to file a written appeal with the Chief Academic Officer (**CAO**).

2

If the matter is resolved by the CAO to the student's satisfaction, the complaint is closed. If the matter is not resolved by the CAO to the student's satisfaction, the matter is referred to the Chief Executive Officer (**CEO**).

3

If the matter is resolved by the CEO to the student's satisfaction, the complaint is closed. If the matter is not resolved by the CEO to the student's satisfaction, the student may file a written request for a hearing by the **Appeals Committee**. All parties involved in the complaint will be invited to provide written documentation to support their case.

The Appeals Committee will decide whether it will hear or not hear the student's complaint. If the Appeals Committee decides to hear the case, a hearing will be scheduled and a decision rendered. **The decision by the Appeals Committee is final and cannot be appealed further at Jala University.** The complaint will be considered closed. If the Appeals Committee decides not to hear the case, the decision of the CEO will stand and the matter will be considered closed. The matter is considered a final resolution and cannot be appealed further at Jala University.

The Appeals Committee shall be constituted as follows:

- Chief Academic Officer
- Faculty or Staff Member: Nominated by the CAO
- Student Representative: Nominated by the CEO

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**, including, but not limited to receiving a zero for a specific course assignment, receiving a zero for the course, or other disciplinary actions up to dismissal from the university.

Cheating includes but is not necessarily limited to plagiarism, which 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.

Generative Artificial Intelligence (AI) Authorized Usage and Violations of Policy

Student classwork, including submissions of discussions, exams, tests, quizzes, assignments, projects and presentations, are subject to the Generative Artificial Intelligence (AI) Authorized Usage and Violations of Policy.

Violations of the AI policy and plagiarism - includes the use or representation of the thoughts, ideas, or words of another as one's own work in any assignment including the paraphrasing of information, the duplication of an author's words or ideas without identifying the source, and the failure to cite quoted material properly.

- Use of unauthorized Generative Artificial Intelligence tools and platforms outside the university approved VALIS AI platform.
- Submission of work that is not the student's own for papers, assignments, or exams.
- Submission or use of falsified data.
- Use of an alternate, stand-in, or proxy during an examination.
- It is against university policy for a user to share their university username and password or allow others to use their school account to access the LMS, Proctorio or other school related systems.
- Use of unauthorized material including textbooks, notes, or computer programs in the preparation of an assignment or during an examination.
- Theft of or unauthorized access to an exam.
- Supplying or communicating in any way unauthorized information to another student for the preparation of an assignment before or during an examination.
- Communicating with other individuals (student or non-student) via WhatsApp or other social media platforms during a proctored quiz or exam

Students who violate the University's AI policy **twice** with the use of unauthorized AI-generated or AI-enhanced code are **subject to permanent dismissal from the University**. Violation of the AI policy is a **serious infraction** of school policy and students with two violations may be dismissed without possibility of appeal or re-entry and permanently banned from the University.

Any instance of a breach of academic integrity will result in an **automatic zero 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:

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

Camera Usage Policy

To foster an interactive online learning environment, students are expected to keep their cameras on during synchronous classes held via Microsoft Teams and Meetpoint. This includes lectures, lab sessions, group discussions, and presentations.

Policy Guidelines:

- **Camera Use Required:** Cameras must remain on unless otherwise directed.
- **Respectful Presence:** Students should use virtual backgrounds if necessary to minimize distractions.
- **Participation & Attendance:** Instructors may factor visual presence into attendance/engagement.
- **Presentations:** Cameras must be on for group work and presentations unless otherwise approved.
- **Professionalism:** Students must dress appropriately and maintain respectful online conduct.
- **Enforcement:** Faculty may remove students from class for noncompliance, per university classroom policy.

(* Exceptions to Camera Use May Include:

- Bandwidth/connectivity issues
- Privacy/environmental concerns
- Medical or personal reasons

(* Students seeking accommodations must notify their instructor and contact Student Services at least two weeks before the start of a module.

