

Experience the Difference



1801 East Kimberly Road, Suite 1
Davenport, IA 52807
Phone: (866) 522-7747



KapConsulting Employee Handbook Policies & Procedures

Kaplan University created the internship program solely as a learning experience to enhance students' academic and career goals.

Updated on: February 2, 2015

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Introduction

Words from the President

Hello Team,

I am excited that you have joined us as a new intern and looking for an exciting experience. KapConsulting was launched July 31, 2013 and the KapConsulting team has begun to create a strong internship program to continue to cultivate student talent and help develop valuable career skills by giving students an opportunity to learn about a business and management career through practical, real-world experiences, plus mentoring in a professional work environment.

It is an engaging process with rigor and expectations for everyone, however the experience will be worth the commitment, and you will find I am very passionate about it; it really is a labor of love and a commitment to your success. We're all having a great time developing the content and the shows, but there also are a lot of real projects and management activities that need your expertise. I am so inspired when I see the enthusiasm and excitement in our students as they learn how to run a radio station, and when we get emails from our students about how much they enjoy listening!

I am really excited about our first meeting as a team and I am looking forward to getting to know each of you in the upcoming weeks. If you have any questions or concerns do not hesitate to contact me.

Let's have fun and learn some skills!

☺

Kevin

Kevin A. Cojanu, Ph. D.

Professor of Management

Kaplan University

School of Business

6301 Kaplan University Avenue Fort Lauderdale, FL. 33309

Cell

(772) 607-1945 kcojanu@kaplan.edu

University Philosophy

Kaplan University recognizes the worth and dignity of all people and is sensitive to the diversity of cultural and ethnic backgrounds represented in its student population. All students are encouraged to reach their potential within the framework of their individual needs, interests, and capabilities.

The University employs instructional methods based on adult learning theory and is committed to the development of each student's intellectual, analytical, and critical thinking abilities. Teaching techniques encourage active student participation and may include group discussions and projects, laboratory work, simulations, demonstrations, field trips, guest speakers, and lectures. A strong emphasis is placed on ethics, accountability, professionalism, and the individual's commitment to pursuing lifelong personal and professional development.

The University helps students reach their educational goals by providing them with the communication skills necessary to work successfully with clients and other professionals, offering courses that prepare them to successfully participate in society, equipping them with the business knowledge necessary to succeed in the "real world," and encouraging them to become involved in professional organizations that will promote their learning and professional skills.

The University is committed to serving the public good. We engage in continuous efforts to increase college attainment of high-risk populations and help students achieve economic independence through higher education and employment. We address skill gaps that hinder economic development, help military personnel effectively transition to civilian life, reduce the cost of higher education for our students and society, incorporate public service in learning activities, and encourage and support faculty scholarship. We model public service to promote and encourage charitable activities and volunteerism among our faculty, staff, and students.

Virtual Externship

Kaplan University believes that every student should have a Capstone experience that allows him or her to integrate academic studies with practical work experience. The Kaplan University Externship Program provides an opportunity to use what you have learned and gain competencies in a virtual work environment for future opportunities.

Virtual Externships involve work that is completed remotely over the web, email, and phone. Students enrolled in the Externship Program will gain marketable work experience in a professional work environment with guidance and coaching from peer mentors and other professional personnel. Interns will have the opportunity to apply knowledge acquired in the classroom to real business situations.

SCOPE OF EXTERNSHIP

As part of Kaplan University our purpose is to plan and provide facilities and resources that respond to the needs of students, faculty, and staff. Assist students in developing professional attitudes, values, skills, and strategies that foster success in their careers and in life. Prepare students to meet the ever-changing needs of their communities now and in the future. The Externship Program offers an intern operated organization KapConsulting.



KapConsulting

Our Mission

To provide a wide range of services to our customers by delivering guidance and assistance to all areas of Kaplan University, and to support them in developing intern and externships for the students as they grow.

KapConsulting will provide the best resources for our customers while fostering an internship program that will further their skills in a business environment. In doing so, KapConsulting will access all of the intern's skills that they have learned in the Kaplan School of Business, making them better qualified to enter corporate America as a highly trained professional or become an entrepreneur. Essentially, KapConsulting wants to deliver services to all educational areas of Kaplan University, to support them in developing intern and externships for the students as they grow.

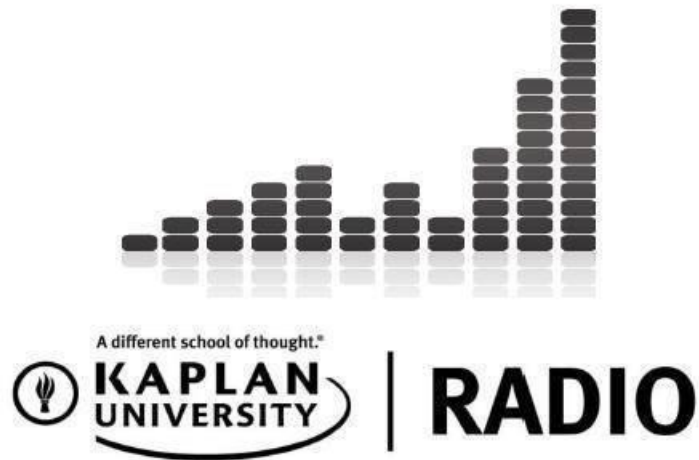
KapConsulting will also work with small, not for profit, businesses to provide educational resources for the success of their futures. We want to be able to provide the best resources for our customers by using the skills of our top School of Business students, in an internship program that gives our customers quality service and our interns knowledge of developing and managing a business.

Makes sure all interns are evaluated on the progress in the classroom and the internship to create effective knowledge and skills from the experience, which includes, but are not limited to, recognition and accomplishment in the workplace.

Our Vision

To be a quality service based organization providing quality service to not for profit organization and internal services to Kaplan University to help farther the success of professional disciplines offered by the university.

KapConsulting has a future interest in expanding the consulting service to the private sector businesses while, simultaneously developing student interns to prepared them to the business world. Kaplan's School of Business will offer KapConsulting as an elective for the purposes of fulfilling graduation requirements and the development of business management skills.



