



Office of the Registrar Admissions

The University of America

STUDENT SERVICES

UA maintains a student services program that takes into account the number of programs, and size and mix of the student body and that responds to individual student needs. These services must be coordinated by an individual with appropriate professional and educational qualifications and must minimally encompass relevant coping skills (e.g., life, career development, budget, and personal financial planning skills); general development appropriate to higher education students; student retention strategies suited to the school's programs; academic advising; testing and tutoring services; supervision and monitoring of attendance records and leaves of absence; graduate employment assistance; and information concerning housing, transportation, and child care.

LEARNING RESOURCES

LIBRARY

It is the policy of the university that the student be provided with adequate library and research resources to complete the degree program in which the student is enrolled. The University depends for library and other learning resources primarily on other institutions' collections and resources not in possession of the University. The student must secure rights to use information at a local academic or research library in their locale.

UA Online Library maintains and develops information resources and services that support the education goals of students, faculty, and staff. Through the LIRN core library, you will have access to thousands of e-books and periodicals, including professional, scholarly, and trade journals, and other monographs. Because library skills are an integral part of your academic achievement, guidance on the use of our research tools and resources is available to you through interactions with LIRN staff, video demonstrations, and other instructional aids.

Graduate students are directed to the Association of Research Libraries on the internet at www.arl.org for information about academic libraries in their locale. ARL is a not for profit organization of 123 libraries in North America comprised of the library collections of major state and private universities. The graduate student is required to obtain academic library facilities in or near his/her home locale, and is to complete and return to the University certification that documents such facilities are accessible. The graduate student must obtain a library card from the academic library which will include a fee which is dependent on the libraries' policy.

Having a library card at the academic library chosen by the graduate student and approved by the University, the student has access to a professional librarian or information specialist experienced in the electronic retrieval of information to provide support for and serve as a resource guide for the student.

There are many no-charge libraries online. Such as the following:

- Universal Digital Library - The million book collection.
- Project Gutenberg - More than 20,000 ebooks, audio books, CDs and DVDs.
- Bartleby - Huge collection of reference, verse, fiction and nonfiction books.
- Ibibio - Library and digital archive offering ebooks, academic papers, software, music, and streaming radio.
- Google Books - More than 100,000 books and a fully searchable database.
- Live Search Books - Thousands of books and a fully searchable database.
- World Digital Library - Source for manuscripts, rare books, music, films, maps, prints and more in multilingual format.
- ERIC - World's largest library of digital education literature.
- Bibliovault - Digital files for more than 12,500 books.
- Internet Public Library - Books, magazines, newspapers, reference materials and more.

UNIVERSITY SPONSORED DIGITAL LIBRARIES

- Online Books - More than 30,000 books from the University of Pennsylvania.
- The Perseus Digital Library - Tufts University collection of classics and humanities resources.
- Columbia University Libraries Broad range of text, audio and images from Columbia University.
- Yale University Library - Wide range of books, abstracts, films, images and more.
- Brigham Young University Digital Collection - Text, scholarly periodicals, theses and dissertations, audio and images from Brigham Young.
- Internet Archive,
- Library of Congress,
- National Archives,
- Smithsonian's Digital Library,
- Michigan's eLibrary,
- New York Public Library,
- Chicago Public Library,
- Stanford University's HighWire,
- Harvard Library Portal to name a few.

INTERNATIONAL DIGITAL LIBRARIES

- The European Library - Audio and printed music, children's literature, academic papers, and much more.
- National Library of Australia - e-journals, subject guides, pictures and other digital collections.

- The University shall document compliance with the policy by having the student provide to the Registrar's office the following forms:
 - a. Library and Information Retrieval Resources Form
 - b. Library Use Authorization Form

INTERLIBRARY LOAN

As the student progress in their educational program, they may need to borrow various printed material for other libraries. Each student when they enroll must have a library card from an academic library in their area. If a particular edition is not available at the library in which the student has a library card, they may request that their library borrow the edition from another library. It will be the student's responsibility to return the borrowed edition to their library on or before the due date to avoid any late penalties. Charges incurred because of overdue or lost items will be the student responsibility to pay.

HOUSING

UA has a physical campus in Temecula and Murrieta California. Student are welcomed to attend live lectures oncampus .UA can provide dormitory facilities for student in need and could provide information on housing located reasonably close to the institutions facilities.

As an online institution, UA has no responsibility to find or assist a student to find housing.

PLACEMENT ASSISTANCE

UA does not offer any placement assistance services.

TUTORS

If a student at risk requests a tutor, the University will assist the student in finding a suitable qualified person. All tutors suggested by the University must have received a written referral from a current member of the university faculty, and shall receive training and guidance on effective tutoring. Tutors are not guaranteed by the university to be available, however, the university will assist the student in finding a qualified tutor that the student can hire.

LIFE COPING SKILLS

UA is offering a series of workshops sharing tips on how to manage the busy life of a college student.

The free, 30-minute online workshops are offered throughout the quarter, providing tips on a variety of subjects.

Topics include the following:

- money management,
- time management, personal wellness,
- study skills,
- social networking and online etiquette,
- values and goal priority setting,

- reading strategies,
- conflict resolution,
- stress management.

GRIEVANCE RESOLUTION

UA is committed to student learning. Issues may arise that provide the need for grievance resolution. The institution maintains a formal GRIEVANCE RESOLUTION LOG. In addition, students are able to submit a written complaint directly to the Bureau for Private Postsecondary Education.

UA maintains the policy that all complaints that require intervention by the Director or designee are to be logged. This provides the institution and regulatory agencies an overview of a wider range of complaint issues and illustrates the institutions capacity for complaint resolution without the need for formality. Grievances at each level in the institution are documented and included in the employee's file.