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1. PURPOSE

The objective of the Student Experience Policy is to ensure comprehensive, inclusive, and high-quality support that promote student well-being, retention, academic success, and satisfaction throughout their entire university journey.

2. SCOPE

This policy applies from the start of enrollment through Alumni, ensuring access to services and support throughout the student's trajectory. It applies to both undergraduate and graduate levels.

3. DEFINITIONS

- **Academic Advisor:** Professional responsible for providing academic guidance, monitoring, orientation, and referrals as needed.
- **CFU Service Model:** A case-typification system to structure student requests and interactions with university services.
- **Student Typification:** Institutional classification of students based on academic status (e.g., new, regular, reinstated, withdrawn, suspended, expelled).
- **Student Experience:** The set of services, activities, interactions, and support a student receives throughout their academic life and Alumni stage.
- **Student Services:** Areas of support such as well-being, academic advising, financial aid, employability, technology, among others.
- **SLA (Service Level Agreement):** Defines response and service times for student requests.
- **Student in Abandonment:** Student who accumulates 10% or more consecutive absences without formal withdrawal.
- **Enrollment Deferral (Reservation):** Procedure to temporarily postpone studies while retaining a place.
- **Course/Period Withdrawal:** Process to drop courses/periods, possibly resulting in a "W" (withdrawal) or "F" (fail).
- **FERPA:** U.S. federal law protecting the privacy of student records.
- **Banner:** Academic management system used by the university.
- **Help Center:** Institutional digital platform for administrative or academic requests.

4. REGULATORY DOCUMENTS

Includes external and internal regulations to ensure quality, such as:

- Non-Discrimination Law (Title VI, Title IX, ADA): "U.S. Department of Justice. (1964). Civil Rights Act of 1964."
- Inclusion and Diversity Policies in Schools: "U.S. Department of Education. (2020). The Civil Rights Data Collection (CRDC)."
- Diversified Student Experience: "U.S. Department of Education. (2021). Guidelines for promoting student diversity in higher education."
- Multicultural Education and Cultural Sensitivity: "U.S. Department of Education. (2019). Cultural competence standards in education."
- Diversity in Hiring and Academic Programs: "U.S. Equal Employment Opportunity Commission. (2021). Affirmative Action and Equal Opportunity Employment."
- Support Programs for Students from Vulnerable Groups: "U.S. Department of Education. (2020). Individuals with Disabilities Education Act."

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- Privacy and Data Protection Law (FERPA): "U.S. Department of Education. (2021). Family Educational Rights and Privacy Act (FERPA)."
- Professional Experience and Volunteering Programs: "U.S. Department of Labor. (2021). Youth Employment and Labor Standards."
- Digital Accessibility and Inclusion: "U.S. Access Board. (2021). Section 508 Standards and Guidelines.

5. GENERAL AND SPECIFIC POLICY

5.1 POLICY STATEMENT

All students have the right to inclusive access to all university services. The design of our services includes multichannel aspects to ensure adequate support and to take into account the diversity of our students.

5.2 SPECIFIC GUIDELINES

Student Support

Monitoring is carried out through the Academic Advisor, who creates, refers, and closes cases. The advisor also generates timely service records to ensure compliance with deadlines of 24 hours (for inquiries) and 72 hours (for requests and complaints).

Student Services

The services provided to our students are:

- **Academic Advisor:** Professional responsible for providing personalized academic support to the student through monitoring, guidance, and timely referrals according to their needs.
- **Technology Services:** Creation or reset of passwords, and resolution of issues related to virtual classroom or email.
- **Administrative Procedures:** Enrollment, reservations, withdrawals, academic records, certificates, and other Academic Affairs processes throughout the student's academic life.
- **Academic Records:** The department responsible for managing and keeping updated the student's academic information, including enrollment, grades, records, certificates, and other official documents.
- **Comprehensive Well-Being:** Psychological counseling, courses, and extracurricular activities.
- **Financial Support:** Service that provides guidance and assistance regarding payments, schedules, fees, account statements, and financing options available to students.
- **Employability:** Service that promotes the job placement of students and graduates through counseling, workshops, job fairs, and networking with companies.
- **Alumni:** Service aimed at graduates seeking to maintain their connection with the university through activities, benefits, networking, and professional development opportunities.

Institutional Responsibilities

The institution has the responsibility to ensure the quality, accessibility, continuity, and ongoing improvement of the services offered for the student experience. It is the institutional

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duty to provide adequate resources, trained personnel, and effective channels to guarantee that each student receives comprehensive support, timely assistance, and personalized guidance from the time of admission until graduation.

Non-Discrimination and Access to Services

The university guarantees that all students will have equal access to academic, well-being, support, and institutional services, without any type of discrimination based on race, color, nationality, religion, sex, sexual orientation, gender identity, age, disability, socioeconomic status, marital status, or any other aspect protected by law. The institution is committed to providing inclusive and accessible services, in compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990.

Equality of Opportunities in Education

The university reaffirms its commitment to the Equal Educational Opportunities Act (EEOA) of 1974, ensuring that all students—regardless of national origin, race, color, sex, or English language proficiency—have equal access to educational and institutional support services.

CFU Service Model

The typification of student support at the University is identified in our service matrix.