Kaplan Radio

Kaplan Radio is fully staffed by Kaplan University interns. Its progress is owed to the dedicated Kaplan University radio personnel that have put in many hours of hard work to bring you the Kaplan Radio you love to listen to.

Kaplan Radio caters to all tastes in music; whether you like country, hip-hop, modern rock, or reggae, we have it all! Kaplan radio also features a variety of shows, such as CEO Collection, Diverse City, Friday Focus with Jerry Taylor, and The World This Week (TWTW).

Radio History

“Kaplan Radio is on the air...”

On March 19, 2012, those words ushered in a new era at Kaplan University Online. As the brainchild of Professor Marty McDermott and Dr. Kevin Cojanu, Kaplan Radio is the culmination of five years of hard work and determination. Designed to provide a wide range of entertainment for listeners of all ages, Kaplan Radio has also proven its worth as a teaching tool. Since November of 2012, Kaplan



Radio has been run solely by interns from the School of Business, and is currently looking to expand even further by being offered as an elective in other degree programs. But what does it take to run a college radio station, especially one where those involved rarely, if ever, get to meet face-to-face? To answer that, we need to take a short trip down Memory Lane...

From the beginning...

Professors McDermott and Cojanu had high hopes for the station from the get go. Said Professor McDermott, "We were brainstorming ideas and concepts to enhance the experience for our students. We wanted to connect the entire community—students, faculty, and administrators. What better way than to run our own Internet radio station?" But piloting a radio station isn't something two men can do by themselves, and from the earliest conceptions the idea of a student run station was never far from thought. In a September 2012 interview, Dr. Cojanu recalled "what's even better is that the station will be studentdirected and student-driven. We will be teaching the students how to manage the station, produce segments, secure advertisers, develop content, and even host their own shows. They will be gaining invaluable experience and having fun at the same time!" And in a year's time, the —little station that couldll has met and exceeded those goals, being fully student run and ranked in the top ten percent of over 8000 radio stations in the Live365 family of stations.