Class Recording Policy

At Jala University, we believe that active participation in live (synchronous) classes is essential to student learning and success. These sessions are not simply lectures — they are opportunities for real-time engagement, interaction with faculty and peers, and collaborative learning experiences that cannot be replicated through recordings alone.

To encourage active participation and mirror the expectations of an in-person learning environment, class recordings will no longer be available by default. Attending synchronous classes is expected, just as students would be expected to attend scheduled classes on a physical campus.

The availability and use of synchronous class recordings are at the sole discretion of the instructor. Recordings may be shared to support academic purposes such as content review or to accommodate excused absences. However, access is not guaranteed.

Students must submit requests through **Student Services** using the **Attendance Change Form**. Requests will be evaluated on a case-by-case basis. Approved students will be granted access for **72 hours**.

Acceptable reasons for requesting class recordings include:

- Serious illness, injury, hospitalization, or pregnancy
- Death of an immediate family member
- Jury duty or government obligations
- Legal citation/court appearance
- Internet connectivity interruptions
- Extreme personal emergencies - Force Majeure events
- Religious observance
- Authorized University Activities

Note: Religious observance and university activities are exceptions to the standard three-day advance notification requirement. Unauthorized sharing, distribution, or reproduction of class recordings is strictly prohibited.

Academic Review Board

1

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.

2

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

3 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 **CAO** will have **fifteen (15) days to respond**.

{Security} and Technology Policies

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

Acceptable use of information systems

- 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.

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.

- 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.

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

Social Networking Policy

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.

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 University 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

Other letter grades

Grade	Description	Impact to GPA
P	Proficient	N/A
AU	Audit	N/A
CR	Course Credit	N/A
I	Incomplete	N/A
W	Withdrawn	N/A
WF	Withdrawn – Failing	Counts as an “F”
TR	Transfer Credit	N/A
LOA	Leave of Absence	N/A

Satisfactory Academic Progress (SAP)

A student must be able to:

- Maintain a minimum cumulative grade point average (**CGPA**) of **2.0**
- Achieve the minimum rate of progress (**ROP**) of **67%** of all registered/attempted credits each semester. Grades of F, WF, W, and I are treated as registered credits but NOT earned credits and thus negatively impact the rate of progress. (This is based on credits enrolled per term.) % earned = cumulative earned credits divided by cumulative registered credits.
- Complete the program within a **maximum timeframe of 6 years**.

Grade Appeal Process

- 1** The student must submit their request with justification and relevant supporting documents through the Grade Appeal Request Form sent addressed to the Academic Coordinator.
- 2** If the request is approved, and deemed necessary, it will be forwarded to the Professor and Faculty Practitioner for review.

Student Accommodations

Academic accommodations are adjustments within the classroom and in academic activities aimed at students with a disability or diagnosis that impacts their learning process. Its objective is to facilitate more accessible and effective learning.

If you have a diagnosis or disability that affects your learning, you can request an accommodation by following these steps:

- 1** Contact Student Services in your country for guidance and to request the accommodation form.
- 2** Fill out the form and attach supporting medical documents that support your diagnosis, describe your needs, and contain the recommendations of your doctor or specialist.
- 3** The request will be sent to the Dean's Office area for analysis and approval.
- 4** Once approved, you will be provided with a letter with the accommodations and will be informed to your instructors. In addition, continuous monitoring will be carried out to evaluate their effectiveness and ensure that they are correctly applied in each module.

Remember: It is important to apply in advance to ensure accommodations are implemented in a timely manner.

FERPA (Family Educational Rights and Privacy Act)

You are not allowed to share student-related information except with Professors, Faculty Practitioners and relevant personnel regarding grades or financial matters. This means that if you want your parents, or anyone else, to have access to your financial or academic information, you will need to sign a release form. These forms are available in the Registrar's Office.

