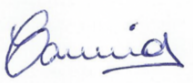
STUDENT EXPERIENCE POLICY

Prepared by:	Reviewed by:	Approved by:
Melissa Huayanca Acleto  Karen Rocío Galeano Villada 	Melissa Huayanca Acleto 	Carolina Barrios Verand 
Date: 31/07/2025	Date: 19/08/2025	Date: 29/08/2025

Printing or copying this document results in it becoming an "UNCONTROLLED DOCUMENT."

1. PURPOSE

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

2. SCOPE

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

3. REGULATORY FRAMEWORK

The following external and internal regulations ensure quality assurance during the execution of the process:

- 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."
- 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."
- Section 504 of the Rehabilitation Act of 1973.
- Americans with Disabilities Act (ADA) of 1990.
- Equal Educational Opportunities Act (EEOA) of 1974.
- CFU General Study Regulations.
- CFU Catalog.

4. DEFINITIONS AND TERMS

- Academic Advisor: Professional responsible for providing academic guidance, monitoring, orientation, and referrals as needed.
- Academic Fee: The payment that must be made for the requested document.
- Academic Regulations: Formal document that sets out the obligations, benefits, and sanctions of the members of the university community in order to guide their conduct, establish academic processes, and foster a harmonious environment.
- Banner: Enterprise Resource Planning (ERP) software designed for higher education, used by the university as its academic management system.
- CFU Service Model: A case-typification system to structure student requests and interactions with university services.
- Course/Period Withdrawal: Process to drop courses or periods, possibly resulting in a "W" (withdrawal) or an "F" (fail).

- Educational Model: A compilation or synthesis of different theories and pedagogical approaches that guide teachers in the development of study programs and in the systematization of the teaching and learning process.
- Enrollment Deferral (Reservation): Procedure to temporarily postpone studies while retaining a place.
- FERPA: U.S. federal law protecting the privacy of student records.
- Help Center: Institutional digital platform where student requests for administrative, documentary, or academic procedures are registered.
- Shared Folder: A set of files held exclusively by the Academic Records department, which are shared only within that area.
- SLA (Service Level Agreement): Defines response and service times for student requests.
- Student Experience: The set of services, activities, interactions, and support a student receives throughout their academic life and Alumni stage.
- Student in Abandonment: Student who accumulates 10% or more consecutive absences without formal withdrawal.
- Student Services: Areas of support such as well-being, academic advising, financial aid, employability, and technology, among others.
- Student Typification: Institutional classification of students based on academic status (e.g., new, regular, reinstated, withdrawn, suspended, expelled).

5. GENERAL POLICY AND GUIDELINES

5.1. General Policy Statement

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

5.2. 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 response times of 24 hours (for inquiries) and 72 hours (for requests and complaints).

5.3. 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 the 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:** Department responsible for managing and keeping up to date 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 the 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.

Printing or copying this document results in it becoming an "UNCONTROLLED DOCUMENT."

5.4. Institutional Responsibilities

The institution is responsible for ensuring the quality, accessibility, continuity, and ongoing improvement of the services offered for the student experience. It is the institution's duty to provide adequate resources, trained personnel, and effective channels to guarantee that each student receives comprehensive support, timely assistance, and personalized guidance from admission until graduation.

5.5. Non-Discrimination and Access to Services

The university guarantees that all students 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 characteristic 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 (ADA) of 1990.

5.6. Equal Educational Opportunities

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.

5.7. CFU Service Model

The typification of student support at the university is identified in the following 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 and case closure	—

5.8. 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)

Printing or copying this document results in it becoming an "UNCONTROLLED DOCUMENT."

5.9. Student Typification

Every interaction of students with the university makes it possible to trace their comprehensive development. Undergraduate and graduate students are classified as follows:

- 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.

5.10. 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 CFU regulations and this policy. Through this process, the student registers for the courses that take place within an academic semester, divided into two bimesters (periods A and B). Those eligible for enrollment are:

- First-cycle students admitted through the admission process established in the Admissions Policy (POL01.CP01).
- Regular-cycle students who are not subject to separation from CFU due to disciplinary action or repeated failure.

The following conditions apply:

- 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 CFU Catalog, except for exceptional cases authorized by the Academic Director.

The specific requirements are the following:

- Enrollment requirements.
- Withdrawal requirements (complete or partial).
- Enrollment reservation requirements.

5.11. 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 the reservation of their place, 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 place as well as any amounts paid in advance. If CFU decides to postpone classes, that semester or bimester will not be counted within the two-semester reservation limit previously indicated.

5.12. Adding and Dropping Courses within the Term

5.12.1. Add/Drop Period (Article 46)

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

5.12.2. Course Withdrawal (Article 47)

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. The grading system and its administration, as well as the GPA and academic progress requirements, are described in the Grading and Evaluation Policy (POL02.SP03) and in the Satisfactory Academic Progress (SAP) Policy (POL10.SP03).

5.13. 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 the 10% of absences is 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 CFU remain in the general archives and are not subject to return.

5.14. Student Reinstatement (Inactive and on Hold)

Reinstatement is the process through which a student returns to CFU within two consecutive academic semesters if they had previously submitted a request for semester withdrawal or a leave of absence, according to procedure.

A student declared as abandoned has only 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 CFU Catalog. For requests that exceed the established timeframes, the Academic Director must evaluate the request, make a decision, and report it to the Executive Directorate.

The reinstatement process considers the following aspects:

- Reinstatement request.
- Lifting of existing restrictions.
- Cases that cannot be reinstated.
- Month in which the student becomes inactive (more than two months).
- Withdrawal or abandonment: eligibility for reinstatement.

5.15. Evaluation of Results and Continuous Improvement of Services

For procedures and academic records, SLA compliance is ensured from the moment a procedure request is submitted until its delivery.

6. APPENDIX

Code	Appendix	Validity
POL01.SU03-DOC01	Typification Matrix	1 year
POL01.SU03-DOC02	Procedure Request Form	1 year
POL01.SU03-DOC03	Student Commitment Form	1 year
POL01.SU03-DOC04	Link to service, complaint, and claim reports	1 year

Most documentation is stored in digital formats in order to support environmental care.

7. VERSION CONTROL

N°	Requested by	Changes Control
1.0	Executive Director	Initial document

Printing or copying this document results in it becoming an "UNCONTROLLED DOCUMENT."