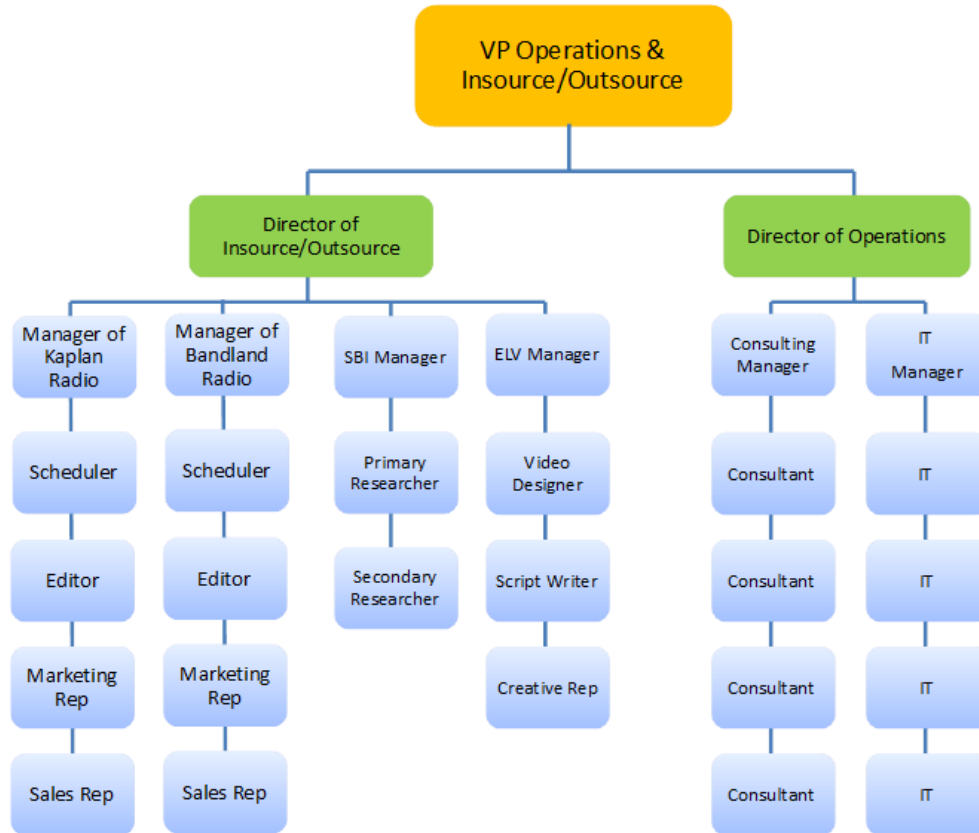


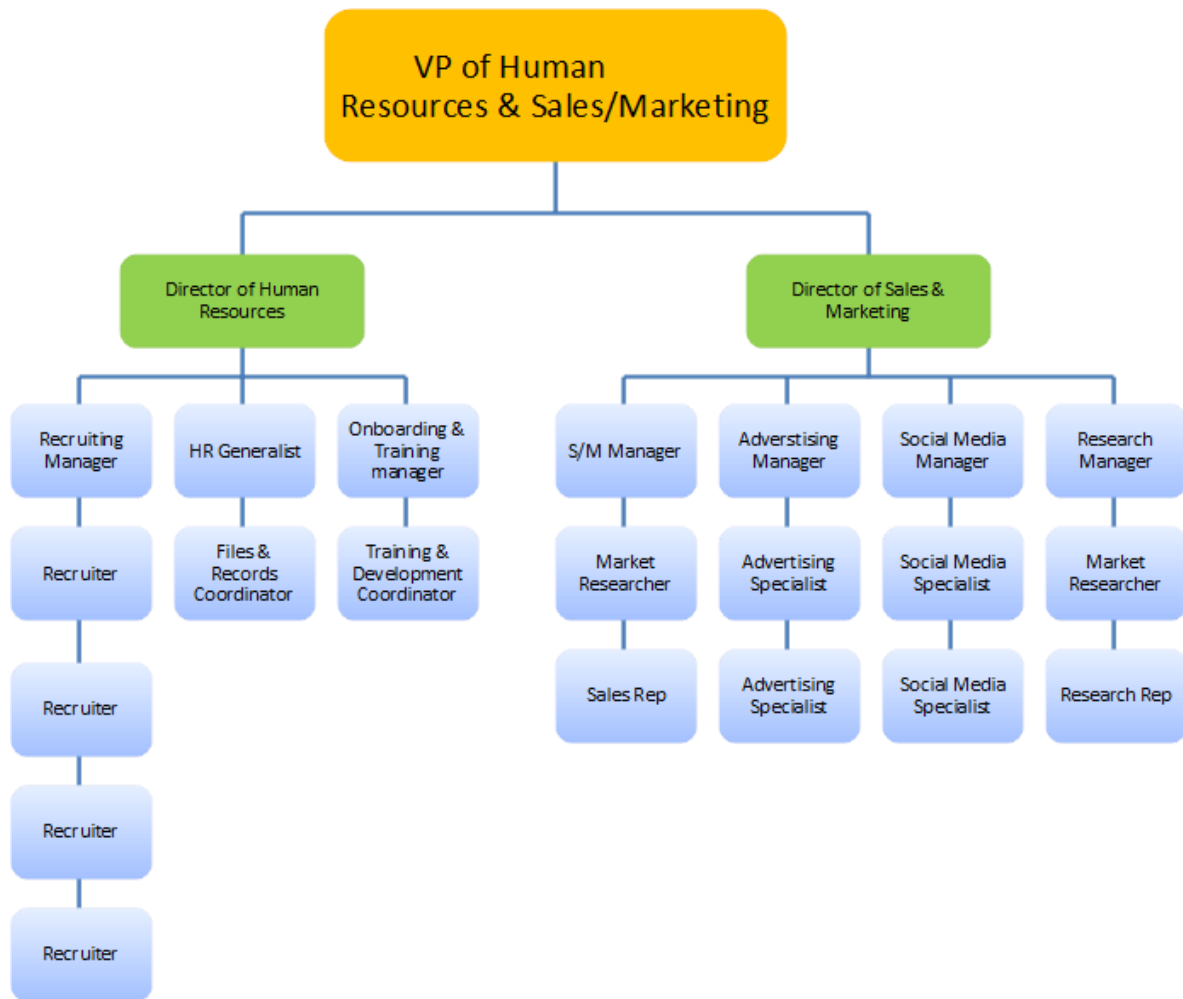
To the present...

Becoming a student run radio station has not been without its trials and tribulations. For starters, with the online class format each new group of interns start about every four weeks. Also inherent with the online platform is the fact that many of the interns live hundreds if not thousands of miles away from each other. However, the guidance and dedication of the faculty translates to the student staff and the challenges serve to bond, rather than divide. By running different departments – Sales & Marketing, Operations, Creative, and HR – the student staff learns the importance of procedure, proper delegation, and teamwork. By overcoming obstacles together, the interns at Kaplan Radio keep the station on an even keel and lay the groundwork for further success in the years to come, and promises to keep Kaplan Radio as the once and future —Voice of the Kaplan Community!! ***The Organization:***

The internship experience is designed to be similar to the work performed by a professional entrylevel manager. Each intern will gain exposure to relevant, on-the-job practices and procedures. The

organization has two divisions, KapConsulting and Kaplan Finance, LLC; as of today, the organization is has been structured to include the following departments:





Kaplan Financial Services The Organization:

The internship experience is designed to be similar to the work performed by a professional entry-level manager. Each intern will gain exposure to relevant, on-the-job practices and procedures. The organization has two divisions, KapConsulting and Kaplan Finance, LLC; as of today, the organization is has been structured to include the following departments:

Kaplan Finance, LLC.: includes the organization’s Kaplan Financial Services.

Kaplan Financial Services: Helps the organization accomplish their financial goals by accessing your financial circumstances, then developing a financial strategy that works best for the organization.

Our mission statement: Empowering learners to effectively apply their knowledge and provide service to the community.

Our vision Statement: To be a service-based organization that provides financial services for Kaplan Consulting, as well as other not-for-profit organizations. Kaplan Financial Services seeks to provide real-world accounting practice for students preparing to graduate so they may have a practical and hands-on experience to help them transition smoothly into the business world. Kaplan’s School of Business offers Kaplan Financial Services for the purposes of fulfilling graduation requirements and the development of business management skills.

The Kaplan Financial Services organizes and maintains financial support in the following areas:

- Payroll
- Accounts Receivables/Payables
- Tax Requirements
- Internal Auditing
- Analyzing Financial Data

Positions include:

- ✚ Vice President
- ✚ Assistant VP
- ✚ Director of Financial Services
- ✚ Director of Financial Operations
- ✚ Audit Manager
- ✚ Audit Clerk

- ✚ AP Manager
- ✚ AP Specialist
- ✚ AR Manager
- ✚ AR Specialist
- ✚ Tax Manager
- ✚ Tax Advisor
- ✚ Payroll Manager
- ✚ 2 Payroll Specialists ✚ Financial Analyst

Human Resources Department: The duties of the Human Resource department include assisting with the development and implementation of policies and procedures, the recruitment of new interns, as well as ensuring the values of the organization are being met. The Human Resources Department is responsible for administering the externship program with Kaplan by managing staff records, welcoming and facilitating orientation of new interns, conducting team meetings, promoting policies, and consolidating training and procedures.

Positions include:

- ✚ Human Resource Director
- ✚ HR Generalist Manager
- ✚ HR Recruitment Manager
- ✚ 4 HR Generalists
- ✚ 2 HR Generalists/Training
- ✚ 5 HR Recruiters
- ✚ 2 HR Coordinators
- ✚ Files & Records Coordinator



Operations Department: The Operations Department is the driving force behind the programming and production of Kaplan Radio. It is responsible for the development and scheduling of the programming. Discovering and searching for talent and new programming ideas is part of development.