Type of Service	Service Channels	Service Process	Service Levels
Inquiry	Email	Case creation	TIER 1 (Inquiries)
Procedures	WhatsApp	Procedure request	TIER 2 (Incidents)
Complaints / Claims	Google Meet	Referral	TIER 3 (Dropout risks/Complaints)
Reports	—	Follow-up Case closure	—

Student Retention Model

The classification of our students is also based on the risks associated with student groups and the evaluation of benefits.

Tier	Description	Special Benefits
Tier 1	No risks	Not applicable
Tier 2	With incidents or claims	Not applicable
Tier 3	Dropout risks / Complaints / Financial Problems	Applicable (Subject to prior financial evaluation)

Student Typification

Every interaction between students with the University makes it possible to visualize the traceability of their comprehensive development.

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Undergraduate/Graduate Students

1. Newly Admitted and/or Enrolled
2. Regular
3. Reinstated
4. Withdrawal: This status is assigned according to accumulated absences, as established in the regulations.
5. Period Withdrawal or Complete Withdrawal (W)
6. Course Withdrawal or Partial Withdrawal (W)
7. Failed (F)
8. Suspended
9. Expelled

Requirements for Enrollment, Reservations, and Withdrawals

Enrollment is a formal and voluntary academic act that certifies the status of a regular student in a degree program and implies acceptance of CUF regulations and this Policy. Through this process, the student registers for courses that take place within an academic semester, divided into two bimesters/periods A and B.

Those eligible for enrollment are:

- In the first period, students are admitted through the Admission Process detailed in the previous section.
- Regular-cycle students who are not subject to separation measures from CUF due to disciplinary action or repeated failure.
- Enrollment is personal and the sole responsibility of the student; only in exceptional cases may it be carried out through parents or legal guardians.
- Enrollment must be completed strictly within the deadlines established in the Academic Calendar specified in the CUF Catalog, except for exceptional cases authorized by the Academic Director.

Enrollment Reservation

A reservation may be requested by a newly admitted student for a maximum of two consecutive semesters, subject to payment for the service (if applicable, according to the Catalog) and before the start of the semester. After this period, if the student does not enroll, they lose the right to enrollment and their admitted status.

If the student cannot begin studies for personal reasons, they must request from the Academic Directorate the postponement of the start of classes and reservation of their spot (maintaining the corresponding payments, which will be transferred to the starting semester). This may be done for a maximum of two consecutive semesters.

After these two semesters, the student loses their spot as well as any amounts paid in advance. If CUF decides to postpone classes, that semester/bimester will not be counted within the two-semester reservation limit previously indicated.

Adding/Dropping Courses within the Term

Article 46: Add/Drop Period (Cancellation). Students may only add or drop registered courses during the first week of classes in an intensive eight-week academic term. This is known as the **Add/Drop Period** and it ends at midnight on the eighth day of each academic term. Within this period, students may withdraw from any class in which they are enrolled and receive a full refund of the tuition for those classes. In addition, withdrawals during the

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Add/Drop Period will not result in a grade being issued and will not affect the student's academic standing.

Article 47: Course Withdrawal. A student who wishes to withdraw from a course may do so, without affecting their academic record, during the period that ends at midnight on the eighth day of the eight-week academic term. If a student withdraws **AFTER** the Add/Drop Period has ended but before the end of the sixth (6th) week of classes, they will be assigned a grade of "W" for that course. This withdrawal will not affect the student's GPA, but it will count toward academic progress calculations. A student who fails to follow the proper course withdrawal procedure will be considered to have failed the course and will be assigned a grade of "F," which will affect both the GPA computation and academic progress. A more detailed description of the grading system and its administration, as well as GPA and academic progress requirements, are provided later in this Policy.

Student Abandonment

A student will be declared as having abandoned their studies if they accumulate 10% or more consecutive absences in all courses of the enrolled academic semester, without having requested the corresponding withdrawal for that period. The abandonment status is declared by the Academic Director and takes effect from the moment 10% of absences are accumulated across all courses. From then on, the case must be treated as abandonment (requiring payment of all outstanding tuition fees up to the last installment issued as of the date the 10% was reached). Documents submitted at the time of admission to CUF remain in the general archives and are not subject to return.

Student Reinstatement (Inactive and on Hold)

Reinstatement is a process through which a student returns to CUF within two consecutive academic semesters if they had previously submitted a request for semester withdrawal or a leave of absence, according to procedure. In the case of a student declared as Abandoned, they only have one semester to request reinstatement. If they do not reinstate within this period, they will lose their student status. Students who reinstate within the corresponding academic semesters (one or two, depending on their condition) will be subject to any changes made to the study plans as outlined in the CUF Catalog. For requests that exceed the established timeframes, the Academic Director must evaluate the request, decide, and report it to the Executive Directorate.

- Reinstatement Request
- Lifting Existing Restrictions
- Cannot be Reinstated
- Month in which Student Becomes Inactive (more than 2 months)
- Withdrawal or Abandonment

Evaluation of Results and Continuous Improvement of Services – Support for Procedures and Academic Records

SLA compliance is ensured from the moment a procedure request is submitted until its delivery.

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6. DOCUMENTARY INFORMATION

Code	Evidence	Retention Period
POL01.SU03- DOC1	Typification Matrix	1 year

7. VERSION CONTROL

Version No.	Requested by	Description of Change
1.0	Executive Directorate	Initial Documentation