



Student Handbook 2023-2024

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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!

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

Mision 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 Lopez Lafuente	President
Juan Salinas	Vice President y CEO
Cara S. Looper	Vice President
Alfonso Megias	Treasurer
Erin P. Keating	Secretary

Helpful Contact Information:

Student Services: Nataly Daza: studentservices@jala.university

Registrar: Yeinys Avila: registrar@jala.university

Academic Dean: Sandi Delevante: dean@jala.university

Program Director: Javier Roca: Javier.Roca@jala.university

Admissions Director: Gabriela Becerra: admissions@jala.university

Important Education Information

Student Services Support

The Office of Student Services provides programs and services to support all students and to enrich learning experiences at Jala University. Student Services offers a variety of services to contribute to health and wellness, assist with professional development, and meet a variety of personal and academic needs.

1. Student Orientation

Initial: The Student Services team supports students during the transition process to the University. The New Student Orientation Course and the Canvas LMS Orientation Course provide students with information and tools to successfully begin their university life and experience

Continuous: The orientation process is consecutive because acclimatization to the university can take time. During this process, Student Services maintains a constant support accompaniment to all students. Orientation is intended to answer questions, issues or needs, academic and beyond, that arise for students, both through group and individual meetings.

2. Academic Monitoring

Monitor and track attendance: Weekly follow-up is conducted for students who have a consecutive number of absences. Student Services can review the reasons for absences to identify causes and difficulties, and offer the student guidance and support.

Monitor and track at-risk list: A mid-module follow-up is conducted for students who may be on the at-risk list or who have failed or earned a grade below a D. Student Services will identify difficulties a student may be having with their academic success and collaborate with the student to create a plan to improve their performance in class.

Communication with Faculty Practitioners: There are direct communication channels with Faculty Practitioners, they notify when something extraordinary happens in their classes, so that the Student Services team can carry out the respective follow-up support. Similarly, Student Services can communicate with Faculty Practitioners to report any updates regarding student status.

Academic Support Teams: Student Services can organize small study groups, mentoring and other academic support for at-risk students.

Workshops: Student Services is in charge of organizing workshops that provide students with tools to better manage their time and study habits.

3. Student Support

Ticket Reporting System: In case of a request or complaint, the student can complete the form <https://forms.office.com/r/dmPrjrVpb0> to enter his/her request and all necessary details. Student Services will contact the student and proceed with the corresponding actions to respond to the student's request or complaint as soon as possible.

4. University Community

Fraternity: The Student Services team is in charge of organizing face-to-face and/or virtual events that promote meetings and fraternization among classmates. The activities carried out focus on recreational activities, games, talks, meetings, intercultural fairs, and others.

5. Emotional Wellness

Prevention: Through workshops, guides and vignettes, Student Services socializes information, exercises and tools to students to address problems, support and promote positive mental health.

Need Help? Speak to an Academic Advisor:

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

México	StudentServicesMexico@jala.univeristy
Brasil	StudentServicesBrazil@jala.univeristy
Bolivia	StudentServicesBolivia@jala.univeristy
Colombia	StudentServicesColombia@jala.univeristy
Argentina	StudentServicesArgentina@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.

Request for change or correction of final grade

If a student believes that there is a discrepancy in his/her final grade, he/she should initiate the process of requesting a grade change or correction by sending an email to Student Services in his/her country, clearly detailing the reasons for the request. Student Services will provide the student with a form to request the grade change or correction. This form must be filled out thoroughly and the necessary supporting documents must be inserted in the form to prove the error. Once completed, the student should send the form back to Student Services, who will forward it to the appropriate coordinator for evaluation.

Leave of Absence - LOA

Students may pause their education in the event of serious personal events such as illness, complicated injury, or other exceptional circumstances such as military service, as well as death, injury, or serious illness of an immediate family member. For further details regarding acceptable reasons for excused absences, please refer to the attendance policy procedures.

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)

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.

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.

Information for new students

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 Policy

Classroom attendance is recorded automatically in Microsoft Teams. Once a student enters the classroom in teams, their attendance is registered. If students arrive late or leave early, that attendance time is also recorded.