Positions include:

- ✚ Director of Operations

- + Media Manager
- + Media Specialist
- + Client Manager
- + Kaplan Radio Operations Manager
- + Scheduler
- + 2 Project Managers
- + 5 Consultants

Sales & Marketing Department: The Sales and Marketing Department is responsible for the marketing and promotion of Kaplan Radio services to stakeholders. This department also leads and executes Kaplan Radio's social responsibility program providing non-profit organizations a voice with no cost advertising.

Position include:

- + Sales & Marketing Director
- + Sales & Marketing Manager
- + Social Media Developer
- + 4 Sales & Marketing Representative

Insource / Outsource Department: The Insource / Outsource Department offers long-term support to the organization's customers. This department is currently is conducting research for the development of a certification, building experiential learning videos for future use by Kaplan University, and providing marketing for a small record label.

Positions Include:

- + Insource / Outsource Director
- + ELV Manager
- + SBI Manager
- + 2 ELV Creative Representative
- + Media Specialist
- + 3 Researchers
- + Bandland Manager
- + Bandland Sales Representative

✚ Bandland Creative Representative

✚ Bandland Scheduler

These departments form KapConsulting and Kaplan Finance, LLC. These teams work together to ensure the goals, visions, and values of each organization are being met.

Section II – Course Outcomes

MT490-1: Evaluate information management, planning, and control in business environments.

You will meet this course outcome by evaluating the use of information management, planning, and controls within your Externship employer's professional environment. Explain the strengths, weaknesses, opportunities, and threats pertaining to these topics. Based on the literature, provide recommendations for changes and/or improvements. Discuss future planning.

MT490-2: Analyze organizational processes and procedures in a variety of business settings. You will meet this course outcome by analyzing the organizational processes and procedures employed within your Externship employer's professional environment. Explain the strengths, weaknesses, opportunities, and threats pertaining to these topics. Based on the literature, provide recommendations for changes and/or improvements. Discuss future planning.

MT490-3: Synthesize appropriate principles, concepts, and frameworks for making ethical decisions. You will meet this course outcome by synthesizing the appropriate principles, concepts, and frameworks for making ethical decisions within your Externship employer's professional environment. Explain the strengths, weaknesses, opportunities, and threats pertaining to these topics. Based on the literature, provide recommendations for changes and/or improvements. Discuss future planning.

MT490-4: Assess the roles that structure, management, and leadership play in organizational performance. You will meet this course outcome by assessing the roles that structure, management, and leadership play within your Externship employer's professional environment. Explain the strengths, weaknesses, opportunities, and threats pertaining to these topics. Based on the literature, provide recommendations for changes and/or improvements. Discuss future planning.

MT490-5: Evaluate how economics, government, and law affect value creation in the global context. You will meet this course outcome by evaluating the cultural attributes found within your in/externship professional environment. Explain the strengths, weaknesses, opportunities, and threats pertaining to these topics. Based on the literature, provide recommendations for changes and/or improvements. Discuss future planning.

Section III – Reflection Paper (This section depends on your academic professor).

This part is an essay summarizing all you have done for the week and a reflection of your experience with the internship and the things you have learned. For example, if you had a conflict during the week with a team member you can write about that and discuss your resolution, reference the techniques you used and elaborate with reference material and a citation. If you experienced a challenge, write about that challenge and how you conquered it, again elaborate with reference material and a citation.

This section should be 1.5 to 2 pages long. Type your paper as a double-spaced Word document then copy and paste into the page entry on the course website. Include resources and reference it in APA form. Make sure to look at the comments provided by your instructor each week in the grade book to improve all future journals.

Definitions

Academic Integrity is the moral code or ethical policy that includes values such as avoidance of plagiarism and maintaining high academic standards.

Netiquette is short for internet etiquette. It helps users act responsibly when they access or transmit information online.

Internships are work-related learning experiences that provide students with the chance to gain important knowledge and skills in a career that may or may not be directly related to their academic study

Interns are students who are engaged in a work program through Kaplan University to develop and improve their skills by learning how to perform various business functions while interacting with other interns.

Policy and Procedures

Nondiscriminatory Policy

Kaplan University does not discriminate on the basis of race, color, religion, ancestry, national origin, age, non-disqualifying disability, gender, sexual orientation, marital status, or veteran status in the recruitment of students or in the implementation of its policies, procedures, and activities. Sexual harassment is a prohibited aspect of sexual discrimination under this policy.

Applicable Laws and Regulations

The University's policies and practices are in accordance with all applicable laws and regulations including:

- Title VI of the Civil Rights Act of 1964, as amended, and the implementing regulations 34 CFR Parts 100 and 101 (barring discrimination on the basis of race, color, or national origin)
- Title IX of the Education Amendments of 1972 and the implementing regulations 34 CFR Part 105 (barring discrimination on the basis of sex)
- The Family Educational Rights and Privacy Act of 1974 and the implementing regulations 34 CFR Part 99
- Section 504 of the Rehabilitation Act of 1973 and the implementing regulations 34 CFR Part 104 (barring discrimination on the basis of physical handicap)
- The Age Discrimination Act of 1975 and the implementing regulations 45 CFR Part 90
- The Americans With Disabilities Act of 1990 and the implementing regulations in 29 CFR Part 1630 (1992)

The University is committed to full compliance with these laws and has appointed compliance coordinators to assist those who have questions or concerns with respect to the University's compliance with these laws. The name, address, and telephone number of these staff members are available through the University.

The University has designated the following person as the Manager of Disability Services:

Tiffani Ashline

6301 Kaplan University Avenue

Fort Lauderdale, FL 33309

Tel: 954.512.5333

Email: tashline@kaplan.edu

Disability Services

Pursuant to the Rehabilitation Act of 1973 (Section 504) and the 1990 Americans With Disabilities Act (ADA), the University will provide reasonable and individualized academic modifications for students who have provided proper documentation outlining their disabilities & have requested reasonable and appropriate accommodations. Because each student's disabilities may differ in degree and impact, reasonable accommodations will be made on an individual basis. However, if you have a disability, it is your responsibility to seek available assistance and make your needs known at the time of enrollment or as the need arises due to disability. At the time of the request, you must provide the University with documentation to support the disability. Information pertaining to a disability is voluntary and confidential. If this information is supplied, it will be used to seek to overcome the effects of conditions that limit the participation of qualified disabled students.

