THE CONTINENTS STATES UNIVERSITY

January 1, 2023 – December 31, 2023

UNIVERSITY CATALOG

Volume II

DEFINITIONS

In this catalog, using the term "Continents, The University, School, us, and we" may refer to the legal entity of The Continents States University.

PURPOSE

The catalog is the official source for all academic regulations, procedures, and program specifications. The academic standards and accrediting criteria to maintain matriculated status and to be eligible for a degree, diploma, or certificate are governed by general academic norms and policies. Students who continue under amended educational policies must follow all program requirements.

RESERVATION OF RIGHTS

The Continents States University reserves the right to make changes to the provisions of this catalog and its rules and procedures at any time, with or without notice. This catalog is not a contract but merely a general outline of the programs being operated presently by the school. Specific policies may be grandfathered in at enrollment, and other revised policies supersede prior policies.

CONTACT INFORMATION

The Continents States University is an online higher education institution that can be reached by navigating to our website: https://www.continents.us or contacting us for general questions and admission purposes at admissions@continens.us and by phone at +1 (314) 530-9135. Students who prefer to visit our office must schedule an in-person appointment before their visit. Our office is in St. Louis downtown area at 4625 Lindell Blvd, Suite 200, Saint Louis, MO 63108-3725 USA.

HOURS OF OPERATIONS

The Continents States University office is an administrative office with administrative working staff members. The office hours of operations are Monday to Friday from 08:30 AM to 05:00 PM.

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TRADEMARK

The Continents States University name has an active pending trademark application with United States United States Patent and Trademark Office. Any unauthorized use, reproduction, distribution, or redistribution without prior written consent is strictly prohibited, may result in legal action and may be subject to civil and/or criminal penalties.

OBJECTIVES AND PURPOSE STATEMENT

The Continents States University has defined a philosophy, mission, vision, values, goals, and purpose statement to include uniqueness. The university purpose statement is readily identified throughout the university's courses and programs and with faculty and staff in operations and instruction.

Mission

The Continents States University works to equip future professionals with the skills, tools, and opportunities that enable faster integration into the workforce industry around the globe by delivering affordable, quality, and competency-based education to everyone across the continents.

Vision

The Continents States University aspires for international recognition to become an accredited online private institution where we embrace affordable education and students grasp their new life, grow, and thrive.

Value

The Continents States University is committed to being a diverse leader with an audience, staff, volunteers, program delivery instruction, community participation, and decision-making.

Goals

At The Continents States University, we are committed to helping a diverse group of people in the United States and across the globe access affordable educational opportunities. We are dedicating ourselves to helping those in the United States, Russia, South Africa, Japan, and worldwide. The university aspires for national and global recognition for private online instruction, facilitating student learning and growth.

Impact

The Continents States University increases equal access opportunities to higher education for those who cannot afford it.

INSTITUTIONAL OUTCOME

1. A variety of transferable abilities, including information literacy, critical thinking, numeric literacy, research techniques, teamwork, engaging diverse viewpoints, ethical reasoning, and effective communication, must be demonstrated at an advanced level.
2. Obtain a thorough understanding of a primary discipline, develop appropriate specialties, and understand how it relates to other areas of study.
3. Utilize advanced skills and knowledge from one's subject independently in complex and unpredictable circumstances to consistently serve the needs of various groups with our philosophy and practice.

LICENSING AND AUTHORIZATION

State Authorization

The Continents States University is approved to operate by Missouri Department of Higher Education & Workforce Development under the regulations of the state of Missouri section 173.600. The Continents States University issues degrees and complies with Missouri Revised Statutes Section 173.616, RSMo.

Accreditation and Membership

The Continents States University is internationally accredited by Accreditation Service for International Schools, Colleges and Universities (ASIC). ASIC is recognized by UKVI in the UK and is a full member of The International Network for Quality Assurance Agencies in Higher Education (INQAAH), a member of the British Quality Foundation (BQF), and an institutional member of the European Distance and E-Learning Network (EDEN).

The Continents States University is an Educational Member of the International Accreditation Council for Business Education (IACBE). An Educational Member of the IACBE is an academic business unit that has met the IACBE's requirements for membership and has affirmed its commitment to excellence in business education. For more information on Educational Membership and the IACBE, please visit the IACBE website: www.iacbe.org.

IACBE is recognized by the Council for Higher Education Accreditation (CHEA) in the United States and listed on CHEA's website as a recognized American accrediting agency. The mission of CHEA is to examine regional, private career, and programmatic accrediting organizations and to vouch for their excellence.

The Continental States University is an institution accredited by OTHM Qualifications in the United Kingdom, allowing us to confer British dual degrees. OTHM, duly recognized by (Office of Qualifications and Examinations Regulation) Ofqual, solidifies our standing as a reputable educational provider. Notably, the dual degrees awarded by The Continental States University are widely acknowledged and accepted by both public and private universities in the UK, and many other countries like Australia, Ireland, Canada, New Zealand, India and many other countries obviating the need for additional assessments or evaluations.

The MiniMaster in Medical Administration program was reviewed and approved by the National Healthcareer Association for the eligibility to sit for the Medical Administrative Assistant (CMAA) and the Medical Billing & Coding Specialist (CBCS) exams.

Legal Control

The Continents States University, a privately owned institution under the ownership of Dr. Ricky Madison, holds official approval and authorization from the State of Missouri for its business operations. It is noteworthy that neither The Continents States University nor its proprietor, Dr. Ricky Madison, has ever initiated bankruptcy proceedings. Furthermore, the university is not presently functioning as a debtor in possession, nor has it submitted any bankruptcy petitions

within recent years. Equally significant, no bankruptcy petition has been filed against the university during the preceding years, leading to a reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. sec. 1101 et seq.).

Physical Facility

The university office is not a physical campus and has no classes held on the ground. It is in Saint Louis Downtown within a building of 44,415 sq ft, suite space of 12,812 sq ft, and individual offices ranging between 80 sq ft to 180 sq ft. The university has completed all the local enforcement requirements by the City of Saint Louis, Saint Louis County. Missouri Department of Higher Education & Workforce Development approved the university administrative office location for the university to conduct any necessary business on ground.

UNIVERSITY LEADERSHIP

Board of Trustees

1. Dr. Bob Paxton, American College of Education, USA
2. Dr. Firas Rahi, Al-Nisoor University College, Iraq
3. Fabio Davidovici, Aramis Menswear, Brazil
4. Bruno Freitas, b2f.business, Brazil
5. Jordan Levy, CapSource, USA

Administrative Leaders

Administrative team, support, and staff members:

1. Imran Ghulamali, Data Coordinator
2. Charles Anosike, Special Advisor
3. Ravi Paudyal, Fundraising Specialist
4. Tonya Jefferson, Academic Advisor
5. Ricky Madison, Chief Executive Officer
6. Jamilia Howard, Chief Academic Officer
7. Meriem Bellarbi, Chief Legal Officer
8. Emil Ragimov, Chief Financial Officer

Faculty Team

Faculty team, Deans, Department Executives

1. Dr. Pradeep Ganguly, PhD from Clemson University
2. Dr. Charles Anosike, PhD from Walden University
3. Dr. JoAnne Hayes, PhD from Walden University
4. Dr. Tengiz Magradze, PhD from Georgian Technical University
5. Dr. Judith Hazen, JD, from the University of Miami
6. Dr. Jamilia Howard, EdD from Walden University
7. Dr. Uche Nworah, PhD from Chukwuemeka Odumegwu Ojukwu University
8. Dr. Christopher Stutts, PhD from University of the Cumberlands
9. Dr. Nilsa Fleury, EdD from Nova Southeastern University
10. Dr. Tonya Jefferson, EdD from George Washington University

UNIVERSITY CALENDAR

Federal Holidays

The university observes the following holidays, and no student services or customer service will be available:

- New Year's Day
- Martin Luther King, Jr.'s Birthday
- Washington's Birthday (Presidents Day)
- Memorial Day
- Independence Day (4th of July)
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Christmas Day

Enrollment Dates

The Continents States University has rolling admission, allowing prospective students to apply at any time.

Academic Calendar

The academic week will run from Saturday at 12:01 am CST to Friday at 11:59 pm. All assignments and quizzes will need to be submitted by Friday of each week at 11:59 pm CST.

CALENDAR	TERM 1	TERM 2	TERM 3	TERM 4	TERM 5
Application Deadline	12/31/2022	01/31/2023	02/28/2023	03/31/2023	04/30/2023
First Date of Class	01/06/2023	02/10/2023	03/17/2023	04/21/2023	05/26/2023
End Date of Class	02/03/2023	03/10/2023	04/14/2023	05/19/2023	06/23/2023
Last Date to Drop	01/12/2023	02/16/2023	03/23/2023	04/27/2023	06/01/2023

CALENDAR	TERM 6	TERM 7	TERM 8	TERM 9	TERM 10
Application Deadline	05/31/2023	06/30/2023	07/31/2023	08/31/2023	09/30/2023
First Date of Class	06/30/2023	08/04/2023	09/08/2023	10/13/2023	11/10/2023
End Date of Class	07/28/2023	09/01/2023	10/06/2023	11/03/2023	12/08/2023
Last Date to Drop	07/06/2023	08/10/2023	09/14/2023	10/19/2023	11/16/2023

TECHNOLOGY REQUIREMENTS

The university is recommending the following system configuration and software:
- Operating System: Mac OS X 10.2 or Windows XP or higher.
- Hardware: 256 Mb RAM, CD-ROM, and 1 Gb free disk space
- Web Browser: Firefox 3.0, Internet Explorer 8.0, Safari 4.0, or Chrome 10.1 or higher.
- Internet: Basic internet access with 0.4 MB speed.
- Email: Any free email service provider.
- Productivity Software: Microsoft Word, PowerPoint, and Excel 2007 or higher.

TEXTBOOKS, THESES, AND DISSERTATIONS

The Continents States University is dedicated to ensuring accessible and cost-effective education for our students. We offer a vast array of educational resources, including over 9,000 multimedia lectures, case studies, interviews, and peer-reviewed articles in our regularly updated resource library. Additionally, we provide access to 6,418,634 theses and dissertations for research purposes, all at no extra cost through our Success Portal. While a courtesy bookshop is available on campus for those who prefer to purchase books, it is important to highlight our unwavering commitment to providing essential educational materials at no additional expense, striving to alleviate financial burdens while fostering academic success.

WEEKLY COMPONENTS

Courses available based on four weeks long with four units of study, one subject every week. all students are expected to dedicate at least 35-45 hours of study every week per course, including the course completion of weekly structural components. At The Continents States University, our academic structure emphasizes a focused and individualized approach to learning. Each course is designed to be completed within a single term, and they cannot be combined with other courses during that period. Our courses are structured into four-week modules, with each week, or unit, consisting of three distinct components. This arrangement allows students to delve deeply into the subject matter, ensuring a comprehensive understanding and mastery of the material. Ultimately, students are assessed based on their overall competency achievements, reflecting their ability to excel in each course independently and showcasing their proficiency in the subject matter.

FERPA

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a federal law that protects the privacy of student education records. Parents or eligible students have the right to request correction of a school record that they believe is inaccurate or misleading.

ADMISSION REQUIREMENTS

The following section is the institution's written policy defining the minimum requirements for admission and acceptance at the specific degree level or into the program proposed by the institution, consistent with criteria established by the appropriate regional or nationally recognized specialized accrediting agency or the State of Authorization. This section will explain the admissions policies with details on academic credit standards and transfer credit criteria. Included is the institution's written policy providing the requirements and procedures for refunding fees. A decision will be issued within 7-15 business days. Otherwise, an application will be denied automatically.

The Continents States University required each student to meet the following requirement before starting the enrolment process.

1. Applicants must be 18 years of age or older.
2. Proof of English proficiency or equivalent.
3. Applicants must possess a valid, unexpired, government-issued ID.
4. Applicants must be high school graduates, hold a GED, HiSET, or High School equivalency.
5. Applicants must have a bachelor's degree from an accredited institution with a minimum of 2.0 GPA.

Non-native English Speakers

Students enrolling at The Continents States University are expected to read and write English as its language of instruction and communication. To ensure the quality of education, The University requires all enrolled students to satisfy one of the following:

1. Provide proof of prior English education.
2. Take Cambridge Assessment English / B2 Level required.
3. Provide TOEFL pass score / 65 pass score required - University DI Code B594.
4. Pass score from International English Language Testing System (IELTS).
5. Duolingo English Test / 120 Minimum score is required.
6. Take and pass the EF SET / C2 Level required. (Free of charge).
7. Students need help to demonstrate English Proficiency. Take an English prep course free and provide a successful completion certificate—free classes through edX®.

Entrance Exam

The Continents States University does not require entrance exams for admission –any student does not have to take pre-entrance exams.

Prerequisite Courses

Potential students willing to enroll in The Continents States University must not present prerequisite courses outside the interest program. All students qualify for admission once they satisfy the entrance requirements.

SATISFACTORY ACADEMIC PROGRESS (SAP)

Satisfactory Academic Progress (SAP) indicates successful completion of coursework assigned to earn credit for the taken course. To meet SAP standards, students must maintain a CGPA of 2.0 in all classes. A student has failed to meet SAP standards and may qualify for a "warning" period to one term of Study.