**Family Policy Compliance Office U.S.
Department of Education
400 Maryland Avenue, SW.
Washington, DC 20202-4605**

Request for extension on delivery dates

As a student, it is your responsibility to keep an eye on the deadlines for each activity in your courses. To facilitate this, we recommend using a planner or calendar where you can clearly record these dates.

However, we understand that force majeure situations or emergencies may arise that prevent you from delivering on time. In these cases, you can follow the following procedure:

1

Send an email to your teacher with a copy to Student Services in your country within 24 hours of the activity closing.

2

The content of the email must include the following information clearly and precisely:

- **Subject:** Request for extension on the delivery date.
- **Explanation:** Reason why you did not manage to deliver the activity on time.
- **Personal data:** Full name and student code.
- **Course Information:** Course name and code.
- **Activity Details:** Name and number of the task.
- **Extension Date Requested:** Cannot exceed one week after the original closure of the activity.
- **Supporting documents:** Attach the corresponding justification.

Important considerations:

- The application will be evaluated exclusively by the teacher, who has the power to accept or reject it and to determine whether to apply any penalty in the grade.
- If the application is due to forgetfulness, oversight, or failure to review the deadline, it will not be approved.
- The teacher has **48 hours** to evaluate your request and send you a response.
- If your request is accepted, the teacher will enable submission in Canvas and confirm the adjustment.
- If you don't hear back within **48 hours**, let Student Services know so they can follow up on your request.

Remember: Managing your time is key. Keep an eye on your due dates and plan ahead to avoid setbacks

Attendance Policy

At Jala University, we believe that consistent attendance is crucial for academic success and personal development. All students are expected to **attend all classes** outlined in their program **curriculum**, including those designated as **ESP**, and to actively participate in **activities** organized by **Student Services**.

Students enrolled in synchronous online courses are recorded as either present or absent for each course meeting, **students who spend less than 70% of classroom time in the session will be marked as absent**. Students with **25% of absences** from a course will be penalized with **5% of the final grade**.

Students who are absent from all courses in any **14 consecutive day period**, and do not notify the university in writing during this period of their intention to continue, will be **administratively withdrawn from the University** retroactive to the last date of recorded attendance.

Students who are **administratively withdrawn from a course** or the University after the add/drop period will receive an **“W” or “WF” grade**, based on the withdrawal deadline, for the related course(s), which will count toward attempted hours at the University.

Justification for Absences

At our university, class attendance is essential for your academic training. Actively participating is key to your learning and progress. However, we understand that situations may arise that prevent you from attending. For this reason, we differentiate between two types of absences and explain what to do in each case:

1. Occasional absence

If you are absent occasionally, that is, to one or two classes of the same subject, you must:

- Inform your instructor about your absence.
- Watch the recording of the class and catch up on the topics covered.
- If there was a summative activity, review the due dates and complete the extension process on the due date.

2. Repetitive absence

If your absence extends to more than three classes of the same matter due to a force majeure event, you must:

- Request and complete the Attendance Change Form, available at the Student Services office in your country.
- Attach the supporting documentation that justifies your absence.
- Email the form and documents to your instructor and Student Services in your country.
- Student Services will evaluate the application and forward it to the Dean's Office for review and possible adjustment to your attendance record.

Important considerations:

- You must submit the form within 5 days of your absence. After this time, the application will not be accepted, except in exceptional situations.
- If you are facing an emergency and are unable to submit the application immediately, please notify your instructor and/or Student Services officer as soon as possible indicating that you will submit the form later.
- Remember that attending class doesn't just mean connecting, but also actively participating. This means having the camera on, answering and making queries, and being attentive to the development of the session. If your teacher detects that you are online but do not respond to calls for participation, your attendance may not be recorded.

Excused Absences

Since missing classes may affect a student's ability to meet course learning outcomes and develop required competencies, any absences may impact your grades in particular courses. This notwithstanding, certain absences are always considered acceptable by the University.

