

In-Residence Program Component – Companion Self-Evaluation Report Template

**General Instructions:** Institutions requiring students to fulfill an in-residence program component complete and submit this companion template with their Self-Evaluation Report.

# Standard VII: Advertising, Promotional Literature, and Recruitment Personnel

Contact Person: Name and Title of Contact Person

1. **Advertising and Promotion:** The institution conforms to ethical practices in all advertising and promotion to prospective students. All advertisements, website content, and promotional literature are truthful, accurate, clear, and readily accessible to the public; proactively states that programs are offered via distance education; and appropriately discloses occupational opportunities as applicable. Catalogs, enrollment agreements, manuals, and websites list the institution’s full name and physical address. At a minimum, all print advertisements and promotional literature include the institution’s city, state, and website home page URL where, in compliance with DEAC’s Website Disclosures Checklist, the institution’s physical address is provided. All web-based advertisements provide a link to the institution’s website home page URL. All institutional social media account profiles provide a link to the institution’s website home page URL. The institution complies with the DEAC’s Catalog Disclosures Checklist and DEAC’s Website Disclosures Checklist.
	1. All advertisements and promotional materials accurately reflect the programs and services offered by the institution. The word “guarantee” is never used in advertisements. Under limited and exceptional circumstances, institutions may use the word “free” when it is appropriate to the mission and purpose of the institution.
		1. In-Residence Program Component

All required in-residence components and additional associated costs are disclosed on the institution’s websites, advertisements, and promotional materials.

1. Provide a link to information published for students to review on all required in-residence components and additional associated costs.

# Standard IX: Financial Disclosures, Cancellations, and Refund Policies

Contact Person: Name and Title of Contact Person

1. **Refunds:** Each institution must have and implement a fair and equitable refund policy in compliance with state requirements or, in the absence of such requirements, in accordance with DEAC’s refund policy standards below and disclosed in the enrollment agreement or similar contractual document.

Any money due a student must be refunded within 30 days of a final determination of withdrawal, regardless of whether materials have been returned.

* 1. Refund Policy for In-Residence Courses/Programs

For a course/program that includes mandatory in-residence training, the costs for the distance study portion and the costs for the in-residence portion must be separately stated in the enrollment agreement.

The distance study portion of the combination course/program must use the refund policy stated in Section IX(C)(1) or Section IX(C)(2). If the mandatory in-residence portion of the course/program is more than six weeks, the institution may use the time-based refund policy in Section IX(C)(2). If the in-residence portion is less than six weeks, the institution may use the flexible time schedule refund policy in IX(C)(1).

If a student requests cancellation after attending the first in-residence class session, the institution may retain the application fee and a one-time registration fee of no more than 20 percent of the tuition, not to exceed $200, and library service fees, plus a percentage of tuition paid by the student in accordance with the published refund schedule.

1. Describe the institution’s refund policy for in-residence program components and other related costs.
2. Provide a sample refund calculation for in-residence program components and other related costs.

# Standard XII: Facilities, Equipment, Supplies, Record Protection and Retention

Contact Person: Name and Title of Contact Person

1. In-Residence Program Component

The institution provides appropriate training facilities for students participating in in-residence training and information on housing, as applicable. The facilities are in compliance with all state and federal requirements. The institution maintains adequate insurance to protect students, faculty, and staff while participating in in-residence training.

1. Describe the institution’s training facilities for students who participate in in-residence training.
2. Provide a link to the information published for students’ review on housing, if applicable.
3. Describe how the institution verifies the facilities are in compliance with all state and federal requirements.
4. Describe how the institution maintains adequate insurance to protect students, faculty, and staff while participating in in-residence training.