When students requiring submitting an appeal, they must provide the following:
1. Why do they believe the university should have a grade adjustment? The burden to prove student beliefs rests with the students to demonstrate.
2. Submit documentation confirming the circumstances and date(s) during which it occurred.
   a. If the university accepts the student's appeal, course grades will be updated accordingly.

SAP is evaluated based on grades posted at the end of each study term and before the beginning of the upcoming study term (defined as four weeks of academic study).

The university shall use the following subjects in each study term SAP evaluation.
- Cumulative grade point average (qualitative)
- Credit hour completion/Program Pace (quantitative)

TRANSFERABILITY OF CREDIT

In traditional universities, students must complete significant courses and electives to qualify for graduation. The Continents States University is working hard to emphasize that all our students benefit from a small portion of their lives pursuing higher education. To be eligible for graduation, all students must complete all major sections in each program-prior life experience or knowledge (or introductory courses). We accept credit transfers from other accredited institutions; however, students must pay $25 for every 3 transferred credit hours.

Each educational institution makes its own decision regarding whether to accept completed coursework for credit. The Continents States University is committed to being an inclusive community free from discrimination. The Continents States University is a competency-based-education online university whose resources are limited.

The transferability of credit is at the discretion of the accepting institution, and it is the student's responsibility to confirm whether credits will be accepted by another institution of the student's choice.

Life Experience Credit

To qualify for prior life experience credit, students must combine their experience with a credit transcript issued by the American Council on Education (ACE) or any other credit awarding organization.

Examples of Life Experience

The University will only accept life experience obtained from government employment, military, peace corps, and other types when combined with a certificate of credit issued by a recognized credit awarding agency in the United States or an internationally reputable agency.

Foreign Credentials Evaluation

The university will return unverifiable foreign credentials to the student with a full refund of all money paid. Moreover, the student must receive a foreign credential evaluation from a National Association of Credential Evaluation Services (NACES) recognized evaluation agency in the United States before they can re-apply. Students who are denied transfer credit and withdraw from the university are subject to the same university refund policy.

Acceptance of Credit Transfer

Staff members evaluating credit transfer will be subject to the university's foreign credentials evaluation training. Also, credentials evaluators will receive full access to the American Evaluation Association resources library when needed.

The Continents States University may accept 49% of transferred credit. The University will take the course works and credits submitted by students with a pass score and transcript issued by the institution of Study, the American Council on Education (ACE), or any other credit awarding agency recognized by the United States Department of Education or foreign government.

Agencies Approved To Issue Credit

Issued credit must be combined with the original transcript to be kept on the student file permanently.

1- American Council on Education (ACE).
2- International Association for Continuing Education and Training (IACET).
3- Service members and veterans of the U.S. Army, U.S. Navy, U.S. Marine Corps, and the U.S. Coast Guard receive the Joint Services Transcript (JST).
4- Service members and veterans of the U.S. Air Force receive a transcript from the Community College of the Air Force.
5- StraighterLine (ACE Recognized).

GRIEVANCE PROCEDURE

Any student grievance with the university should first discuss the problem with the school director or the academic advisor. Suppose not taking accommodation into consideration to resolve the grievance. In that case, the student should make a written complaint and submit it to the university president's office, asking for a response. The university may process all grievances case-by-case within thirty business days. If the alleged grievance is deemed justified, The Continents States University will take whatever steps it deems appropriate to correct any grievance suffered by the complaining student. The Continents States University follows the U.S. Department of Education under section 668.43 (b) provisions. For unresolved matters, the student may contact the authorizing agency for the university.

Any questions a student may have regarding this Agreement that the University still needs to satisfactorily answer may be directed to the:

Missouri Department of Higher Education & Workforce Development
Attn: Coordinating Board for Higher Education
301 W. High Street
P.O. Box 1469
Jefferson City, MO 65102-1469
Phone: (573) 751-2361
Fax: (573) 751-6635.
Email: info@dhewd.mo.gov

GRADING SYSTEM FOR GRADUATE STUDIES (GRADE POINT AVERAGE)

Unless otherwise indicated, the university calculates each grade earned into the student's cumulative grade point average (CGPA). The credits assigned for the course taken will be part of calculating the total credit hours attempted. The grading system for academic performance appears below. The grades given for lessons taken shall be part of calculating the whole credit hours attempt. The following formula computes the student's grade-point average (GPA):

$$\frac{\text{Total Quality Points Earned}}{\text{Total Units of Credit attempted.}} = \text{Grade Point Average (GPA)}$$

Highest	Lowest	Letter	Value
100.00 %	97.50 %	A	Excellent
97.49 %	92.50 %	A-	
92.49 %	90.00 %	B+	
89.99 %	87.50 %	B	Satisfactory
87.49 %	82.50 %	B-	
82.49 %	80.00 %	C+	
79.99 %	77.50 %	C	Below Standard
77.49 %	70.00 %	C-	
69.99 %	59.90 %	D	
59.89 %	00.00 %	F	Failure

Transcript Marks

1. IN-Incomplete   Didn't complete the work assigned for any reason.
2. OW-Official Withdrawal   A student officially withdraws from the course.
3. WA-Administrative Withdrawal   A student didn't comply with school policies.
4. WU-Unofficial Withdrawal   A student stopped attending a course.
5. WD-Withdraw Drop   Drops out during the second or third week of the term.
6. PN-Pending   A student is under academic investigation.
7. RE-Course Retake   This mark added when student retake any course.
8. NC-No Credit   A student transfers credit from another institution.
9. NA-Never Attended   Paid the fees and never attended the course.
10. AG-Adjusted Grade   Received an adjusted score.
11. RC-Recovery Course   A grade is assigned when a student repeats a course.
12. AF-Administrative Failure   Punitive F due to academic misconduct.
13. FA-Failed   Student fails the assigned course.
14. AY-First Year of Study   The term number follows the first year of study.
15. BY-Second Year of Study   The term number follows the second year of study.

The student grade point average (GPA) is computed using the formula: **Total Quality Points Earned / Total Units of Credit Attempted**.

GRADUATION REQUIREMENTS

To graduate from the program and receive a diploma, the student must complete the required number of scheduled credit hours specified in the catalog and on the Student Enrollment Agreement, pass all written and practical examinations with a 70% average and satisfy the school's financial obligations. Students must typically complete 12 credits for MiniMaster or 36 credits for a master's degree and take all required courses. Complete a capstone project if needed by the university. Maintain a CGPA of 2.0 or higher at the time of graduation.

LENGTH OF AGREEMENT

The enrollment agreement shall cover the following period: Any associate's program may be pursued for up to five years, beginning on the date the Enrollment Agreement is signed; any bachelor's program may be followed for up to ten years; and any graduate program may be pursued for up to five years, beginning on the day the Enrollment Agreement is signed.

CODE OF CONDUCT

To preserve the caliber of the educational experience and the collaborative standards of the University's educational purpose. The Continents States University has created a general code of conduct. Students are expected to always adhere to the General Code of Conduct, including by complying with requests made by the university authorities acting on their official duties. All university community members must act to uphold these values in all facets of academic life, including electronic and other forms of communication.

The Continents States University places high importance on the right to free speech and supports a wide range of opinions in a welcoming environment. Every university community member must treat students, faculty, staff, volunteers, and administrators respectfully. No community member is allowed to act in a way that could be interpreted as harassing, disrespectful, or aggressive. Harassment, threatening behavior, or purposeful embarrassment of others will not be tolerated. It will be grounds for disciplinary action, including dismissal from the University or immediate removal from the course. These actions are all considered violations of the General Code of Conduct. Asking other students for money or starting businesses with them is forbidden.

COMPLIANCE WITH UNIVERSITY AUTHORITIES

Students are required to adhere to the General Code of Conduct by complying with any requests made by university authorities acting in their official capacities. It is essential that all members of the university community work collectively to uphold these values across all facets of academic life, including electronic and other forms of communication.

NON-ACADEMIC DISMISSAL

Conditions for admission and dismissal of students from academic units (Colleges/Programs) at the University are primarily determined by the faculty of those units. The academic dismissal policy formalizes the procedure for dismissing students for academic reasons, which begins with academic probation. The continuation of a program or eligibility to pursue a career connected to the program or major may be impossible or impractical for a student if they violate extra, non-academic, or professional requirements. Academic requirements could include standards for moral character, a criminal record, or anything similar. The procedure for removing students from academic units for reasons other than academic performance is made official by this policy.

Professional requirements and non-academic requirements that might restrict admission or could lead to dismissal from an academic unit must be approved as policy by the faculty of that academic unit and ratified by the Faculty Senate and chief academic officers of the university using the same procedures used for the approval of academic admission/dismissal requirements.

The competent administrative body of the academic unit will consider dismissing students who are found to be in breach of ratified policy. Students whose dismissal is being considered will be informed in writing of the time, place, and circumstances under which they may address the decision-making body and be heard. If the student is dismissed, they will be informed of the decision and their ability to appeal.

Students may challenge their expulsion from an academic unit. The University Appeals Hearing Panel will review appeals regarding academic unit dismissals.

It is expected that students who are expelled from a college or program will have access to counselors who can help them prepare to transfer to another institution. The dismissing unit will let the student know they can keep working with their present adviser through their subsequent semester of enrollment. Any student still waiting to be accepted into a new college or program after this will be assigned to University for guidance toward this objective by University standards. One semester of University advising will be given to students whose earned credit hours surpass the credit hour cap of the University policy on Transferring to a Degree-granting University.

STUDENT IDENTITY VERIFICATION

The Continents States University required all applicants to provide an unexpired copy of a valid government identification document containing the following information:

1. Applicant's full legal name.
2. This name will be used on all school records and graduation documents.
3. Applicant's current address.
4. This address will be used to verify identity and mail graduation documents.
5. Applicant's photograph.
6. Applicant's date of birth.

Acceptable forms of ID:
1. United States Military ID.
2. Canada Military ID Card.
3. United States Government Personal Identity Verification (PIV) Credential.
4. Japan Citizen Registration Card (Jyumin Kihon Daicho).
5. Government-Issued Driver's License.
6. National, State, and Country Identification Card.
7. Valid Government Issued Passport.
8. Alien Registration Card (Green Card, Permanent Resident Visa).

The following forms of ID are NOT accepted:
1. Employee ID.
2. School ID.
3. Credit cards.

- **In Japan:** a driver's license is considered a government-issued ID and must be combined with another form that satisfies signature requirements.
- **In Korea:** a Korean National Identity card is considered a government-issued ID and must be combined with another form that satisfies signature requirements.
- **Temporary ID:** all types of forms of ID that are issued temporarily are not a form of acceptable ID in all countries.

The same ID used during the admission process is also used to verify the student's identity during any proctored exams. If students' information doesn't match the ID uploaded during the admission process, then the student will not be allowed to take the proctored exam. This process will be followed for all proctored exams.

Students who are their identity is verified will receive a unique username and password to allow them to access the university's online system, campus, library resources, and many other services.

NON-DISCRIMINATION POLICY

The Continents States University has established a nondiscrimination policy. This policy applies to all aspects of the relationship between The Continents States University and its students, volunteers and employees, including, but not limited to, employment, recruitment, advertisements for employment, hiring and firing, compensation, assignment, classification of employees, termination, upgrading, promotions, transfer, training, working conditions, wages and salary administration, and employee benefits and application of policies. These policies apply to independent contractors, temporary employees, all personnel working on the premises, and other persons or firms doing business for or with The Continents States University. Disciplinary action will be taken against any employee or agent who breaches this policy.

POLICIES

- **DISCRIMINATION**. The Continents States University shall not tolerate, under any circumstances, without exception, any form of discrimination based on race, creed, religion, color, age, disability, pregnancy, marital status, parental status, veteran status, military status, domestic violence victim status, national origin, political affiliation, sex, predisposing genetic characteristics, and any other status protected by the law. This list is not exhaustive. Job promotions will be offered to employees based on merit, experience, and other job-related criteria. For qualified people with disabilities, The Continents States University will make every effort to provide reasonable workplace accommodations that comply with applicable laws. All employees, volunteers, managers, stakeholders, and agents at The Continents States University will comply with these anti-discrimination policies. In some cases, local laws and regulations may provide more excellent protection than those described in this policy.

- **HARASSMENT**. The Continents States University is committed to providing a work environment free from harassment. Any unwanted and offensive behavior toward the recipient, which creates an intimidating, hostile, or humiliating work environment for that person, violates The Continents States University's policy. Harassment can occur between members of the opposite sex or the same sex. Harassment, verbal or non-verbal, explicit or implicit, based on an individual's sex, race, ethnicity, national origin, age, religion, or other legally protected characteristics will not be tolerated. All employees must abide by this policy, including supervisors, other management personnel, and independent contractors. No person will be adversely affected in employment with The Continents States University due to complaints of harassment.

- **SEXUAL HARASSMENT**. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute harassment when (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission to or rejection of such conduct by an individual is used as a basis for employment decisions, promotion, transfer, selection for training, performance

evaluations, benefits, or other terms and conditions of employment; or (3) such conduct has the purpose or effect of creating an intimidating, hostile, or offensive work environment or substantially interferes with an employee's work performance. The Continents States University prohibits inappropriate conduct that is sexual in nature at work, on University business, or at University-sponsored events, including the following: comments, jokes, degrading language, sexually suggestive objects, books, or any form of media electronic or in print form. Sexual harassment is prohibited between members of the opposite sex or the same sex.