Online

The Center for Disability Services is the primary office responsible for the coordination of services for students with disabilities. If you are seeking reasonable and appropriate accommodations, you may request, through your Education Advisor, to be placed in contact with the Center for Disability Services, or may contact the Center for Disability Services directly. The University has designated the following person as the Manager of Disability Services:

Tiffani Ashline

6301 Kaplan University Avenue Fort Lauderdale, FL 33309

Tel:

954.512.5333

Email: tashline@kaplan.edu

Discrimination Grievance Procedures

Federal law prohibits discrimination on the bases of age, race, color, national origin, sex, and disability in programs receiving federal financial assistance. Kaplan University encourages you to bring all complaints or grievances regarding such discrimination to its attention.

A discrimination grievance is any complaint regarding discrimination on the basis of age, race, color, national origin, sex, including sexual harassment, or disability by Kaplan University or any

Kaplan University employee, student, or other third party. If you have a complaint, you may present a grievance through the following discrimination grievance procedures. Kaplan University will investigate all complaints or grievances fully and promptly.

1. You should first bring the grievance to the attention of the Discrimination Grievance Coordinator, whose name and contact information appears below, as soon as possible following the occurrence of the alleged discrimination.

Justin O'Sullivan
Director of Student Relations
6301 Kaplan University Avenue
Fort Lauderdale, FL 33309
Tel: 954.512.6343
Email: studentrelations@kaplan.edu

The grievance must be in writing and contain the following information:

1. Your name and address;
 2. Description of and date of alleged violation;
 3. Names of persons responsible for the alleged violation (if known);
 4. Requested relief or corrective action, if applicable; and
 5. Any background information you believe to be relevant.
2. Upon the filing of a grievance, Kaplan University will conduct an investigation. If applicable, the University may take your statement and statements from witnesses.
 3. Within a reasonable time, following receipt of the grievance, Kaplan University will complete its investigation and provide notice to you and all alleged responsible parties of the outcome of the investigation and the basis for its decision.
 4. If Kaplan University determines that discrimination has occurred, it will take all appropriate steps to prevent the recurrence of the discrimination and to correct the effects felt by you and others, if appropriate.
 5. You may also contact the U.S. Department of Education Office for Civil Rights at

Lyndon Baines Johnson Department of Education Building
400 Maryland Avenue, SW
Washington, DC 20202-1100

Tel: 800.421.3481 (Toll Free)

Fax: 202.453.6012

TDD: 877.521.2172 (Toll Free)

You may file a complaint with the Office for Civil Rights at any time before, during, or after the grievance process. You do not have to complete the Kaplan University grievance process before contacting the Office for Civil Rights.

Academic Integrity Policy

Kaplan University considers academic integrity to be one of its highest values. Though not a comprehensive or exhaustive list, the following are some examples of dishonest or unethical and unprofessional behavior and, thereby, violate the Academic Integrity Policy. Violation of the Academic Integrity Policy constitutes a violation of the University Honor Code and will result in the disciplinary actions described in this policy.

1. Plagiarism (please refer to the Plagiarism Clarification section below)

1. Using another person's words, ideas, results, or images without giving appropriate credit to that person; giving the impression that it is your own work
2. Copying work, written text, or images from a student, the Internet, or any document without giving due credit to the source of the information
3. Purchasing or contracting another person or company to complete coursework, including obtaining a paper off the Internet, from a term paper company, or from another student, and submitting it as your original work

2. Cheating

1. Using any form of banned help or information on examinations
2. Assisting another student with reasonable knowledge that the other student intends to commit any act of academic dishonesty. This offense includes, but is not limited to, providing an assignment to another student to submit as his or her own work (including selling your papers or assignments) or allowing another student to copy your answers to any test, examination, or assignment
3. Collaborating on assignments without expressed permission from your instructor

3. Misrepresentation

1. Falsifying information for any assignment

2. Submitting an assignment(s), or any part of an assignment, for more than one class without enhancing and refining the assignment, and without first receiving instructor permission. (In cases where previous assignments are allowed to be submitted for another class, it is your responsibility to enhance the assignment with the additional research and to submit the original assignment for comparison purposes)
3. Submitting an assignment(s) that was partially or wholly completed by another student or anyone else

Plagiarism Clarification

Plagiarism is an act of academic dishonesty. It violates the University Honor Code, and the offense is subject to disciplinary action. You are expected to be the sole author of your work. Use of another person's work or ideas must be accompanied by specific citations and references. Whether the action is intentional or not, it still constitutes plagiarism.

Definition

Plagiarism is the theft of words, ideas, concepts, images, or research. Plagiarism is using another's words, ideas, results, or images without giving appropriate credit to that person; therefore, giving the impression that it is your own work. Whether you copy verbatim or simply rephrase the ideas of another without properly acknowledging the sources, it is still plagiarism.

Whether the action is intentional or not, it still constitutes plagiarism.

Expectations

All work done for the completion of a course must be your original work with appropriate citations or acknowledgements for any sources utilized in the completion of any coursework, project, or assignment. This includes, but is not limited to, discussion boards, computer programs, marketing plans, PowerPoint presentations, papers, and other assignments, including drafts and final versions. Plagiarism offenses include, but are not limited to, the following:

- Using the words, ideas, or other work from another student or the Internet without giving appropriate credit to the source
- Buying a paper off the Internet, from a term paper company, or from another student and submitting it as original work
- Submitting an entire paper or project, or parts of a paper or project, that you did not produce as though it is your original work

Note: the University subscribes to a third-party plagiarism detection service and reserves the right to check all of your work to verify it meets the guidelines of this policy.

Conduct

You are required to conduct yourself in accordance with the standards of your future profession. The University has also taken precautions to discourage dishonesty and preserve the academic integrity of its programs.

