

# Daybreak University Policies

## Complaints and Grievances

Members of the Daybreak University MFT Program community may bring complaints or concerns about harassing or discriminatory behavior to the Director of MFT Program. The University may seek informal resolution when it receives allegations of unlawful discrimination or harassment. If an informal resolution does not result, a formal process may be initiated by submitting a complaint or grievance to the program director. Initially, concerns may be communicated orally; however, they should be submitted in writing before any formal review takes place. The written complaint should specify the University policy violated and all relevant factual details.

1. The Program Director shall read the complaint, and if it warrants further investigation, then a copy of the complaint should be forwarded to the person against whom the complaint is made ("respondent"). If the allegations would not constitute a violation of a policy, then the program director should inform the grievant in writing that the allegations are not subject to further investigation.
2. The respondent shall be given 14 calendar days from receipt of the complaint to return a written response to the program director, who then shall initiate a reasonable investigation into the matter. The investigation may include meeting with the parties, talking with witnesses, and reviewing any supporting documents. A grievant may elect to withdraw a formal complaint at any time; however, the university reserves the right to investigate all complaints in order to protect the interests of the University and its community.
3. Within a reasonable time, the Program Director shall make a decision based on the formal complaint, response, and any other relevant information. This decision shall be in writing and shall consist of factual findings, conclusions, and a remedy if one is appropriate. All parties shall receive a copy of the decision.
4. Any party may submit a written request for appeal of the decision to the President of the University within 14 calendar days from receipt of the decision. The request for appeal must specifically set forth all grounds for appeal. The non-appealing party must be given the opportunity to respond in writing to the request for appeal. Within a reasonable time, the president shall make a decision based on the complaint, response, decision, request for appeal, any response to the appeal, and any meeting the president held in regard to the appeal. The decision of the president shall be final. All parties shall receive a copy of the president's decision.
5. All written decisions made and materials produced in a grievance conducted under this procedure shall be retained by the Program Director for at least two years from the date that the final decision was issued.
6. Students can file a complaint about the institution to the Bureau any time, independently of the institutional grievance process by contacting them at the address:

Bureau for Private Postsecondary Education (BPPE)  
1747 North Market, Suite 225  
Sacramento, CA 95834  
Phone: (916) 574-8900  
Fax: (916) 263-1897

<https://www.bppe.ca.gov/enforcement/complaint.shtml>

## Remediation and Dismissal

Any student who fails to maintain a minimum cumulative grade point average (GPA) of 3.0 will be placed on academic probation. Academic probation is designed to help the student to cope with academic difficulty. The Program Director will provide assistance to improve the student's academic proficiency. Any student who fails to maintain a minimum cumulative GPA of 3.0 for one academic year may be academically dismissed. A student dismissed for academic reasons may appeal to the Program Director for reinstatement. Such an appeal should be made in writing and include an account of the student's circumstances and a reasonable plan for successful completion of course work if reinstatement is granted.

In order to retain good standing as a student, the Department faculty will determine if an individual is, on a continuing basis, making satisfactory progress toward completion of degree requirements. Each student's progress is formally reviewed by the faculty yearly to assess satisfactory progress.

The MFT program faculty takes responsibility to ensure the quality and competence of graduates to practice as marriage and family therapists and have developed a formal screening process for admission into the clinical practicum. Each quarter clinical supervisors conduct a Practicum evaluation of each student in the different areas of clinical competency. Clinical supervisors can conclude that the clinical proficiency of a student is not progressing at the rate needed for the student to continue practicum experiences at that time. Should a student's behavior be deemed detrimental to clients' welfare, the student may be required to discontinue practicum until a remediation plan is developed and implemented. As part of the remediation plan, personal therapy may be required along with a specified training program. A student may also be deemed clinically not proficient and will not be allowed to complete the 500 clinical contact hours required for graduation. The student will be apprised of this possibility as early as possible and will work closely with program faculty and clinical supervisors to correct deficiencies.

## Student Technology Requirements and Support

In terms of technology requirements, in order to be successful in the program, students will need to utilize the following:

- Computer with...

- Internet Access
- Office Software (e.g., Microsoft Word, PowerPoint, Excel)
- Email Access
- Printer
- Populi (Learning Management Service): Instructions for using Populi are available on the Populi website. In-person Populi trainings are also available. Also, we provide the Populi Guideline to all students.



Some classes may require that students purchase statistical software packages (e.g., SPSS, LISREL), usually at a discounted student rate. Assistantship supervisors may also request that students utilize specific technological resources (e.g., Qualtrics, Google Docs, etc.). Questions about these requirements, or information about how to use these programs, should be directed to relevant course instructor or assistantship supervisor.

Daybreak University makes sure about technology requirement and support as follows:

- 1.The University assesses each student, prior to admission, in order to determine whether each student has the skills and competencies to succeed in a distance education environment.
- 2.The University shall provide adequate support services for the instructor and students participating in distance education courses, including necessary equipment, personnel and training.
- 3.The University designates the Program Director for technology support regarding the distance education program.
4. The Program Director handles administrative systems, equipment maintenance and general user support.
- 5.The Program Director also handles faculty support including instructional application and pedagogical issues involving technology.
6. The Program Director shall provide guidance and manuals for student training for the program.
- 7.Personal technology support is provided via zoom telephone or email (zoom room and/or Populi in addition)

## **Non-Discrimination Policy**

Daybreak University is committed to maintaining a community which recognizes and values the inherent worth and dignity of every person; fosters tolerance, sensitivity, understanding, and mutual respect among its members; and encourages each individual to strive to reach his or her

own potential. In pursuit of its goal of academic excellence, the university seeks to develop and nurture diversity. The university believes that diversity among its many members strengthens the institution, stimulates creativity, promotes the exchange of ideas, and enriches campus life.

Daybreak University views, evaluates, and treats all persons in any university related activity or circumstance in which they may be involved, solely as individuals on the basis of their own personal abilities, qualifications, and other relevant characteristics. Daybreak University prohibits discrimination against any member of the university community on the basis of race, religion, color, sex, age, national origin or ancestry, genetic information, marital status, parental status, sexual orientation, gender identity and expression, disability, or status as a veteran. The university will conduct its programs, services and activities consistent with applicable federal, state and local laws, regulations and orders and in conformance with the procedures and limitations as set forth in Daybreak's Equal Opportunity, Equal Access and Affirmative Action Policy, which provides specific contractual rights and remedies.

Any question of interpretation regarding this Nondiscrimination Policy Statement shall be referred to the Program Director for final determination.