- **STATEMENT ON AFFIRMATIVE ACTION**. An affirmative action program has been developed where The Continents States University seeks to increase the representation and participation of minorities.

- **REPORTING DISCRIMINATION & HARASSMENT**. Suppose an employee or volunteer feels that they have been harassed as described in this policy. In that case, they should immediately report the matter to the President's Office through any verbal or written means. Suppose that contact is not available, or the employee is not comfortable informing this contact. In that case, the employee should immediately notify any other manager or supervisor. Once the matter has been reported, it will be promptly investigated. Any corrective action will be taken when deemed appropriate. All complaints or unlawful harassment under this policy will be handled as confidentially as possible. Timely reporting is encouraged to prevent the re-occurrence of, or otherwise address, behavior that violates this policy or law. Delays in reporting a complaint can limit the effectiveness of a response by The Continents States University. The procedure for reporting incidents of discriminatory or harassing behavior is not intended to prevent the right of any employee to seek a remedy under available state or federal law by immediately reporting the matter to the appropriate state or federal agency.

- **RETALIATION**. Retaliation against any person associated with The Continents States University who reports instances of harassment – whether they are directly or indirectly involved – violates The Continents States University's policies. All reported incidents are assumed to be made in good faith. Any allegations that are proven false will be treated as a serious matter.

- **DISCIPLINARY MEASURES FOR HARASSMENT**. Any employee or volunteer engaging in behavior that violates this policy will be subject to disciplinary action, including the possible termination of employment, whether an existing law has been broken.

- **TRAINING**. All employees, volunteers, supervisors, and management personnel will be required to read, understand and execute anti-discrimination, anti-harassment, and anti-sexual harassment policies designated by The Continents States University.

- **REMEDIES**. The Continents States University does not offer any remedies for any instances.

- **POLICY IMPLEMENTATION**. Implementation of this policy is effective immediately.

ANTI-HAZING POLICY

The Continents States University complies with state law and has defined an anti-hazing policy. Whether physical, mental, emotional, or psychological, which subjects another person, voluntarily or involuntarily, to anything that may abuse, mistreat, degrade, humiliate, harass, or intimidate them, or which may in any fashion compromise their inherent dignity as a person. Hazing is inherently in conflict with The Continents States University's mission, vision, and goals. The university will not tolerate any identified incident and will act immediately. The Continents States University established an integrity system that monitors all incoming and outgoing emails, whether the sender or the receiver. By receiving a copy of this policy, you are giving us full consent to monitoring. This process will contribute to the operation of eliminating hazing.

TRANSCRIPT ISSUE POLICY

Students and graduates may request a transcript anytime from The Continents States University Registrar's Office. Students must complete RTF and send money orders to the university to mail the documents inside the United States.

Requesting Transcript Form (RTF) is available for all students to print, fill, sign, and return to the university with a money order of $25. The University will process all requesters in the order they are received; students may expect completion of issuing new transcripts within three business days, excluding national holidays and shipping days.

Current students will be able to download a verification of status with the university from their Success Portal at no cost, these letters are official records and signed by university officials.

DRESS CODE POLICY

Purpose: The dress code policy at The Continents States University applies to all university employees, volunteers, students, and any member official member of the university community. It was established to maintain a professional and positive image for our community members as representatives of the university. The policy aims to promote a professional atmosphere while allowing for appropriate flexibility during designated times. This policy outlines the expectations for acceptable attire and provides guidelines for community members to ensure they are comfortable yet presentable in the university environment.

Professional Attire: Business attire is the standard dress practice at The Continents States University for all community members. This includes formal business wear during regular business hours and when attending government-involved personnel meetings, as mandated by State of Missouri Rule 98. Proper attire for all individuals consists of professional clothing appropriate for a formal office environment.

Casual Dress: During less busy business times such as summer sessions or semester breaks, a more relaxed dress code will be implemented, allowing for business casual attire. Business casual wear is defined as clothing appropriate for a professional office environment while still maintaining a neat and professional appearance.

Appropriate Attire: Community members should consider their daily activities and responsibilities when determining what to wear. The following guidelines provide an overview of acceptable casual wear:

- **Tops:** Collared shirts, blouses, sweaters, and turtlenecks are acceptable. T-shirts, tank tops, and clothing with offensive slogans or graphics are not permitted.
- **Bottoms:** Slacks, dress pants, skirts, dresses, and khakis are acceptable. Shorts, miniskirts, leggings as pants, and ripped or torn jeans are not permitted.
- **Footwear:** Dress shoes, loafers, flats, and conservative sandals are acceptable. Athletic shoes, flip-flops, and slippers are not permitted.
- **Accessories:** Minimal and professional accessories are encouraged. Excessive jewelry, hats, and sunglasses are not appropriate.
- **Grooming:** Community members should maintain a clean, well-groomed appearance. Extreme hairstyles, visible body piercings (other than ears), and excessive tattoos should be covered or minimized.

Dress Code Parameters: While the guidelines provided above are not exhaustive, they serve as a general framework for acceptable attire. If a community member is unsure about the appropriateness of any clothing item, it is best to choose an alternative or consult with the university administration or designated authority before wearing it to any university-related activities.

Consequences for Failure to Comply Non-compliance with the dress code policy may result in the following consequences:

- **Verbal warning:** Community members will be notified verbally about the dress code violation and reminded of the policy requirements.
- **Written warning:** If the violation persists, a written warning will be issued, documenting the violation and consequences for future non-compliance.
- **Disciplinary action:** Continued non-compliance may lead to progressive disciplinary action, including suspension or termination, depending on the severity and frequency of the violations.

The Continents States University expects all community members to adhere to the dress code policy to maintain a professional and respectful university environment. It is the responsibility of supervisors, managers, and university authorities to enforce this policy consistently and address any concerns or questions raised by community members regarding the dress code.

Missouri Law Compliance In addition to the dress code policy outlined above, The Continents States University acknowledges and adheres to State of Missouri Rule 98 when attending government-involved personnel meetings. This rule specifies the proper attire for gentlemen and women during such occasions. The university staff members and representatives are expected to comply with this rule when representing the university.

Proper Attire for Gentlemen:
- Business attire, including a coat.
- Tie.
- Dress trousers.
- Dress shoes or boots.

Proper Attire for Women:
- Business attire, including a jacket worn with dresses, skirts, or slacks.
- Dress shoes or boots.

Definition of "Jacket":
- The term "jacket" includes blazers, cardigans, and knit blazers.

Please note that this compliance with Missouri law is incorporated into the dress code policy to ensure the university's adherence to legal requirements. This dress code policy is based on the provided reference and tailored to fit the specific requirements and culture of The Continents States University for all members of the university community.

USE OF ARTIFICIAL INTELLIGENCE (AI)

The use of artificial intelligence (AI) content generators, such as ChatGPT, has gained widespread popularity across various industries, including education. This policy aims to delineate the acceptable and prohibited uses of AI tools within our university's academic environment. AI content generators encompass any technology or platform capable of autonomously generating written, visual, audio, or other content using algorithms, either with minimal human guidance or entirely without it. Prominent examples of such tools include but are not limited to ChatGPT, DALL-E, Jasper, CoPilot, and others.

Permissible Uses of AI Content Generators

- **Idea Generation and Outlining**: Students are encouraged to employ AI content generators for brainstorming ideas and creating outlines as a tool for idea expansion and organization.
- **Proofreading and Editing Assistance**: AI tools may be used for checking work for spelling, grammar, and stylistic improvements to enhance the quality of written assignments.
- **Summarization**: AI generators can assist in summarizing extensive volumes of information, enabling students to extract key insights and concepts efficiently.
- **Drafting with Subsequent Student Input**: Students are permitted to use AI content generators to create initial drafts, with the expectation that they will substantially edit and expand upon this content in their own voice.

Prohibited Uses of AI Content Generators

- **Submitting AI-Generated Work as Original**: It is strictly prohibited for students to submit work that is fully or partially created by an AI generator as their own original work.
- **Direct Copying of AI-Generated Text**: Students may not directly copy AI-generated text into assignments without substantial modifications and proper attribution.
- **Lack of Attribution**: Failure to attribute AI-generated content used in academic work to its source is considered a violation of this policy.
- **Overreliance on AI for "Original" Work**: Creating academic work that is primarily AI-generated, with minimal student input or creativity, is not in compliance with this policy.
- **Completing Entire Assignments or Projects with AI Tools**: Students are prohibited from using AI generators to complete entire assignments or projects without substantial original contributions.
- **Cheating and Plagiarism**: Employing AI generators for the purpose of cheating or plagiarism, such as submitting AI-generated content as one's own, is strictly prohibited.

Consequences of Violations

Violations of this policy will lead to varying academic and disciplinary consequences based on the severity of the infraction:

- **Level 1 Violations**: A first offense will result in a failing grade on the assignment and an official warning placed on the student's academic record.

- **Level 2 Violations**: These include failing the entire course, academic probation, and the placement of a permanent mark on the student's academic transcript.
- **Level 3 Violations**: More serious violations can lead to suspension for 1-2 semesters, loss of scholarships and financial aid, potential expulsion from the university, revocation of degrees awarded.

Reporting Suspected Violations

Students and faculty are responsible for understanding and adhering to this policy. Any suspected violations should be promptly reported to the Dean of Academic Affairs or the Dean of Graduate Schools for thorough investigation.

Promoting Ethical AI Use

We are committed to fostering ethical AI use that enhances the learning experience within our institution. If you have any questions or concerns regarding this policy, please direct them to the Academic Integrity Office.

TEACHING METHODOLOGY

The Continents States University proposes using a Competency-based teaching & learning methodology- CBT&L. The CBT&L curriculum has become necessary because the increasing number of students graduating from ("passing out") higher education institutions do not demonstrate the requisite skills to work in the real world. This approach focuses on the competency necessary for employment or practice in a profession. The term Competency-based education is more concerned with the mastering of specific knowledge and skills. The competence models can provide a transparent blueprint of what students can expect to learn and what teachers will ensure is provided. CBT&L is performance-oriented toward professional practice. Curriculum development is based on elaborating profiles and identifying competencies, including modular format, focusing on the outcome and emphasizing industry practical involvement. Flexibly delivered, involving self-paced approaches. The identified competencies and overall outcome are derived from evidence-based research reflecting current practices in the field to ensure that the curriculum is delivered to meet the needs and expectations of the industry and community.

Introducing CBT&L demands new roles and pedagogical skills in the teaching profession. Teachers in CBT&L need to change their traditional position as an instructor to become facilitators, coaches, assessors, and educational developers. Beyond knowledge in their subject matter, teachers must be abreast with current development in businesses, organizations, and society, initiate regular interaction and feedback dialogue with students, diagnose and monitor students' learning, cooperate with relevant stakeholders, and be abreast with the rapidly (rapid) changing knowledge-based economy. More significantly, the instructional processes in CBT are based on constructivist learning principles that allow students to be actively involved in the learning process within authentic and valid learning conditions.

Institutional Outcome

- A variety of transferable abilities, including information literacy, critical thinking, numeric literacy, research techniques, teamwork, engaging diverse viewpoints, ethical reasoning, and effective communication, must be demonstrated at an advanced level.
- Obtain a thorough understanding of a primary discipline, develop appropriate specialties, and understand how it relates to other areas of study.
- Utilize advanced skills and knowledge from one's subject independently in complex and unpredictable circumstances to serve the needs of various groups consistently with our philosophy and practice.

The Continents States University CBT&L will be organized in modules, emphasizing structured practical activities often performed simultaneously by all class members within a virtual classroom setting. Performance-based assessment, practically oriented writing assignments, case studies, and theory-based analysis will underpin the knowledge gained. Our CBT&L assessment will be geared towards clearly specified criteria and demonstrate the standards in higher education. Student learning outcomes will be measured against a performance criterion that can be shown as competent (pass) or not yet capable (fail). Additionally, Our CBT&L will allow for a more precise match between education/ industry and on-the-job needs.

Teaching Methodology Characteristics

The following characteristics will underpin our competence-based teaching methodology:

- Oriented to professional practice. This means that the future occupational course of the student must be the pivot around which the curriculum should evolve.
- Learner-centered, and the learning process is central. Therefore, the learning approach must involve individualized materials, flexible learning time, and continuous feedback to the learner.
- Based on the constructivist approach, the individual must be actively involved in acquiring knowledge and skills.
- Teacher's role (Facilitator) is that of a 'cognitive guide' that encourages students to engage in active inquiry in the learning activities.
- Provides learning environments that promote the development of competencies.
- Development of generic competencies integrated into the curriculum to stimulate transfer in various settings.
- Assessment will focus on competencies and includes both formative and summative.

Curriculum development is based on elaborating profiles and identifying competencies required to perform a professional task. As indicated, the characteristics will require teachers' and students' new teaching and learning roles in the instructional processes.