Conduct Violations

You will be held accountable for, or should report, the following violations:

1. All forms of dishonesty including cheating, plagiarism, forgery, and intent to defraud through falsification, alteration, or misuse of Kaplan University documents (see also the Honor Code).
2. Theft, deliberate destruction, damage, misuse, or abuse of Kaplan University property or the property of private individuals associated with the University.
3. Inappropriate or profane behavior that causes a disruption of teaching, research, administration, disciplinary proceedings, or other Kaplan University activities.
4. Failure to comply with Kaplan University officials acting within the scope of their employment responsibilities.
5. Failure to comply with all Kaplan University regulations, whether contained in official University publications or announced as administrative policy by a University official or other person authorized by the Campus President/Executive Director or the President of the University.
6. Violence or threats of violence toward persons or property of students, faculty, staff, or Kaplan University.
7. Improper use of email and Internet access. See Responsible Use of University Technology for additional information.
8. Failure to comply with federal copyright and criminal laws forbidding the copying or alteration of copyright-protected materials such as computer programs, music, movies, photographs, or written materials.
9. Sharing Kaplan University-provided user name and password information with another person, allowing another to impersonate a student while logged into any University system, or logging into any University system with another person's user name and password. Kaplan University provides each student with a distinct user name and password combination so that the University

may confirm the identity of students as they log into online courses. Misuse of this information, impersonation of a student, or allowing another to impersonate a student is strictly prohibited.

University Violence Prevention

Kaplan University views the health, safety, and security of its students, faculty, staff, campus community, and visitors as its highest priority. To foster an atmosphere that promotes Kaplan University's educational mission, the University is committed to maintaining a safe and healthy environment free of violence and threats of violence on campus, other work sites, and other places where members of the University community are engaged in University-sponsored activities.

Any behavior that is threatening, harassing, intimidating, or in any way dangerous or violent is strictly prohibited, will not be tolerated, and will result in swift remedial action. Any individual who is found to have engaged in such behavior will be subject to discipline, expulsion from Kaplan University, and/or referral to law enforcement authorities.

No individual will be subject to retaliation for making a good-faith report of real or perceived violence or threats of violence. All such behavior must be immediately reported to local law enforcement services and the Office of the Dean of Students via studentrelations@kaplan.edu.

Honor Code

Kaplan University functions on a global campus, with a diverse student population and a unique study platform. These and other unique constraints make an honor code vital to the University's educational mission and integrity.

As a vehicle through which standards of personal conduct and self-regulation are established, the Honor Code is more than an aspirational goal. Rather, it represents an integral part of the University's educational philosophy. With this goal, above all, you are warned to avoid any actions that give even the appearance of impropriety or reflect negatively on the University, its educational mission, or its students. The Honor Code applies to any academic matter relating to your attendance, enrollment, and performance at the University. This includes any activity that may affect a grade, your status as a student, or another student's satisfaction of the requirements for graduation, such as:

1. Any application for admission or supporting documentation
2. Any final or midterm examination

3. Any quiz
4. Any essay, research paper, or other assignment for a course that you are expected to complete on your own
5. Any misrepresentation concerning grade point average, academic honors, class rank, or personal history that is made for the purpose of inducing another person to act or refrain from acting on the basis of that misrepresentation.

Prohibited Activities

1. Any behavior covered in the Academic Integrity Policy, including plagiarism (see the Academic Integrity Policy)
2. Altering academic or clinical records
3. Falsifying information for any assignments
4. Partly or wholly completing an assignment(s) by submitting work partially or wholly completed by another student
5. Copying work or written text from a student, the Internet, or any document without giving due credit to the source of the information.

Externship Requirements

It is the expectation that interns will maintain the highest level of moral and ethical behavior by conducting themselves in a manner consistent with the standards of academic integrity. Interns must maintain constant communication and collaboration with their supervisor and work team. During the internship, students are expected to assist in all matters appropriate to the scope of practice. Strict adherence to these rules, policies and procedures are expected from interns as in any business setting or working environment. Failure to do so may result in course failure and dismissal from the program.

Eligibility

In order to successfully complete the KapConsulting Internship opportunity, interns must be prepared to meet the following objectives:

- Intern must be prepared to work in an ‘_authentic’ workplace.

- Intern must be able to plan and negotiate with peers, mentors, and other stakeholders.
- Interns must be prepared to achieve challenging academic and professional outcomes.
- Interns must be able to treat other interns and all leaders/mentors with utmost respect at all times.
- Interns must be able to communicate both orally and written without the use of vulgar, insulting or threatening language.
- Interns must be capable of behaving professionally, morally, and ethically in all situations while employed with KapConsulting.
- Interns must be able to work in team environments using strong interpersonal skills.

Getting in Contact

As a member of an online team, communication is vital. It is required for all interns to use the Kaplan student email account as a primary method of communication, as it is procedure to ensure effective communication. By now, you should have been contacted by your department manager, department director, or both. If you haven't received any communication from any member of your department, please refer to the Orientation Package. If once you finish your checklist and return all documents required for your internship you still haven't receive any communication from your department manager or director we encourage you to contact the Human Resource Department. If you haven't received the Orientation Package please contact the HR Department.

Once you have been contact by your manager be advised that each week you should contact your manager and provide your status update. Your status update should include your name, title, and the task you are currently working on. If you need time adjustment, please include it in your status update, be specific and your manager will assist you accordingly. You are required to clock in for all activities concerning KapConsulting or Kaplan Radio and insert notes as to the work performed at the appropriate time. Be advised that the first week of your internship you'll be working on getting prepared to work in the internship; this includes your reading material, downloading software, etc. If you do not have a task assigned, or finished the task, and attend all required meetings but you still haven't reach your 10 hour minimum per week, you are encourage to work independently on an area that you think needs betterment on KapConsulting or Kaplan Radio. Be sure to contact your manager first and report a status update. The task assigned by your manager takes priority over your independent task as the team works together to achieve the same goal or objective.

Be advised to use —Netiquette rules of thumb and comply with all rules and procedure herein.