All students are expected to attend and participate in all classes as scheduled, on time, and to continue attending classes for the full duration of the course or module, regardless of modality. Each instructional week begins on a Monday and ends on a Sunday, and students who participate in a course prior to its official start date will not have that participation counted as attendance.

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

Students who fail to attend a course at least once in any 14 consecutive day period will be dropped from the course. Students who are absent from all courses in any 14 consecutive day period, and do not notify the university in writing of their intent to continue during this period, will be administratively withdrawn from the University retroactive to the last date of recorded attendance.

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

The University may schedule periods of non-enrollment during which courses are not taken. When this occurs, such as in the case of holidays or during the annual winter break, the period of non-enrollment may extend the 14-day limit to include the scheduled break.

This policy affects: Students, Professors, Faculty Practitioners and Registrar's Office.

1. Attendance Monitoring

Each student must attend the class and lab portion of all courses.

- Attending 100% of all sessions = Full points
- Absences of 25% to 39% or more of the total number of sessions = deduction of 5% on course grades

- Absences of more than 40% of total sessions = Withdraw Fail (WF) grade

Faculty Practitioners can use various other tools to assess students' participation in class (e.g. by using class exercises or presentations.)

Students who spend less than 70% of classroom time in the session should be marked as absent.

2. Ausencias justificadas

Students are expected to attend all their scheduled classes. However, Jala University recognizes that there are some circumstances that may require students to miss a class. In all cases, it is the student's responsibility to inform their faculty practitioner(s) in advance and discuss how the absence will affect their ability to fulfill course requirements. Students should understand that not all courses can accommodate absences and neither the absence nor notification of the absence exempts them from fulfilling all course requirements.

Since missing classes may affect a student's ability to meet course learning outcomes and develop required competencies, any absences may affect their grades in particular courses. Despite this, 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.

Students should contact their faculty practitioner and student advisor whenever they must miss a course meeting. A student may be asked to provide written documentation justifying an excused absence, and all documentation must be sent to the student's advisor. 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.

Faculty practitioners will work individually with students in these cases to determine if/how students can make up work and set deadlines for assignment submissions. Jala University expects all faculty practitioners to be reasonable in accommodating students whose absence from class meets the above guidelines, and if a student's grade is affected by a legitimate absence(s), he/she may appeal through the normal grade appeal process.

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:

- Easter/Good Friday: March 29th
- Labor Day: May 1
- Corpus Christi: June 8, 2023; May 30, 2024
- All Saints' Day: November 2

For country-specific holidays, only students enrolled in the respective group are subject to the holiday.

Spanish Track

- Colombian Independence Day: July 20
- Bolivian Independence Day: August 6
- Mexican Independence Day: 16 September
- Argentina Independence Day: July 9th

Portuguese Track

- Carnival: February 12 and 13, 2024
- Brazilian Independence Day: September 7, 2024

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 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 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 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.

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 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.

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.

Declaration of Non-Discrimination

Jala University is committed to nondiscrimination and equal opportunity in its admissions, university policies, academic programs, activities, and employment, regardless of race, color, national origin, ancestry, religion, creed, physical or mental disability, medical conditions, age, sex, marital status, sexual orientation, or any other status protected by federal, state, or local laws, ordinances, or regulations.

The prohibition of discrimination applies to all educational programs or activities, including, but not limited to:

- Admissions policies
- Scholarship participation
- Educational programs

Harassment Policy

Students, Professors, Faculty Practitioners or staff who feel they have been harassed should direct their complaint to the CEO. University officials will act on all complaints within fifteen (15) business days of receipt of the report. Informal resolution, including mediation, may be attempted prior to formal proceedings.

Formal complaints will include a written complaint and an investigation by designated university officials. Investigations may include speaking with witnesses and taking written statements from all parties involved. At the conclusion of the investigation, 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, federal law Title IX - Sexual Harassment regulation requires following a specific process when the institution becomes aware of or reports any event involving sexual misconduct.

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.

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.univeristy

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 may not 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 may not share the recording outside of personal use. Any sharing of recording, including posting online, is considered 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: 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 withdrawal from the University.

All decision 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

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.
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 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
4. 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.
5. 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.