Proposed Assessment of CBT – Learning Outcomes

The only way to ensure that students have acquired the tasks is to develop appropriate performance measures to assess the mastery of weekly modules/topics. As CBT&L is industry-driven, assessment has to do with demonstrable outcomes and proven competence which

means that the assessment instruments will provide that proof. In CBT&L, assessment is the process of judging competence against prescribed performance standards. The assessment process will be both formative and summative. Whiles formative assessment improves the quality of instruction and student learning; summative serves as a tool for measuring the attainment of outcomes. The weekly assessments will drive the process of learning as learning begins with assessment (diagnosing entry-level competence or prior knowledge), facilitating engagement by assessment (formative with immediate feedback and intervention), and measured by assessment (summative).

Modularization of courses will expose students to different academic traditions of pedagogy, experiences, and assessment practices that promote professional competencies development for successful employment. Our CBT&L Assessment will be linked to industry because it must be conducted in the work environment or simulated conditions. Learners' performances must be measured against the industry competency standards. Industry-based learning, internship, and practicum improved students' generic skills in different disciplines. Furthermore, good practice and feedback are essential in modular courses to assist students in progressing toward their desired learning objectives.

Asynchronous Time-Based Learning

At The Continents States University, asynchronous time-based learning is a dynamic and innovative approach to education that accommodates the diverse needs of students from around the world. This method allows students to engage with course materials, lectures, and assignments at their own pace and on their own schedule, making it particularly well-suited for those with varying time zones, work commitments, or personal responsibilities. Students have access to a comprehensive online learning platform where they can access pre-recorded lectures, reading materials, and interactive assignments, allowing them the flexibility to manage their studies alongside other life commitments. Additionally, asynchronous learning fosters a sense of independence and self-discipline as students are responsible for managing their own time effectively, promoting valuable skills in time management and self-motivation.

Furthermore, The Continents States University employs competency-based strategies that provide flexibility to earn or award credit and provide students with personalized learning opportunities. Transitioning away from seat time in favor of a structure that creates flexibility allows students to progress as they demonstrate mastery of academic content, regardless of time, place, or pace of learning. These strategies include online and blended learning, dual enrollment, and early college high schools, project-based and community-based learning, and credit recovery. This knowledge leads to better student engagement because it is relevant to each student and tailored to their unique needs. It also leads to better student outcomes because of the pace of learning customized to each student. By enabling students to master skills at their own pace, competency-based learning systems help save time and money.

Additionally, The Continents States University employs a team of dedicated instructors and mentors who facilitate the learning process through discussion forums, virtual office hours, and

email correspondence, ensuring that students receive personalized support and guidance as they progress through their courses. This combination of flexibility and personalized support creates a conducive learning environment that enables students to excel academically while accommodating their individual schedules and circumstances, ultimately enhancing the overall educational experience at the university.

In a fast-changing, technologically oriented world, specifying a single assessment criterion restricts assessors' judgment. It limits students' successful and effective participation in various job settings. As a global economic change, so do workplace operations, which implies that assessment criteria must be broadened to cover the current job-based competencies and future skill needs and innovations. Outcomes and interpretations of the assessment thus must involve short, written comments and corrective advice to address how and what students understand and misunderstand, along with directions and cues to improve processes that can lead to the achievement of learning goals. The competency-based teaching methodology is about skill performance, which implies that teachers' feedback on assessment tasks must provide information about the tasks, processes, or strategies needed to understand the tasks and a commitment to directing, monitoring, and regulating activities toward the completion of the task. Therefore, the emphasis on grades or marks in CBT&L must be reduced because they contain little task-related information or commitment to learning goals. Our faculty will ensure that feedback from assessment must focus on task-oriented information and corrective advice to build students' self-esteem to self-regulate their learning towards achieving learning goals. The teacher's role in CBT&L involves 'assessment of learning' (i.e., summative assessment) and 'assessment for learning' (i.e., formative assessment) to evaluate, diagnose and provide task-oriented feedback. This broader perspective, we believe, will equip our students to acquire the competencies necessary to be employable and continue to develop their competencies to become adaptable in the labor market and contemporary workplace.

Asynchronous time-based learning and competency-based strategies at The Continents States University truly reflects the institution's commitment to providing accessible, inclusive, and high-quality education to a diverse global student body.

PLAGIARISM AND PARAPHRASING

Plagiarism is defined as the act of presenting someone else's work or ideas as one's own without providing proper attribution.

Intellectual honesty is a cornerstone of learning and academic advancement within our university community. Upholding the principles of good academic integrity and avoiding plagiarism is essential to maintaining the integrity of our educational institution. This policy serves to outline the guidelines for the acceptable use of academic sources on our campus.

Acceptable Use of Academic Sources

Our university emphasizes the importance of students' responsible use of academic sources in their academic and research endeavors. All students are encouraged to reference and cite all sources accurately and appropriately. The following cases exemplify acceptable use of academic sources:

- **Paraphrasing with Proper Attribution**: Students are expected to correctly paraphrase information while giving due credit to the original author.
- **Correct Usage of Direct Quotes**: Students may use direct quotes, when necessary, provided they are used correctly and accompanied by proper citations.
- **Citing All Information**: Any information obtained from external sources must be properly cited before being incorporated into academic writing.
- **Acknowledging Previous Research**: If previous research has been conducted on the topic, it must be acknowledged through citation.
- **Adherence to Specific Citation Requirements**: Students should comply with any specific citation and referencing guidelines prescribed by individual faculties, instructors, or academic departments.
- **Originality**: All submitted work must be entirely original and not previously used or acquired from any other sources.

Prohibited Use of Academic Sources

The use of plagiarized work on campus is strictly forbidden. The following activities will be considered inappropriate:

- **Presenting Another Person's Work as One's Own**: Submitting work that includes someone else's work or ideas without proper attribution.
- **Submitting Identical or Substantially Similar Work**: Submitting work that is identical or substantially similar to the work of another student or a previous work of the student without providing proper citation and acknowledgment.
- **Utilizing Unverified or Unauthorized Internet Sources**: Incorporating information from academic sources that are unverified or unauthorized by the university.

Consequences of Plagiarism

Any suspected or confirmed instances of plagiarism will result in appropriate disciplinary actions against the student involved and any other parties implicated in the offense. The university is

committed to ensuring that due process is followed, and penalties are commensurate with the gravity of the offense committed.

Fostering a Culture of Academic Integrity

The university recognizes that plagiarism contradicts the core values and principles of academic integrity. Therefore, we are dedicated to maintaining a culture of honesty, fairness, and ethical conduct among all members of our community. The university is committed to ensuring that all students have a clear understanding of what constitutes plagiarism and the acceptable use of academic sources. This policy serves as a foundation for upholding the highest standards of academic integrity within our university, promoting a conducive environment for learning, research, and the pursuit of knowledge.

ACADEMIC INTEGRITY

All students can use various resources obtained through online libraries, published research, and internet search. However, all students are required to use the APA format guidelines and must use the proper citations. The university will try to ensure all students receive a refresher on how to use the APA Style format in their first course, and they will be required to take the necessary steps when submitting their weekly assignments. Including but not limited to

- Using information appropriately, according to copyright and privacy laws.
- Acknowledging where the contents they use come from.
- Not presenting other people's work as your own.
- Reporting truthfully on your research.
- Acting ethically in all academic endeavors.

The university will use available online software and anti-plagiarism tools to check all students' proposed work submitted to the university. Those identified as violating this section's requirements are subject to disciplinary action by the university's Chief Academy Officer.

ACADEMIC PROBATION

A student unable to maintain a 2.0 cumulative grade point average (CGPA) or drops below 1.5 GPA for each course is subject to academic probation for one full term of Study. The student will also receive extra assistance to reach the expected level of performance.

STUDENT MISCONDUCT AND CONDITIONS FOR DISMISSAL

Students are not conducting themselves in an orderly and professional manner, including offensive words, disrespecting instructors during any taught classes, or chatting with other students or faculty members. Dishonesty, disrupting classes, use of profanity, insubordination, violation of website security rules, or not abiding by the school rules will lead to either probation or dismissal from classes. Students are subject to academic termination if they fall under this policy.

ACADEMIC SUSPENSION OR TERMINATION

Suppose the student still needs to bring their grades to meet our satisfactory academic progress policy at the end of probation. The student shall be suspended or terminated, depending on the academic review committee's recommendation.

APPEAL PROCESS

The student has a right to appeal the decision to the program chair or the university president. The appeal should be submitted in writing within one week of the committee's decision. The appeal review time is up to 30 business days. Students will receive written notifications of any rendered decisions by the committee. Rendered decisions are final.

APPEAL PROCESS

In the event that a student wishes to appeal a decision, they have the option to address their concerns to either the program chair or the university president. The appeal must be submitted in writing within one week of the committee's initial decision.

- Appeal Review Timeline:
  The appeal review process is conducted with diligence and care. However, it is essential to note that the review time for appeals can take up to 30 business days. During this period, the appeal will undergo a thorough examination, ensuring that all aspects are considered judiciously.

- Notification of Decisions
  Once the appeal has been reviewed, students will receive written notifications of the decisions rendered by the committee. It is crucial to acknowledge that these rendered decisions are considered final. Our commitment to a fair and transparent appeal process is aimed at upholding the principles of justice and ensuring that all student concerns are addressed with due diligence and respect.

FREEDOM OF EXPRESSION AND RESPECT

Continents States University recognizes the fundamental right to free speech and actively supports a wide range of opinions within a welcoming and inclusive environment. Every member of our university community, including students, faculty, staff, volunteers, and administrators, is expected to treat one another with respect and courtesy. Harassment, threatening behavior, or actions that intentionally embarrass or disrespect others will not be tolerated. Such actions are considered violations of the General Code of Conduct and may result in disciplinary action, including dismissal from the University or immediate removal from a course.

FINANCIAL TRANSACTIONS AND BUSINESS VENTURES

Students are prohibited from soliciting money or engaging in forbidden business activities with fellow students as part of our commitment to maintaining a fair and equitable academic environment.

At The Continents States University, we believe that respectful, responsible, and professional conduct is fundamental to fostering an enriching educational experience and a harmonious community. We expect all students to embrace and abide by this General Code of Conduct to ensure that our academic community thrives in a spirit of collaboration and mutual respect.

ATTENDANCE POLICY

Students are enrolled in one course every term, and they don't have to take any registration steps or contact the university for the registration process. Students are responsible for satisfying all academic objectives defined by the course structure.

Acceptable reasons for absence from or failure to engage in class include illness; serious accidents or emergencies affecting the student or their family; special curricular requirements, if any; military obligation; severe weather conditions that prevent class participation; religious holidays; and court-imposed legal obligations (e.g., jury duty or subpoena). Other reasons (e.g., a job interview or club activity) may be deemed acceptable if they last for less than three days per week.

Students are expected to log in to the online learning management system MyCampus LMS several times every week to complete the assigned tasks on their dashboard.

Weekly assigned tasks are divided into multiple events, where students can take one task at a time. When students fail to log in for three consecutive business days, MyCampus LMS will notify them automatically and ask them to log in to their student portal. If students fail to log in to their account at least once every week, they will be placed on Week Warning. If students receive two consecutive Week Warnings, they will receive an administrative withdrawal from the course.

For all planned absences, a student who allows an excused absence from a class or any required class activity must inform the instructor as early as possible before the class. For all unplanned absences because of accidents or emergencies, students should contact their instructor or the Office of Academic Services as soon as conditions permit.

Students shall be permitted a reasonable amount of time to make up the material or activities covered during absence from class or inability to engage in class activities for the reasons outlined above.

Students looking to leave the university for more than one term and without withdrawing their admission must apply for a Leave of Absence for up to 120 days per year from their account through Success Portal.

The university recognizes the right of the instructor to make attendance mandatory and requires documentation for absences (except for religious holidays), missed work, or inability to engage

in class fully. After due warning, an instructor can prohibit further attendance and subsequently assign a failing grade for excessive absences.

TERMINATION

Suppose a student persistently fails to stay within the bounds of acceptable behavior or fails to meet the school subscription policy. In that case, they may be terminated and subject to all school policies.

ARTICULATION AGREEMENTS

The Continents States University currently offer one articulation agreement with Pathways College in the United States. Pathways College is regionally accredited by the WASC Senior College & University Commission. The WASC Senior College and University Commission (WSCUC) is one of six regional associations that accredit public and private schools, colleges, and universities in the United States, and they are recognized by the US Department of Education and the Council for Higher Education Accreditation (CHEA).

RE-ENTRANCE

Any student who has dropped out of the program may be readmitted within one year by completing a readmission agreement signed by the school's director or assigned academic advisor and only after paying all fees due at the time of re-admission. Program requirements at the time of re-admission shall be applicable. A student shall be on probation for their first term.

CREDIT RECOVERY

Involves the taking or retaking of unsuccessfully completed classes during the regular school year. Students were enrolling in an accredited program where the students study the material outside regular school hours - whether after school, during the summer, or on the weekends - to gain the course credit student still needs to obtain. If the student passes a credit recovery course, the student will be back on track to graduate and ready to move on to complete other classes.