24-Hour Turnaround Policy

As a professional member of KapConsulting, your attention to work related communication is required. The 24-Hour Turnaround policy is a response time policy set in order to encourage and achieve more productivity, effective communication and better morale among teams and the organization as a whole. KapConsulting is flexible with how the minimum amount of time is distributed within each week, but be advised to verify your student email on daily basis and respond to any work related communication within the 24 hour period of receiving the message. This will ensure your participation in the organization and completion of your 10 hour minimum requirement of the externship. You are encouraged to respond as soon as possible, but if you receive a message that you found to be upsetting, make use of the 24 hour period to take your time before responding. This is an effort to ensure everyone’s compliance with the policies and procedures herein.

Remember to clock in when you are reading and replying to your messages.

KapConsulting Meetings

Web Conferencing: You should have a microphone.

(While a microphone is a requirement, it is not a necessity for all interns (department exceptions may apply, talk with your manager. Managers, Director’s, & VP’s are required to have a working microphone, no exceptions. Some departments or entities may require a microphone for all interns in their area, you will be advised of this in your onboarding process.).

- Log in to Adobe Connect – URL:https://khe2.adobeconnect.com/_a769721248/kapconsultingteam/

- **Sign in as guest using your full name**

Conference MEETINGS are held at least once a week for the entire KapConsulting team on Mondays at 10:00 p.m. ET. There are also departmental and project meetings throughout the week which your team manager will advise you of the meeting time and log-in information.

For team meetings, an e-mail will be sent prior to the meetings with information regarding time, date and log-in information.

It is important that you attend these meetings. They provide an opportunity for all departments to come together to brainstorm, communicate, boost morale, share feedback, and make the team more efficient and effective by building strong working relationships.

PERSONNEL RESPONSIBILITIES

Directors

- It is the responsibility of the Kaplan HR Director to see that all department managers abide by and adhere to this policy and procedure.
- Directors must have established protocols for relating formal feedback and assessments to interns.
- Directors must provide adequate, reliable, and regular supervision and mentoring.

Interns

Students who are in an internship with either KapConsulting or Kaplan Radio have responsibilities both academically and professionally. In addition, students enrolled in a virtual internship must have access to the appropriate tools with which to perform their duties.

Academic

- The intern must meet all of the discussion and journal requirements as set forth in the course syllabus for each week of the term.

Note: Discussion and journal requirement are not calculated into the required 10 hours worked for either KapConsulting.

- Interns are expected to participate in all class projects and assignments without exception.
- Interns are required to meet learning objectives as outlined in their course syllabus.

Professional

- The intern shall provide a minimum of 10 hours of work time to their business each week.
- Liaise with external stakeholders in a professional manner exhibiting practical knowledge learned in educational program.
- Interns must be self-directed. All interns must meet regularly for all meetings to discuss process and procedural issues to offer their contributions. We recognize that this is a dynamic process. It requires participation and communication from all Interns.

- Interns must complete assigned tasks in an efficient timely manner and in compliance with the policies, procedures, and guidelines stated herein and from supervisor's expectation
- Interns are expected to demonstrate a considerate, constrictive demeanor when communicating and collaborating with their supervisor and work team.
- Interns will practice effective communication with their departmental supervisor/mentor and participate in projects that build on skills learned in the classroom.
- Interns will compose professional messages that respond to the needs of supervisors, co-worker, and external stakeholders.
- Interns will actively participate in and contribute meaningful and relevant discussions in weekly team meetings and departmental meetings.
- Interns must design and develop documents, guides, policies, and/or handbooks to meet changing departmental needs.
- Interns are expected to work together and develop plans to improve productivity process within the team environment.
- Interns will collaborate on work related projects and complete assigned projects within predetermined deadlines in order to achieve maximum results.
- Interns must follow the chain of command in all forms of communication and actions.

Netiquette

A Few "Rules of Thumb"

- Wait to respond to a message that upsets you and be careful of what you say and how you say it.
- Be considerate. Rude or threatening language, inflammatory assertions (often referred to as —flaming!), personal attacks, and other inappropriate communication will not be tolerated.
- Never post a message that is in all capital letters -- it comes across to the reader as SHOUTING!
- Use boldface and italics sparingly, as they can denote sarcasm. Keep messages short and to the point.
- Always practice good grammar, punctuation, and composition. This shows that you've taken the time to craft your response and that you respect your classmates' work.

- Keep in mind that threaded discussions are meant to be constructive exchanges.
- Be respectful and treat everyone as you would want to be treated yourself.
- Use spell check!

Responsible Use of University Technology

Kaplan University values freedom of expression and encourages diverse viewpoints endemic to an academic institution. At the same time, the University expects you to act in a responsible, ethical, and legal manner when using the University's school facilities, equipment, websites, and systems ("Sites"). Sites include, but are not limited to, the online classroom, online seminars, virtual campus, discussion boards, and internal email system.

To facilitate social networking and to establish a sense of community, some Kaplan University Sites allow you to post your own content or communicate with others. When you use any Sites to post or transmit text, video, audio, or other material ("User Content") for social networking purposes, you agree to accept sole responsibility for your User Content.

Kaplan University Sites are intended to be used for business and educational purposes only. You must agree that your User Content, which includes information posted or communicated that is not considered an educational record under the Family Educational Rights and Privacy Act of 1974 (FERPA), may not:

1. Infringe on the intellectual property, trade secret, privacy, or publicity rights of others or contain copyright-protected material without the written permission of the copyright owner;
2. Contain any material that could be considered unlawful, harmful, threatening, abusive, harassing, defamatory, vulgar, obscene, indecent, sexually explicit, or hateful, or content that refers negatively to people or groups on the basis of their age, race, ethnicity, religion, sexual orientation, gender, national origin, handicap, disability, veteran status, or similar characteristics;
3. Be posted in a false name or the name of another person, or include impersonations of any person, except where such impersonations are obvious and are included exclusively for the purpose of parody;
4. Include illegal material or encourage, solicit, or glorify illegal activity;
5. Contain false statements or misrepresentations that could damage yourself, the University, or other students;
6. Include commercial advertisements or solicitations, except if the University has specifically authorized their inclusion; or

7. Include material that is otherwise objectionable to the University.

The University does not have control over and cannot censor all User Content students submit to its Sites or prevent students from uploading or adding inappropriate User Content to its Sites. The University does, however, monitor its Sites to the best of its ability to ensure that students do not submit, upload, add, or exchange any inappropriate User Content to or on its Sites.