Acceptable reasons for an excused absence include:

- Student illness or injury;
- Death, injury, or serious illness of an immediate family member;
- Religious observance;
- Jury duty or other government obligation; or
- Any other unavoidable circumstance that necessitates the student's absence from class.

1 Students must contact both their Professor, Faculty Practitioner and Student Services advisor any time they have to miss a class.

A student may be required to provide written documentation substantiating an excused absence, and all documentation must be sent to the Student Services advisor.

2

3 An approved excused absence indicates the student's intent to remain enrolled in the course and at the institution and will prevent students from being withdrawn.

Professors and Faculty Practitioners will individually work with students in these instances to determine if/how students can make up work and set timelines for assignment submissions.

4

Jala University expects all instructors to be reasonable in accommodating students whose absence from class meets the guidelines above, and if a student's grade is impacted by a legitimate absence or absences, he/she may appeal through the normal **grade appeal process**.

Leave of Absence

Jala University may grant, on a limited basis, a leave of absence to students when the student is experiencing **extenuating circumstances** that prevent attendance and/or challenge academic success. These circumstances may include: **Medical emergencies, family emergencies and other exceptional personal circumstances**. The Jala University reserves the right to request supporting documentation from relevant authorities.

A request for a leave of absence must be made in writing, and be e-mailed to **Student Services** at StudentSupportCenter@jala.university

The request must include:

- Student's full name (First and last name)
- Student ID
- Program name and registered courses
- Reason for the request
- Date of requested leave
- Supporting Documentation

A leave of absence may only be from the first day of the following term, and students **cannot return from a leave of absence in the middle of a term**. A leave of absence **cannot exceed 180 days within a twelve-month period**, beginning on the first day of the student's initial leave of absence. Students **who fail to return to class by the end of their leave of absence will be withdrawn** from Jala University. Students granted a leave of absence when on academic probation will return to their studies with the same status.

A student can request to drop a course during the **first 7-days of the start of a course term without academic penalty**. A course drop during this time does not appear on the student's transcript and does not affect grade point average (GPA).

Course Drop/Add Period

Note: Please refer to the Academic Calendar in order to verify the last date for a course drop.

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. Students are responsible for executing course drops by sending an e-mail to **Student Services Department** at StudentSupportCenter@jala.university

The request must include:

- Student's full name (first and last)
- Student ID
- Course name and number

If the student has not received a response from Student Services within three days of the original request, another inquiry to Student Services Department should be made by the student.

Students have the option after the add-drop period to withdraw from a course.

From the end of add-drop through week 5:

- The student receives a grade of "W" for the course
- The grade of "W" appears on the student's transcript
- The grade of "W" does not affect GPA, but course credits are included in attempted credits when monitoring academic progress

After Week 5:

- The student receives a grade of "WF" for the course
- The grade of "WF" appears on the student's transcript
- The grade of "WF" counts as an F for GPA purposes

Withdrawal of a Course

Students must fill in withdrawal paperwork from the Student Services department. This document must be signed by the student affirming the decision to withdraw and stating the reason for withdrawal.

Any withdrawal from courses may have an impact on graduation date.

A student may withdraw from Jala University at any time for any reason. Students must fill in withdrawal paperwork from the Student Services department. This document must be signed by the student affirming the decision to withdraw and stating the reason for withdrawal.

Withdrawal of the Program

The date of determination for all withdrawal is the date that the student notifies the school of the intent to withdraw.

A students will be dismissed from the university if at any time they:

- Violate the student code of conduct.
- Does not attend any class for fourteen (14) consecutive days Fails a total of five (5) or more classes during the first two modules of their first term of attendance.
- Does not meet the minimum Standards of Satisfactory Academic Progress (CGPA 2.0 ROP 67%) after SAP probation.
- Has three or more documented cheating or plagiarism incidents.

Dismissal

Additionally, a student may not repeat a failed singular ESP course or lab more than two times. If a student fails a singular ESP course or lab three times, he/she will be dismissed from the ESP certificate program, and concurrently, dismissed from their degree program, and could lose scholarship eligibility.