LEAVE OF ABSENCES

Students are eligible for Leave of Absence (LOA) when only completing one full term of Study. Students must complete a written request with supporting documents and send it to the Office of Academic Services at the university. Approval from the Office of Academic Services is required for any student to start a Leave of Absence. Students may receive an LOA only if they have documents to support their leave. An LOA is issued when we receive an application with medical emergency papers, jury duty, or other conditions covered by the Family Medical and Leave Act of 1993 (FMLA). Any activated military personnel with orders issued by the United States Department of Defense.

Any student may receive only one leave of absence for a period not exceeding 120 days in any twelve-month period. A student may receive a second LOA only when the total number of days used is at most 120 days in twelve months. An additional LOA may not be granted under any

circumstances, even when students did not use the fully granted leave within the first and second LOA.

Students receiving an LOA will have their financial account placed on delayed entry. It will protect their paid fees to the university and be activated once they return to the university. Any delayed entry account is not subject to any incurred interest or additional payment.

Those who fail to return promptly at the end of any granted LOA will be subject to administrative withdrawal from the university. They should pay a re-entry fee, including the admission processing and annual membership fees, as they are not eligible for any remaining balance.

ACADEMIC SERVICES

The Office of Academic Services assists students in navigating the university's systems and rules, including degree audits, academic record adjustments, and curriculum file maintenance. Our office helps students with a variety of services, including academic assistance, help to request transcripts and answering questions related to adding more courses or even dropping out from current classes. We are more focused on currently enrolled students. Students in frequent contact with our office are the most successful students we see as proceeds.

ACADEMIC ADVISORS

The Continents States University is an institution that emphasizes academic and professional growth, personal development, and the nurturing of each student. Academic Advisors serve as mediators between students and faculty or university administration. Academic Advisors at the Office of Academic Advisors must advise and mentor students concerning educational and professional decisions.

The Office of Academic Advisors will ensure that every student has an academic advisor to be assigned to help them achieve their goals without barriers. They are also assisting students in course planning and online education journeys. The university staff members will do their best to support learners' future from the beginning of establishing their educational journey. Help students defend their choices, offering them all possible resources from academic advising until graduation and joining the workforce industry. The Continents States University academic advisors will provide educational guidance and assistance for students by planning schedules, recommending courses, and determining appropriate education solutions for different students.

In addition, each faculty member is receptive to developing a professional yet personal relationship with each student. As such, the students should feel comfortable, if the need arises, seeking the advice of a faculty member about academic and professional matters.

All students are assigned an academic advisor available to be contacted directly from the student portal. All advisors are available to answer all questions within 12-24 hours. Students who have yet to receive a response within 24 hours must contact the Chief Academic Officer immediately through the portal.

ADMISSION FEES

Applicants will pay $50 to process their admission application before issuing an acceptance certificate. Admission application processing fees are refundable only if students cancel enrollment within three business days of signing the enrollment agreement.

MEMBERSHIP (TUITION) FEES

Tuition is the cost of taking classes at any university and what any school charges for the actual instruction. The Continents States University does not charge tuition for education like other traditional universities. However, the university defined the cost of attendance as a $1000 annual fee as a one-time membership fee, payable annually to cover one full academic year. The cost of attendance is due 48 hours before the first day of starting the first term. The annual fees (membership) are the cost of accessing the online learning community, qualified faculty and receiving a degree after graduation. All prices are subject to change at the school's discretion. Any fee increases will become effective for the year following student notification of the increase.

READMISSION

Students who leave the university for any reason with an outstanding balance will be accepted to apply for readmission once they complete another admission application and pay any outstanding balance to the university. Students who leave the university with an approved leave of absence (LOA) do not need to obtain any pre-approval or reapply to rejoin the university. Students who leave the university without an approved LOA will need to wait until the university approves their application and may be subject to additional review.

ADDITIONAL FEES

Students who need additional services or are in favor of obtaining additional services, including obtaining an extra copy of their transcripts and diplomas or requesting expedited shipping, must pay additional fees to process their requests. A student a paper check and their bank declines or returned the check unpaid will be an additional $39 decline/return processing fee.

Printed Transcripts	$25
USPS Domestic First Class	$15
Credit Transfer Fee (Each 3 Credit Hours)	$25
Returned Check Fee	$39
Admission Fee	$50
Graduation Fee	$150
Printed Diploma	$150

International Shipping Fee	$250
Replacement Diploma	$250
AFP FPAC (Exam and Prep Materials)	$750
Annual-Tuition (Membership Fee)	$1000
UK Dual Degree (OTHM Qualifications)	$2000

MEMBERSHIP WAIVER

The Continents States University is an annual membership-based university. Which requires all students to pay the yearly membership fees to join the learning community, access online learning materials, communicate with qualified faculty, and receive properly issued documents after graduation. The Continents States University believes that education must remain accessible to everyone qualified. Therefore, all students cannot afford the annual membership dues and think they are qualified for the Membership Waiver; they can apply and receive a decision within 30 days. Students will receive a membership waiver if they are qualified under the U.S. Federal Poverty Guidelines and certify they meet the standards set forth by the Office of The Assistant Secretary for Planning and Evaluation.

- Receiving public benefits does not qualify students for a membership waiver.
- Most recent three years individual tax return may qualify students for a membership waiver.

PAPERLESS COMMITMENTS

Students qualified for a Membership Waiver must make themself aware and agree to receive all communications electronically, including but not limited to the graduation package, certificate of graduation, and transcripts. The issue of a paper certificate and transcript is subject to charges from the schedule of other fees. Exclusions are not permitted whatsoever.

PAYMENT PROCESSING

The Continents States University has partnered with PayMyTuition to streamline the fee payment process for our international students. PayMyTuition offers multiple payment options and excellent foreign exchange rates, allowing students to pay online from almost any country. PayMyTuition will ensure that students' payment arrives safely and accurately without processing fees. Students will be refunded the same amount in United States Dollars. PayMyTuition typically processes payments within 7-10 business days.

Students can now pay their fees using our payment platform Convera GlobalPay. This fast and reliable service allows you to pay in your local currency via bank transfer, credit card, or by using a wide range of local online payment options without incurring any transaction charges.

When students ask the university for a service fee refund, foreign exchange fees will be reduced from 1% to 2% or based on the transfer rate at the time of transaction for any payment form requiring currency conversion. In addition, all payments made from non-US cards are subject to an additional up to 5% processing fee.

CANCELATION STATEMENT

The university reserves the right to cancel or reschedule any class due to insufficient enrollment, sever weather conditions, or law obligations. Due to any of these circumstances, all students will be notified of the changes and will be given the option to take (Term Break), enroll in a different course, or wait for an upcoming class.

FINANCIAL AID ASSISTANT

The Continents States University is an annual membership-based university committed to delivering higher education to all qualified students. The Continents States University does not currently participate in any assistant financial program. Any assistant financial programs that will consider the university a participant in will be published on our website and in this school catalog unless the student is qualified for a membership waiver which does not constitute financial assistance in any way or form.

DUAL DEGREE STUDENTS

Students who finish their first program within the timeframe of 12 months are eligible to take extra courses or complete another program at no additional cost until they fulfill their 12 months of annual membership fees. Those who decide to pursue another program of study within the 12-month period are subject to the same rules and regulations as when they undertake one program of study, including graduation fees, diploma fees, and any other additional services they choose to apply for. Except for the shipping fee when they decide to ship both diplomas at the same time, they will only pay for one-time shipping.

RIGHT TO CANCEL (REFUND POLICY)

Pursuant to Missouri Title 6 CSR 10-5.010(6)(E), All students have the right to cancel their enrollment agreement at any time. Students who choose to cancel within three business days of signing their enrollment agreement are entitled to a full refund of all money paid. Students must be aware that refund processing fees might be charged by the bank processing the refund, as the university has no control over these fees and does not benefit from them. Students who cancel their enrollment agreement after the last day of the drop period are entitled to refund based on the following schedule:

Student who withdraws from the university.
1. Prior to end of first week = Receives 100% refund.
2. Between 1st Month – 2nd Month = Receives 85% refund.
3. Between 2nd Month – 3rd Month = Receives 70% refund.

4. Between 3rd Month – 4th Month = Receives 55% refund.
5. Between 4th Month – 5th Month = Receives 40% refund.
6. Between 5th Month – 6th Month = Receives 25% refund.
7. Beyond 6th Month = Receives 0% refund.

All students who are dismissed from the university, undergo administrative withdrawal, or face expulsion will be entitled to the same university refund policy. Refunds shall be made within thirty (30) days of the date the institution determines that the student has withdrawn after receiving the student's notification.

REDUCTION OF TUITION AND FEES

The Continents States University is an annual membership-based university that does not provide public governmental financial aid. The university does not and will not participate in individual student fee reductions. However, the university reserves the right to offer the same fee reduction for those without financial assistance for the entire cohort. Veterans, service members, and families of the U.S. Armed Forces will receive an admission fee waiver of $50.

EMPLOYMENT AND CAREER SERVICES

Career Services has many tools and services available as you look for the ideal major or prepare for your career search. Work on your professional development plan whenever you have the time.

The Continents States University cannot guarantee employment, salary, or career advancement. The Continents States University provides access to multiple hiring providers as an additional service provided by third-party companies at no extra charge. The Continents States University understands that finding jobs is the most challenging after graduation. Therefore, we are committed to staying in touch with you and always helping you find the proper position. The Continents States University established a job board to help you take simple steps into your future after graduation.

The Continents States University understands that finding jobs is the most challenging after graduation. For that reason, we are committed to staying in touch with all students and always helping them find the right job that's fit their future. The Continents States University established a job board to help students take simple steps to find a better lot after graduation. Students who prefer to conduct job searches based on their qualifications earned outside the university may choose to participate in the self-career advancement program by researching our international job board in collaboration with ZipRecruiter®.

You have a better chance of success if you give this process more time. The Continents States University has developed a comprehensive list of resources and services to support our community of students and alumni access to high-quality job opportunities; these services include a wide range of resume and cover letter writing systems supported by artificial intelligence and skill matching tools, interview preparation quizzes, and training tools.

We also partnered with twelve major job board providers to give our students direct access to their services at no cost. Also, we have expanded our services to our international students by working with seven of the world's giant hiring boards. In addition, we are offering many other workshops and employment resources for special populations, including veterans, disabled people, older workers, and many others.

DISTANCE EDUCATION PLATFORM

The Continents States University aspires to serve all students and offer books free of charge. The Learning Management System (LMS) has all study materials, books, and required assignments. Students will not be required to buy any additional books or materials.

The Continents States University developed a customized version of the Moodle platform "MyCampus." Moodle is a free, open-source learning management system (LMS) written in PHP and distributed under the GNU General Public License. Developed on pedagogical principles, Moodle used blended learning, distance education, flipped classrooms, and other e-learning projects in schools, universities, workplaces, and other sectors worldwide. Moodle allows for extending and tailoring learning environments using community-sourced plugins.

All students enrolled at The Continents States University will be given usernames and passwords, instructions, and onboarding orientation to help them understand the requirements and the proper access methods to use "MyCampus."

Students will check their academic calendar, take assignments and quizzes, and submit the discussions through the forum; they can build learning groups and private chat sessions and access other learning materials.

MyCampus platform supports the Single-Sign-On ability of all students, staff members, and faculty. Single sign-on is an authentication scheme that allows users to log in with a unique ID and password to several related yet independent software systems. It is often accomplished using the Lightweight Directory Access Protocol and storing LDAP databases on servers. The Continents States University will have administrator access to the platform and determine each member's access level. Using the Single-Sign-On feature will help students and faculty members eliminate or decrease the number of support tickets to rest passwords, having trouble logging in and connecting using the Workplace platform.

The Continents States University partnered with Meta Platforms, Inc. to offer all our community members access to the Meta Workplace platform; Workplace is an enterprise connectivity platform developed by Meta Platforms, Inc. It features tools like groups, instant messaging, and the News Feed. This platform also supports the Single-Sign-On feature and is available to all community members.

ONLINE SAFE COMMUNITY

The Continents States University website uses a Secure Sockets Layer SSL for online security purposes. Standard security technology establishes an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browsers remain private and integral. The Continents States University follows Symantec's international website and browser encryption guidelines of Comodo & Geotrust.

PERSONALIZED LEARNING

Transitioning away from seat time in favor of a structure that creates flexibility allows students to progress as they demonstrate mastery of academic content, regardless of time, place, or pace of learning. Competency-based strategies provide flexibility to earn or award credit and provide students with personalized learning opportunities. These strategies include online and blended learning, dual enrollment and early college high schools, project-based, and community-based learning, and credit recovery. This knowledge leads to better student engagement because it is relevant to each student and tailored to their unique needs. It also leads to better student outcomes because of the pace of learning customized to each student. By enabling students to master skills at their own pace, competency-based learning systems help save time and money. Competency-based systems also create multiple pathways to graduation depending on the strategy pursued. Make better use of technology, and support new staffing patterns that utilize teacher skills. Interests differently, take advantage of learning opportunities outside school hours and walls. Help identify opportunities to target interventions to meet student-specific learning needs. Each of these presents an opportunity to achieve greater efficiency and increase productivity.

STUDENT RECORDS

The school maintains all student evaluations, grades, and transcripts safely and is kept on file permanently and protected from fire, theft, and other perils.

COMMUNICATION METHODS

Faculty and staff members can reach out to prospective and current students via email and the students' portal for those who have access.

Telephone Consumer Protection Act (TCPA)

I agree that for us to service our students or collect any amounts you may owe, we may contact you by telephone at any telephone number associated with your profile, including wireless telephone numbers, which could result in charges. We/assigns may also contact you by sending

text messages or emails using any email address you provide to us. Contact methods may include using prerecorded/artificial voice messages or an automatic dialing device, as applicable.

Notification Statement

The university shall use any possible form of notification when changes occur to the institution. Without private personal identification, information, policies, and other legal notices may be published online on the university website or other third-party platforms. All enrolled students must stay updated with our school catalog, regulation, and policies to satisfy their needs. Therefore, we encourage all students to subscribe and join our social media channels to stay updated.

International Students Disclaimer

Students from overseas countries must comply with the same terms and conditions for The Continents States University, with no exceptions. Students enrolling in countries without recognized online education shall hold the university harmless and adhere to the same terms and conditions. The Continents States University shall not be responsible at any time in any country to be registered to operate as an online education, only where business conducted with a physical presence, registration, and authorization shall occur.

COURSES CREDIT AWARD

Students will be granted four credit hours after completing any course successfully. Courses require prerequisites that are needed completion before enrolling in those courses. Lessons are conducted in order that they should be marked as completed. All students will access the full curriculum once they receive a certificate of acceptance.

Standards of Awarding

I. Master's Degree - A master's degree shall require a minimum of 36 semester hours beyond an accredited baccalaureate.

II. MiniMaster - A graduate certificate shall require a minimum of 12 semester hours beyond an accredited baccalaureate.

One credit unit's successful completion is equivalent to the following total semester:
- One lecture credit = 15 hours of instructions and coursework.
- One internship/externship or practicum credit = 45 hours of hands-on experience.
- This final is 50 minutes in one full hour.

OPTIONAL PRACTICAL TRAINING

The university is an OPT provider for U.S. Citizenship and Immigration Services: The university supports USCIS Optional Practical Training applicants. Optional Practical Training (OPT) is temporary employment directly related to F-1 students in their major study area. Eligible students can apply for up to 12 months of OPT employment authorization before completing their academic studies (pre-completion) and after completing their academic studies (post-completion).

NUMBERING SYSTEM

The Continents States University uses the following alphanumeric system to identify all courses. Graduate program courses are pre-marked with three capital letters followed by four numbers. 5000 – 6999, as they refer to each course-related identification group.

Course Range	Course Level
5000-6999	Graduate Courses

LANGUAGE OF INSTRUCTION

The Continents States University language of instruction is English. However, The university may partner with internationally accredited universities to deliver our mission locally. Graduation documents will include the language of education. For this reason, all students warned that **COMPLETING A COURSE OR PROGRAM IN A LANGUAGE OTHER THAN ENGLISH MAY REDUCE EMPLOYABILITY WHERE ENGLISH IS REQUIRED**.

BUSINESS COOPERATION AGREEMENTS

The Continents States University is an authorized Pearson VUE "Certiport" testing center: The university is approved by Pearson VUE as an authorized testing center, delivering over 75 different types of professional certification exams. The university does not provide or teach those subjects offered by Pearson VUE. However, we only proctored those students taking these different exams, directly giving the proctoring information to Pearson VUE. The university does not have control over these subjects and does not award any related certificates or credits.

LIBRARY RESOURCES

The library and information resources provided by Henry Stewart Publications, collection contains over 3,300 specially prepared, animated, online, audio-visual lectures by world leading authorities including Nobel Laureates. It is highly regarded by faculty, post-docs and other research staff, graduate students, and advanced undergraduates. It is constantly updated and

extended. These resources are available to students as part of their educational journey at no additional cost.

STUDENT-UNIVERSITY RELATIONSHIP

This university catalog and enrollment agreement are considered contracts that bind the student to the university once students sign enrollment agreement. All changes to this catalog will be effective upon notification to all students by all methods available to the university, including but not limited to social media, the university website, student portals, email notification, and student portals.

PROGRAMS OF STUDY

- The Master of Science in Business Administration.
- The Master of Arts in Organizational Leadership.
- The Master of Science in Healthcare Administration.
- MiniMaster in Business Management.
- MiniMaster in Global Leadership.
- MiniMaster in Medical Administration.

Program Title: Business Administration
Credential Issued: Master of Science
Time Commitments: 9 Terms (36 Weeks)
Credits: 36

The Continents States University built the Master of Science in Business Administration program for professionals looking to improve their careers by seeking employment in management positions, students looking to establish their businesses, or those seeking success in the business industry. The Master of Business Administration degree program will help students, entrepreneurs, and business owners advance their knowledge in a business environment, finance, economy, management, and marketing.

Besides, the Master of Science in Business Administration program's mission is to lead students and provide them with specific administrative or leadership positions in public and private institutions.

Program Objectives

Upon completion of the Master of Business Administration program, students will:

- Implement best practices to resolve business issues.
- Demonstrate quantitative skills and effective written forms of communication.
- Students will learn to implement management and leadership skills as freelancers or business members.
- Students will learn to identify marketing, accounting, and behavioral skills.
- Students will be able to apply concepts to take actions and decision-making to resolve management issues.
- Integrate theories and practice to perform strategic analysis.
- Students will demonstrate verbal, written, and communication skills.

MSBA Program Features

- Available 100% online with the support of competency-based education options.
- Programs to be completed in twelve months.

MSBA Graduates Job Outlook

- The U.S. Bureau of Labor Statistics (BLS) predictions indicate overall solid growth in management positions, with an 8 percent average increase in supervisory-level employment expected across all professions from 2016 to 2026, creating 807,000 jobs. (Statistics, 2021)
- Longer-term career prospects include all Chief-Suite positions across all functional areas (CEO, CFO, CIO, CMO).

Courses Description

1. **Establishment Course**
   Non-Credit Course
   The primary objective of this course is to equip students with the essential skills and knowledge to use APA style format correctly and appropriately integrate it within their weekly assignments. In addition to this, students will receive training on navigating and utilizing the different resources available on the university website and catalog. The course aims to provide an in-depth understanding of The Continents States University system to foster a better grasp of the university's policies, procedures, and best practices. At the end of the course, students will emerge equipped with the essential research and writing skills and understand the university system's functionality, ultimately improving their academic performance and success in their chosen careers.

2. **BUS 5010 - Business Management**
   4 Credit Hours
   Business management involves the planning, organizing, directing, and controlling of all aspects of a company's operations. It is a broad field that encompasses various areas such as human resources, marketing, finance, operations, and strategy. Effective business management requires a solid understanding of the fundamental principles of business, as well as critical thinking and problem-solving skills. Business managers are responsible for setting goals and determining the best ways to achieve them, as well as managing resources to ensure that the organization operates efficiently and effectively. They must also keep up with the latest trends and technological developments in their industry to remain competitive. With the right education, skills, and experience, business managers can lead their organizations to success in today's rapidly changing business world.

3. **BUS 5203 - Marketing Management**
   4 Credit Hours
   Marketing management is the process of planning, organizing, implementing, and controlling the activities of a business to satisfy the wants and needs of customers, while achieving the organization's goals. Successful marketing management involves understanding consumer behavior, identifying target markets, creating and developing products and services that meet consumer demand, determining pricing strategies, and developing and implementing promotional campaigns. An important aspect of marketing management is being able to adapt to changing market conditions and continuously evaluating and modifying marketing strategies and tactics to ensure long-term success. In today's competitive business environment, effective marketing management is more important than ever to achieve and maintain a competitive edge.

4. **BUS 5050 - Managerial Accounting**
   4 Credit Hours
   Managerial accounting is the process of identifying, measuring, analyzing, interpreting, and communicating information to assist managers in decision-making and achieving

organizational goals. It provides managers with financial data that helps them make strategic decisions about allocating resources, controlling costs, and maximizing profitability. Managerial accountants are responsible for creating budgets, analyzing financial statements, conducting cost-benefit analyses, and developing performance metrics to measure the success of various business initiatives. By providing managers with relevant and reliable financial information, managerial accounting plays a critical role in the success of any organization by ensuring that resources are allocated in the most efficient and effective way possible. The skills and knowledge required to be a successful managerial accountant include a strong understanding of financial accounting principles along with problem-solving, critical thinking, communication, and analytical skills.

5. **BUS 5101 - Corporate Communication**
   4 Credit Hours
   Corporate communication is a strategic process whereby organizations build and maintain relationships with stakeholders through effective communication. It involves a range of activities, including public relations, marketing communication, internal communication, investor relations, and crisis communication. The aim of corporate communication is to create a positive image and reputation for the organization, building brand awareness, promoting customer engagement, and ensuring that stakeholders receive clear and consistent messages. To achieve this, corporate communication must be transparent, honest, and ethical, and should reflect the values and goals of the organization. Effective corporate communication is essential for organizations in today's complex and fast-paced business environment, where stakeholders demand transparency and accountability. It requires the ability to understand and analyze the needs of various stakeholder groups, craft appropriate messages, and use a range of communication tools to deliver them effectively across multiple channels.

6. **BUS 5051 - Business Law and Ethics**
   4 Credit Hours
   Business Law and Ethics is an essential course for any student aspiring to be a successful business leader. The course covers topics such as contracts, torts, intellectual property law, securities law, and regulatory compliance. It also explores the ethical considerations that business leaders need to take into account when making decisions and dealing with various stakeholders, such as employees, customers, suppliers, and the community at large. The course helps students develop critical thinking and analytical skills that they can use to identify ethical dilemmas and navigate complex legal and regulatory frameworks. By the end of the course, students will be able to apply legal and ethical principles to real-world business scenarios and make informed decisions that prioritize the interests of all stakeholders involved.

7. **BUS 5002 - Operations Management**
   4 Credit Hours
   Operations Management is an essential course designed to provide students with the skills and knowledge needed to manage the day-to-day operations of an organization efficiently. The course covers topics such as supply chain management, quality control, production planning, inventory management, and capacity planning. Students will learn how to analyze operational data and create strategies that optimize organizational productivity while reducing costs. The course also explores the importance of quality control and customer satisfaction, as well as the impact of technology on operations management. Upon completion of the course, students will emerge equipped with the essential critical thinking and problem-solving skills needed to manage operations effectively, improve organizational efficiency and effectiveness, and drive long-term growth and profitability.

8. **BUS 5014 - Strategic Management**
   4 Credit Hours
   Strategic Management is an essential course that provides students with an in-depth understanding of how to develop and execute effective strategies to achieve organizational goals and objectives. The course covers topics such as strategic analysis, competitive positioning, strategic planning, resource allocation, and performance measurement. Students will learn how to conduct strategic analyses, identify key strengths, weaknesses, opportunities, and threats, and develop strategies that leverage the organization's resources and capabilities. The course also explores the importance of strategic alignment across different levels of an organization and the role of leadership in driving strategic change and enabling organizational agility. Upon completing the course, students will be able to apply their skills and knowledge to the development of practical, effective strategic plans, execute strategies that drive organizational success, and effectively manage change and uncertainty to improve business outcomes and drive growth.

9. **BUS 5210 - Human Resources Management**
   4 Credit Hours
   Human resources management is a course that deals with managing the most valuable asset of any organization - its people. The course covers a wide range of topics such as human resource planning, recruitment and selection, training and development, performance management, compensation and benefits, employee relations, and legal compliance. Students will learn how to create a positive workplace culture, maximize employee productivity, reduce employee turnover, and manage conflicts in the workplace. Additionally, the course provides insights into how to develop and implement human resource policies and procedures that align with the organization's mission and goals. By the end of the course, students will have a thorough understanding of how to effectively manage human resources to achieve organizational success.

10. **BUS 5120 - Project Management**
    4 Credit Hours
    Project management is a course that focuses on the process of planning, organizing, and controlling resources to achieve specific project objectives. The course covers a wide range of topics such as project life cycle, project stakeholders, work breakdown structure, project scheduling, resource management, risk management, and project monitoring and control. Students will learn how to effectively manage time, cost, quality, scope, and risks associated with a project. Additionally, the course provides insights into how to collaborate with stakeholders and how to communicate project progress effectively. By the end of the course, students will have a thorough understanding of how to lead teams and manage resources to ensure successful project outcomes.

Program Title: Organizational Leadership
Credential Issued: Master of Arts
Time Commitments: 9 Terms (36 Weeks)
Credits: 36

Today's small and large organizations enjoy multifaceted and immersive relationships with employees, customers, suppliers, and service vendors. A successful leader must improve the organization's results while responding to owners' needs and values. Those who purposely lead the arc of personal, organizational, and societal influences lay the foundations for success.

Program Objectives

Upon completion of the Master of Arts in Organizational Leadership program, students will:

- Demonstrate the ability to make financial decisions.
- Establishing an influential graduate with the basis of leadership practice through knowledge and self-development.
- Develop and maintain an efficient method to handle mutable skills simultaneously.
- Design and use thinking and methodological points of critical and innovative consideration to execute organizational change and sustainable growth.
- Develop and support motivated leadership and management leaders.
- Manage complex and subjective organizational agendas with a sound ethical basis.
- Enhancing the ability to directly manage, handle, and resolve multi-factors issues in organizational structures.

MAOL Program Features

- Available 100% online with the support of competency-based education options.
- Programs to be completed in twelve months.