Students are notified of dismissal via email. Students may appeal a dismissal through the grievance process. Please refer to the Grievance Policy.

Information for {New students}

All courses are delivered in 100% online format.

Course Delivery

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.

Find your classes

Canvas is accessible 24/7 at <https://jalauniversity.instructure.com/>

It is a flexible web-based software that facilitates remote learning. All 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.univeristy

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 called [eLibro](#) 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 obtain a transcript?

To obtain a copy of your records, you should contact the registrar's office by mail at: Registrar@jala.univeristy

How to notify the university if you have changed your contact information?

To change your information, you must contact the registrar's office by mail at: Registrar@jala.univeristy

Students {Well-being} and {Success}

The Student Services department is equipped with advisors in each country to provide a wide range of services aimed at enhancing the health and well-being of Jala University's students. These services also aid in their professional development and address various personal and academic needs.

Orientation

Initial: The New Student Orientation Course and the Canvas LMS Orientation Course are designed to equip students with the necessary information and tools to embark on their college journey successfully.

Continuous: Adapting to university life requires time. Orientation aims to address any questions, concerns, or needs—academic or otherwise—that student may have, through both group and individual meetings.

Academic Success Support

At-Risk Students Monitoring and Follow-up:

- **Attendance.** Students with consecutive absences will be reported weekly and receive follow-up contact. Advisors will investigate the reasons behind the absences to identify underlying challenges and provide personalized guidance and support to the students
- **Mid module academic performance and SAP.** A follow-up process is implemented for students who may be identified as at-risk or who have received failing grades or grades below a C-. The advisors will assess any challenges the student may be facing in achieving academic success and will work collaboratively with them to develop a tailored plan aimed at enhancing their performance in class.

Academic Support. Through small study groups, mentoring sessions, connecting students with resources such as counselors or tutors, and other forms of academic support.

Workshops: To equip students with essential tools and cultivate skills that enhance their time management and study habits to accomplish their professional goals.

University Community

Fraternity. Facilitating connections among students with shared interests to establish **communities** or **clubs** for **extracurricular activities**. The Student Services department arranges both **in-person and virtual events** aimed at fostering camaraderie and social interaction among classmates. These activities encompass a range of recreational pursuits, games, discussions, meetings, intercultural fairs, and more.

Prevention. Through workshops, guides, and vignettes, Student Services socialize information, exercises, and tools to address issues, support, and promote positive mental health among students.

Emotional Wellbeing

Psychological Support. Students needing assistance with mental health issues can use our psychological support service, offering up to 5 sessions of counseling and guidance. In cases requiring ongoing monitoring or therapy, students will receive referrals to specialized services outside the University. If the student needs a justification for absence or delay in the submission of academic assignments, based on mental or emotional health-related issues, the student must consult with an external service to the university.

Contact

For additional details, contact below:

Country	Email address	Phone Number
Bolivia	studentservicesbolivia@jala.university	+591 65501268
Brazil	studentservicesbrazil@jala.university	+55 (81) 999946639
Colombia	studentservicescolombia@jala.university	+57 322 2701814
México	studentservicesmexico@jala.university	+52 (55) 2174 7648
Argentina	studentservicesargentina@jala.university	+52 (55) 2174 7648

Helpful {Hints} for Freshman 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 Faculty Practitioners, 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

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

Each student is expected to have homework in addition to class work. This is often referred to as a 2:1 ratio, for every hour of class time expect two hours of homework. Make sure that when you plan for other life events, such as a vacation or holidays, you take into account the out-of-class work that must be done.

Organization is important

Class assignments and projects will be fast-paced. Be sure to use the calendar functions in Canvas to set alerts for upcoming due dates.

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 Faculty Practitioner.

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 a 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 test's end, reread all your answers.
- Be confident and think positively. Do not change test answers unless you are sure you made a mistake.