MAOL Graduates Job Outlook

- Corporate Executive Leadership (CEO, CFO, Department Director)
- Success Management Leaders (Training Manager, Marketing Manager)
- Organization Consultant (Management Analyst, Strategy Consultant)
- Coaching Director (Life Coach, Executive Coach)

Courses Description

1. **Establishment Course**
   Non-Credit Course
   The primary objective of this course is to equip students with the essential skills and knowledge to use APA style format correctly and appropriately integrate it within their weekly assignments. In addition to this, students will receive training on navigating and utilizing the different resources available on the university website and catalog. The course aims to provide an in-depth understanding of The Continents States University system to foster a better grasp of the university's policies, procedures, and best practices. At the end of the course, students will emerge equipped with the essential research and writing skills and understand the university system's functionality, ultimately improving their academic performance and success in their chosen careers.

2. **ECO 5010 - International Trade**
   4 Credit Hours
   International trade is the exchange of goods and services across the borders of different countries. It is a key driver of globalization and has been playing a significant role in the growth of the global economy. The theory of international trade deals with the concepts of comparative advantage and specialization, and it aims to explain why countries engage in trade and how they benefit from it. It involves understanding the international trading system, trade agreements, tariffs, quotas, and other trade policies. Knowledge of international trade is essential for businesses looking to expand their operations overseas and policymakers seeking to establish trade relationships with other nations.

3. **BUS 5010 - Business Management**
   4 Credit Hours
   Business management involves the planning, organizing, directing, and controlling of all aspects of a company's operations. It is a broad field that encompasses various areas such as human resources, marketing, finance, operations, and strategy. Effective business management requires a solid understanding of the fundamental principles of business, as well as critical thinking and problem-solving skills. Business managers are responsible for setting goals and determining the best ways to achieve them, as well as managing resources to ensure that the organization operates efficiently and effectively. They must also keep up with the latest trends and technological developments in their industry to remain competitive. With the right education, skills, and experience, business managers can lead their organizations to success in today's rapidly changing business world.

4. **OCL 5050 Organizational Change and Leadership**
   4 Credit Hours
   Organizational change and leadership are important aspects of managing and growing a successful business. This course focuses on the processes and strategies of driving change in organizations, such as identifying problems, planning solutions, and mobilizing people, resources, and systems to achieve the desired results. Effective leaders must be able to

articulate a clear vision, build consensus, and motivate employees to embrace change. Leaders must also create and foster a culture that is conducive to change by promoting values such as innovation, adaptability, and continuous improvement. The course also covers the importance of good communication, stakeholder management, and measurement systems in the change process. Overall, this course equips students with the knowledge and skills needed to lead and manage change initiatives for the long-term success of their organizations.

5. **BUS 5101 - Corporate Communication**
   4 Credit Hours

   Corporate communication is a strategic process whereby organizations build and maintain relationships with stakeholders through effective communication. It involves a range of activities, including public relations, marketing communication, internal communication, investor relations, and crisis communication. The aim of corporate communication is to create a positive image and reputation for the organization, building brand awareness, promoting customer engagement, and ensuring that stakeholders receive clear and consistent messages. To achieve this, corporate communication must be transparent, honest, and ethical, and should reflect the values and goals of the organization. Effective corporate communication is essential for organizations in today's complex and fast-paced business environment, were stakeholders demand transparency and accountability. It requires the ability to understand and analyze the needs of various stakeholder groups, craft appropriate messages, and use a range of communication tools to deliver them effectively across multiple channels.

6. **BUS 5051 - Business Law and Ethics**
   4 Credit Hours

   Business Law and Ethics is an essential course for any student aspiring to be a successful business leader. The course covers topics such as contracts, torts, intellectual property law, securities law, and regulatory compliance. It also explores the ethical considerations that business leaders need to take into account when making decisions and dealing with various stakeholders, such as employees, customers, suppliers, and the community at large. The course helps students develop critical thinking and analytical skills that they can use to identify ethical dilemmas and navigate complex legal and regulatory frameworks. By the end of the course, students will be able to apply legal and ethical principles to real-world business scenarios and make informed decisions that prioritize the interests of all stakeholders involved.

7. **SER 5050 – Leading In Customer Service**
   4 Credit Hours

   Leading in Customer Service is a course designed to enhance the skills of individuals in roles that require them to lead teams responsible for delivering exceptional customer service experiences. The course examines the importance of customer service, the role of leaders in driving a customer-centric culture, and the essential skills needed to manage customer

relationships. Key topics covered in the course include customer experience design, effective communication, conflict resolution, customer problem-solving, and customer service trend analysis. Students will also learn how to motivate and inspire team members to deliver consistent, high-quality service and how to manage and measure customer satisfaction metrics. By completing the course, students will gain the skills and knowledge needed to lead teams that create and maintain exceptional customer service experiences, ultimately driving positive business outcomes.

8. **OSR 5010 Organizational Strategy**
   4 Credit Hours
   Organizational Strategy is a course designed to equip students with the skills and knowledge needed to develop and implement effective strategies that align with an organization's goals and objectives. The course covers topics such as market analysis, competitive positioning, strategic planning, resource allocation, and performance measurement. Students will learn how to conduct strategic analyses, identify key strengths, weaknesses, opportunities, and threats, and develop strategies that leverage an organization's resources and capabilities. The course also explores the importance of strategic alignment across different levels of an organization, as well as the role of leadership in driving strategic change and enabling organizational agility. By the end of the course, students will be able to create and communicate a compelling organizational strategy, articulate clear goals and objectives, and execute a plan that drives business success.

9. **MLM 5101 Multicultural Management**
   4 Credit Hours
   Multicultural Management is a course that explores various cultural differences and their impact on management practices in diverse workplaces. The course covers topics such as cultural intelligence, cross-cultural communication, global leadership, diversity, and inclusion. Students will learn how to identify and address cultural biases that can hinder teamwork, communication, and productivity in multicultural settings. They will learn how to lead and manage diverse teams by developing essential multicultural management skills such as adapting communication styles, creating an inclusive workplace culture, fostering cross-cultural collaboration, and demonstrating empathy. By the end of the course, students will be well-equipped to lead and manage teams effectively in multicultural environments, and they will be able to bridge cultural differences and leverage cultural diversity to foster innovation and drive business success.

10. **BUS 5100 - Negotiations and Conflict Management**
    4 Credit Hours
    Negotiations and Conflict Management is a course that equips students with the tools and strategies needed to negotiate effectively and manage conflicts in various settings. The course covers topics such as negotiation techniques, conflict resolution, dispute systems design, and mediation. Students will learn how to identify underlying interests and motivations, develop effective negotiation strategies, and create win-win solutions to

complex issues. They will also learn how to manage conflicts in various settings, such as the workplace, community, and international contexts. The course will explore various conflict resolution models and techniques, as well as the role of leadership in preventing and resolving conflicts. Upon completion of the course, students will be able to apply effective negotiation and conflict management strategies to resolve conflicts and build collaborative relationships in various settings.

Program Title: Healthcare Administration
Credential Issued: Master of Science
Time Commitments: 9 Terms (36 Weeks)
Credits: 36

The Master of Science in Healthcare Administration prepares individuals to work with specific populations and communities and improve awareness, education, policy, and research. This degree differs from many other advanced master's degrees in management. It allows students to grow in a specific healthcare administration area, deal with healthcare administration policies and medical statistics problems, and graduate hands-on. The program will provide students with a more advanced understanding of the basic disciplines of healthcare administration requirements and the possibility of advancing knowledge in a specific domain.

Program Objectives

Upon completion of the Master of Science in Healthcare Administration program, students will:

- Execute healthcare administration knowledge and handle healthcare administration policy issues.
- Demonstrate and maintain healthcare evaluation and development programs.
- Analyze the quality and strengths of specific health policy issues research and outcomes.
- Playing quantitative tools and methodologies in evidence-based health policy analysis and evaluation.
- Fostering the identification and realization of individual students' unique personal and professional goals.
- Graduates will execute competencies related to planning, implementation, and disease prevention programs.
- Preparing graduates to use communication and administration skills to lead the health agencies in decision-making.

MSHA Program Features

- Available 100% online with the support of competency-based education options.
- Programs to be completed in twelve months.

MSHA Graduates Job Outlook

- U.S. Bureau of Labor Statistics expects healthcare administration Services Managers' employment to grow by 18% over the next several years, with job openings for around 250,000 new Healthcare Administration professionals.
- Graduates can obtain jobs as Healthcare Directors, Biostatistician, Epidemiologists, or Healthcare Administration professors.

Courses Description

1. **Establishment Course**
Non-Credit Course
The primary objective of this course is to equip students with the essential skills and knowledge to use APA style format correctly and appropriately integrate it within their weekly assignments. In addition to this, students will receive training on navigating and utilizing the different resources available on the university website and catalog. The course aims to provide an in-depth understanding of The Continents States University system to foster a better grasp of the university's policies, procedures, and best practices. At the end of the course, students will emerge equipped with the essential research and writing skills and understand the university system's functionality, ultimately improving their academic performance and success in their chosen careers.

2. **BUS 5051 Business Law and Ethics**
4 Credit Hours
Business Law and Ethics is an essential course for any student aspiring to be a successful business leader. The course covers topics such as contracts, torts, intellectual property law, securities law, and regulatory compliance. It also explores the ethical considerations that business leaders need to take into account when making decisions and dealing with various stakeholders, such as employees, customers, suppliers, and the community at large. The course helps students develop critical thinking and analytical skills that they can use to identify ethical dilemmas and navigate complex legal and regulatory frameworks. By the end of the course, students will be able to apply legal and ethical principles to real-world business scenarios and make informed decisions that prioritize the interests of all stakeholders involved.

3. **HCA 5010 Healthcare Administration**
4 Credit Hours
Healthcare Administration is a course that aims to provide students with a comprehensive understanding of the healthcare system's management and administration. The course covers topics such as healthcare operations, finance, compliance, policy, technology, and strategic planning. Students will learn how to evaluate healthcare systems and processes and design strategies that optimize patient care and staff productivity. The course also explores the legal and ethical considerations that healthcare administrators must adhere to, as well as the impact of healthcare policies at the local, state, and federal levels. By the end of the course, students will be equipped with the skills and knowledge needed to manage healthcare organizations efficiently, provide leadership to healthcare teams, navigate regulatory and compliance issues, and drive organizational change effectively.

4. **BUS 5002 Operations Management**
4 Credit Hours
Operations Management is an essential course designed to provide students with the skills and knowledge needed to manage the day-to-day operations of an organization efficiently. The course covers topics such as supply chain management, quality control, production

planning, inventory management, and capacity planning. Students will learn how to analyze operational data and create strategies that optimize organizational productivity while reducing costs. The course also explores the importance of quality control and customer satisfaction, as well as the impact of technology on operations management. Upon completion of the course, students will emerge equipped with the essential critical thinking and problem-solving skills needed to manage operations effectively, improve organizational efficiency and effectiveness, and drive long-term growth and profitability.

5. **HQA 5050 Healthcare Quality Assurance**
   4 Credit Hours
   Healthcare Quality Assurance is a course that equips students with a comprehensive understanding of quality assurance and improvement in healthcare settings. The course covers topics such as patient safety, quality management, performance measures, and regulatory compliance. Students will learn how to evaluate healthcare systems and processes and design strategies that optimize patient care quality and safety, and minimize medical errors and malpractice in healthcare delivery. The course also explores the legal and ethical considerations that healthcare professionals must adhere to in promoting patient safety and quality in healthcare delivery. By the end of the course, students will be able to apply quality assurance and improvement concepts, implement performance improvement initiatives, and establish standard processes for assessing, measuring, and improving healthcare quality, ultimately improving health outcomes for patients.

6. **COM 5411 Public Relations**
   4 Credit Hours
   Public Relations is an essential course designed to provide students with an in-depth understanding of how to create and maintain a positive public image of an organization through effective communication strategies. The course covers topics such as media relations, crises communication, reputation management, branding, and social media management. Students will learn how to develop and implement communication strategies that align with the organization's goals and values, as well as how to manage and respond to various communication challenges and opportunities. The course also explores the importance of ethical considerations, transparency, and accountability in promoting the organization's public image. Upon completion of the course, students will emerge equipped with the skills and knowledge needed to lead public relations efforts, establish and maintain positive public relationships, effectively communicate organizational messages across various mediums, and manage the organization's reputation in the public sphere, ultimately driving the organization's overall success.

7. **BIO 5010 Microbiology and Infection Control**
   4 Credit Hours
   Microbiology and Infection Control is an essential course for healthcare professionals looking to improve the quality of care they provide to patients. The course covers topics such as microbiology, immunology, infectious disease diagnosis, epidemiology, and infection prevention and control. Students will learn how to identify and classify various

microorganisms and their impact on human health. They will also learn how to use various tools and methods to diagnose infectious diseases as well as implement effective infection control measures including isolation, barrier protection, and disinfection. The course explores the importance of ethical considerations, transparency, and accountability in maintaining the patient's safety at all times. Upon completion of the course, students will emerge equipped with the skills and knowledge needed to prevent and control infections, improve patient safety, and enhance the quality of care provided to patients.

8. **COM 5010 Human Communication**
   4 Credit Hours
   Human Communication is a course that equips students with a comprehensive understanding of how to communicate effectively in various settings, including personal, professional, and public contexts. The course covers topics such as interpersonal communication, nonverbal communication, group communication, public speaking, and digital communication. Students will learn how to identify and address communication barriers, adapt communication styles to different settings and audiences, and use different communication channels effectively. The course also explores the importance of ethical considerations, cultural sensitivity, and inclusivity in promoting effective communication. By the end of the course, students will be able to apply communication theories to real-world scenarios, effectively communicate ideas, and messages, confidently present their arguments, and ultimately build strong relationships in various settings.

9. **BUS 5014 Strategic Management**
   4 Credit Hours
   Strategic Management is an essential course that provides students with an in-depth understanding of how to develop and execute effective strategies to achieve organizational goals and objectives. The course covers topics such as strategic analysis, competitive positioning, strategic planning, resource allocation, and performance measurement. Students will learn how to conduct strategic analyses, identify key strengths, weaknesses, opportunities, and threats, and develop strategies that leverage the organization's resources and capabilities. The course also explores the importance of strategic alignment across different levels of an organization and the role of leadership in driving strategic change and enabling organizational agility. Upon completing the course, students will be able to apply their skills and knowledge to the development of practical, effective strategic plans, execute strategies that drive organizational success, and effectively manage change and uncertainty to improve business outcomes and drive growth.

10. **HCA 5010 Healthcare Administration**
    4 Credit Hours
    Healthcare Administration is a course that aims to provide students with a comprehensive understanding of the healthcare system's management and administration. The course covers topics such as healthcare operations, finance, compliance, policy, technology, and strategic planning. Students will learn how to evaluate healthcare systems and processes and design strategies that optimize patient care and staff productivity. The course also

explores the legal and ethical considerations that healthcare administrators must adhere to, as well as the impact of healthcare policies at the local, state, and federal levels. By the end of the course, students will be equipped with the skills and knowledge needed to manage healthcare organizations efficiently, provide leadership to healthcare teams, navigate regulatory and compliance issues, and drive organizational change effectively.

Program Title: Business Management
Credential Issued: MiniMaster (Graduate Certificate)
Time Commitments: 3 Terms (12 Weeks)
Credits: 12

Our MiniMaster: Business Essentials program allows successful professionals to retain their career path by effectively and strategically incorporating contemporary concepts and tactics. We will provide the tools you need to contribute as a self-assured thinking leader who understands today's fast-evolving business environment. Make valuable contributions to multi-functional teams and aid in developing company goals by utilizing your new knowledge.

Program Objectives

- Communicate with stakeholders using business jargon that reflects current success definitions and expectations.
- Manage your regular professional obligations while learning in a way that makes the most of your time constraints.
- Modernize your strategy and assume the position of a strategic thinker who can pose the proper inquiries and provide cutting-edge answers.
- Showcase significant contributions to the modern organization, including recognizing problems and sharing possibilities across departments with various functions.

Job Outlook

- Growth of up to 5% by 2029 is faster than the average of 4% for all occupations (BLS, 2021).
- Update your formal education and professional experience with current business methods, such as strategic marketing, modern leadership, and company legal challenges.
- Learn from professionals who will translate new ideas from the classroom to practical implementation in a highly interactive atmosphere.
- Gain knowledge in a demanding academic setting at a university, earning credits that can be applied toward further education aspirations and a program certificate.

Courses Description

1. **Establishment Course**
   Non-Credit Course

   The primary objective of this course is to equip students with the essential skills and knowledge to use APA style format correctly and appropriately integrate it within their weekly assignments. In addition to this, students will receive training on navigating and utilizing the different resources available on the university website and catalog. The course aims to provide an in-depth understanding of The Continents States University system to foster a better grasp of the university's policies, procedures, and best practices. At the end of the course, students will emerge equipped with the essential research and writing skills and understand the university system's functionality, ultimately improving their academic performance and success in their chosen careers.

2. **BUS 5010 - Business Management**
   4 Credit Hours

   Business management involves the planning, organizing, directing, and controlling of all aspects of a company's operations. It is a broad field that encompasses various areas such as human resources, marketing, finance, operations, and strategy. Effective business management requires a solid understanding of the fundamental principles of business, as well as critical thinking and problem-solving skills. Business managers are responsible for setting goals and determining the best ways to achieve them, as well as managing resources to ensure that the organization operates efficiently and effectively. They must also keep up with the latest trends and technological developments in their industry to remain competitive. With the right education, skills, and experience, business managers can lead their organizations to success in today's rapidly changing business world.

3. **BUS 5203 - Marketing Management**
   4 Credit Hours

   Marketing management is the process of planning, organizing, implementing, and controlling the activities of a business to satisfy the wants and needs of customers, while achieving the organization's goals. Successful marketing management involves understanding consumer behavior, identifying target markets, creating and developing products and services that meet consumer demand, determining pricing strategies, and developing and implementing promotional campaigns. An important aspect of marketing management is being able to adapt to changing market conditions and continuously evaluating and modifying marketing strategies and tactics to ensure long-term success. In today's competitive business environment, effective marketing management is more important than ever to achieve and maintain a competitive edge.

4. **BUS 5050 - Managerial Accounting**
   4 Credit Hours

   Managerial accounting is the process of identifying, measuring, analyzing, interpreting, and communicating information to assist managers in decision-making and achieving

organizational goals. It provides managers with financial data that helps them make strategic decisions about allocating resources, controlling costs, and maximizing profitability. Managerial accountants are responsible for creating budgets, analyzing financial statements, conducting cost-benefit analyses, and developing performance metrics to measure the success of various business initiatives. By providing managers with relevant and reliable financial information, managerial accounting plays a critical role in the success of any organization by ensuring that resources are allocated in the most efficient and effective way possible. The skills and knowledge required to be a successful managerial accountant include a strong understanding of financial accounting principles along with problem-solving, critical thinking, communication, and analytical skills.

Program Title: Global Leadership
Credential Issued: MiniMaster (Graduate Certificate)
Time Commitments: 3 Terms (12 Weeks)
Credits: 12

Students can advance their leadership careers with the MiniMaster in the global leadership program. Students have the chance to improve their communication and leadership abilities while learning about current topics and trends in leadership. The curriculum is taught by devoted, knowledgeable faculty members in managerial positions in the fields they teach.

Program Objectives

Graduates of this global leadership program have a good grasp of how to lead in a competitive marketplace and from its distinctive focus on leadership. You can also learn about knowledge of organizational issues and creative solutions to such issues. Practical strategies for facilitating adult learning, organizational diagnosis, and transformation, and utilizing reflection and critical thought to solve problems effectively.

Job Outlook

- Corporate Executive Leadership Assistant.
- Nonprofit organization team leads.
- Organizations training director.
- Assistant Management Analyst.

Courses Description

1. **Establishment Course**
   Non-Credit Course
   The primary objective of this course is to equip students with the essential skills and knowledge to use APA style format correctly and appropriately integrate it within their weekly assignments. In addition to this, students will receive training on navigating and utilizing the different resources available on the university website and catalog. The course aims to provide an in-depth understanding of The Continents States University system to foster a better grasp of the university's policies, procedures, and best practices. At the end of the course, students will emerge equipped with the essential research and writing skills and understand the university system's functionality, ultimately improving their academic performance and success in their chosen careers.

2. **OSR 5010 Organizational Strategy**
   4 Credit Hours
   Organizational Strategy is a course designed to equip students with the skills and knowledge needed to develop and implement effective strategies that align with an organization's goals and objectives. The course covers topics such as market analysis, competitive positioning, strategic planning, resource allocation, and performance measurement. Students will learn how to conduct strategic analyses, identify key strengths, weaknesses, opportunities, and threats, and develop strategies that leverage an organization's resources and capabilities. The course also explores the importance of strategic alignment across different levels of an organization, as well as the role of leadership in driving strategic change and enabling organizational agility. By the end of the course, students will be able to create and communicate a compelling organizational strategy, articulate clear goals and objectives, and execute a plan that drives business success.

3. **MLM 5101 Multicultural Management**
   4 Credit Hours
   Multicultural Management is a course that explores various cultural differences and their impact on management practices in diverse workplaces. The course covers topics such as cultural intelligence, cross-cultural communication, global leadership, diversity, and inclusion. Students will learn how to identify and address cultural biases that can hinder teamwork, communication, and productivity in multicultural settings. They will learn how to lead and manage diverse teams by developing essential multicultural management skills such as adapting communication styles, creating an inclusive workplace culture, fostering cross-cultural collaboration, and demonstrating empathy. By the end of the course, students will be well-equipped to lead and manage teams effectively in multicultural environments, and they will be able to bridge cultural differences and leverage cultural diversity to foster innovation and drive business success.

4. **OCL 5050 Organizational Change and Leadership**
   4 Credit Hours
   Organizational change and leadership are important aspects of managing and growing a successful business. This course focuses on the processes and strategies of driving change in organizations, such as identifying problems, planning solutions, and mobilizing people, resources, and systems to achieve the desired results. Effective leaders must be able to articulate a clear vision, build consensus, and motivate employees to embrace change. Leaders must also create and foster a culture that is conducive to change by promoting values such as innovation, adaptability, and continuous improvement. The course also covers the importance of good communication, stakeholder management, and measurement systems in the change process. Overall, this course equips students with the knowledge and skills needed to lead and manage change initiatives for the long-term success of their organizations.

Program Title: Medical Administration
Credential Issued: MiniMaster (Graduate Certificate)
Time Commitments: 3 Terms (12 Weeks)
Credits: 12

Programs are designed around three main pillars: equipping students with relevant knowledge, engaging students in the solution of actual societal and business problems, and facilitating the transfer of knowledge among students through interaction with teachers and the business community. These pillars provide a solid basis for transforming students into tomorrow's leaders and guaranteeing a broad knowledge base pertinent to the current business environment.

Program Objectives

- Students can style a complete, succinct paper relevant to medical administration.
- Prepare and appropriately give a comprehensive, succinct presentation about that topic.
- Students should be able to recognize, evaluate, and recommend a course of action in unstructured management challenges.
- They should also be able to consider their options, justify their suggestions, and devise alternate solutions.
- Students can defend their moral convictions, advance to a more advanced, sophisticated, or mature level of moral reasoning, and put it into practice.

Job Outlook

The duties of a medical administrator vary depending on several criteria, including the facility they work for and the size of their team. However, the following might be typical job responsibilities, including maintaining the institution's records, tracking office and medical supplies, keeping track of spending, and suggesting cost-cutting measures are all part of hiring and training staff.

Courses Description

1. **Establishment Course**
   Non-Credit Course

   The primary objective of this course is to equip students with the essential skills and knowledge to use APA style format correctly and appropriately integrate it within their weekly assignments. In addition to this, students will receive training on navigating and utilizing the different resources available on the university website and catalog. The course aims to provide an in-depth understanding of The Continents States University system to foster a better grasp of the university's policies, procedures, and best practices. At the end of the course, students will emerge equipped with the essential research and writing skills and understand the university system's functionality, ultimately improving their academic performance and success in their chosen careers.

2. **BUS 5002 - Operations Management**
   4 Credit Hours

   Operations Management is an essential course designed to provide students with the skills and knowledge needed to manage the day-to-day operations of an organization efficiently. The course covers topics such as supply chain management, quality control, production planning, inventory management, and capacity planning. Students will learn how to analyze operational data and create strategies that optimize organizational productivity while reducing costs. The course also explores the importance of quality control and customer satisfaction, as well as the impact of technology on operations management. Upon completion of the course, students will emerge equipped with the essential critical thinking and problem-solving skills needed to manage operations effectively, improve organizational efficiency and effectiveness, and drive long-term growth and profitability.

3. **SER 5050 – Leading In Customer Service**
   4 Credit Hours

   Leading in Customer Service is a course designed to enhance the skills of individuals in roles that require them to lead teams responsible for delivering exceptional customer service experiences. The course examines the importance of customer service, the role of leaders in driving a customer-centric culture, and the essential skills needed to manage customer relationships. Key topics covered in the course include customer experience design, effective communication, conflict resolution, customer problem-solving, and customer service trend analysis. Students will also learn how to motivate and inspire team members to deliver consistent, high-quality service and how to manage and measure customer satisfaction metrics. By completing the course, students will gain the skills and knowledge needed to lead teams that create and maintain exceptional customer service experiences, ultimately driving positive business outcomes.

4. **BUS 5040 - Healthcare Statistics**
   4 Credit Hours
   Healthcare Statistics is a course that equips students with the skills and knowledge needed to use statistical tools to analyze healthcare data effectively. The course covers topics such as descriptive statistics, probability, hypothesis testing, regression analysis, and data analysis. Students will learn how to design experiments and surveys in the healthcare context, collect and analyze data, and interpret statistical results. The course also explores the importance of statistical analytics in advancing healthcare quality, patient safety, and public health. Upon completion of the course, students will emerge equipped with the essential statistical analysis and data interpretation skills needed to accurately analyze and interpret healthcare data, make data-based decisions, and identify patterns and trends in healthcare systems and processes, ultimately driving improved outcomes for patients and improving the overall quality of care provided to patients.

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