If your User Content contains anything described above, it may result in a written warning concerning the misconduct and further disciplinary action up to and including immediate suspension or dismissal. If you see or hear inappropriate User Content on Kaplan University Sites, you should promptly report it pursuant to the procedures set forth in the Problem Resolution and Grievance Procedures section. All Kaplan University Sites and computer equipment, email accounts, facsimile equipment, Internet access, instant messaging, voicemail, and supplies, if provided, are done so exclusively to assist you in your educational activities. You should not expect that computer files, email, voicemail, Internet bookmarks, or any of your User Content are confidential or private, and, therefore, should have no expectation of privacy whatsoever related to your usage of these Sites, to the extent that the information is not considered an educational record under FERPA.

Even when content, such as a message or file, is erased, it may still be possible to recover the message or file. Therefore, the University cannot ensure the privacy of content that is not considered an educational record. Messages sent through the University's email or instant messaging accounts and Kaplan University-owned facsimile equipment, the contents of the hard drives of any computer that is the property of the University, any User Content, and any voicemail messages saved on telephones that are the property of the University may be used in administrative, judicial, or other proceedings such as those resulting from student grievances, even where the information is considered an educational record.

In addition, the University licenses software to support its educational processes. Without express written consent of the University, you are not permitted to copy, remove, alter, or install software on equipment owned by the University. By using the University's computer equipment, software, and communication devices, you knowingly and voluntarily consent to your use of these systems being monitored and acknowledge the University's right to conduct such monitoring.

Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) afford eligible students and their parents certain rights with respect to their education records, including those stated below. The rights afforded to, and

consent required of, parents under this Act transfer from the parents to the student once the student becomes eligible.

1. Online student records are maintained for a minimum of 6 years from the end of the award year aid was last awarded or award year you last attended. Campus student records are retained for a minimum of 5 years from the end of the award year aid was last awarded or award year you last attended. Academic transcripts are maintained indefinitely.
2. You have the right to inspect and review your education records during normal school hours with an appointment within 45 days of the day the Campus President/Executive Director receives a written, dated request for access. You are not permitted to inspect or review confidential student guidance notes maintained by the University, nor financial records, including any information those records contain, of your parents or guardians.
3. You have the right to request the amendment of education records that you believe are inaccurate, misleading, or a violation of privacy. To request amendment of an education record, submit a written, dated request to the Campus President/Executive Director, clearly identify the part of the record you want changed, and specify why it is inaccurate, misleading, or a violation of privacy. If the University decides not to amend the record, you will be notified of the decision and your right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided when you are notified of the right to a hearing.
4. You have the right to consent to disclosures of personally identifiable information contained in your education records, except to the extent that FERPA authorizes disclosure without prior consent from the parents or the eligible student, as applicable. The University may neither release nor disclose personally identifiable information contained in your education records to outside employers, agencies, or individuals without first securing a written release from you or your parent, as applicable, unless permitted by the Act. One exception to the above student record release policy permits disclosure without consent to school officials with legitimate educational interests. A school official is a person employed by the University in an administrative, supervisory, academic, research, or support staff position, including law enforcement unit personnel and health staff, or a person or company with whom the University is affiliated or has contracted such as an attorney, auditor, or collection agent. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill a professional responsibility. Upon request, the University discloses educational

records without consent to officials of another school in which a student seeks or intends to enroll.

5. You have the right to file a complaint with the U.S. Department of Education concerning alleged failures by the University to comply with the requirements of FERPA. The name and address of the office that administers FERPA is:

Family Compliance Office
U.S. Department of Education 400 Maryland Avenue,
SW
Washington, DC 20202-4605

Corrective Action

Corrective action is the process of communication between an employee and management to address unacceptable behavior or performance. The purpose of corrective action is to help guide the employee in correcting their behavior or performance by identifying and addressing the unacceptable behavior or performance, as well as identifying and implementing solutions to these problems. However, if those efforts are unsuccessful or if a clear policy violation has occurred, the intern will follow the process for corrective action.

All managers are *required* to keep a record of any communication of behavioral or performance issues before and after corrective action is taken. All information received will be treated with the utmost confidentiality and will not be disclosed for others to discuss. Any intern found discussing an investigation in progress with unauthorized personnel, will result in the grounds for disciplinary action and or withdrawal from KapConsulting.

In the event an intern is not adhering to the policies, procedures, expectations, and requirements, set forth in the Policy and Procedure document for their externship will result in the following Corrective Action Process.

- **Verbal Warning** – Department Manager will verbally address the behavioral or performance issue with the intern, to determine what changes need to be made

to correct the problems. The verbal warning will be addressed either by phone or email communication. Only one verbal warning will be given to any one intern.

- **Written Warning** – Department Manager will complete a Corrective Action Plan for the intern that has behavioral or performance issues after a verbal warning is given. The department manager will communicate this written warning and discuss through phone and e-mail communication, for signature purposes. The department manager will discuss the written warning with their Department Director for confirmation that this level of corrective action is taking place. The Corrective Action Plan will include defining the problem, determining the cause of the problem, and developing an action plan to correct the problem and prevent reoccurrences. The intern and manager will be required to sign (printed name) the bottom of the form to verify the intern understands the expectations set forth in the Corrective Action Plan.
- **Demotion** – In the event, the Written Warning is not sufficient in fixing the behavioral or performance issue, the intern will be demoted. Demotion will be agreed upon by the Department Manager, Department Director, and the Vice President. The President of KapConsulting will be notified of the behavioral or performance issue. Demotion of an employee will be a reflection in their inability to perform the task and responsibilities in their current position and their ability to better perform duties at a lower level.
- **Dismissal or Expulsion from KapConsulting** – This action will be taken only after all other levels of Corrective action have been engaged, unless the performance or behavior of the intern results in significant issues and concerns, then this action can be performed after the Written warning. Dismissal or Expulsion for KapConsulting will be the decision of the President. After all information documentation, for Corrective Action, has been reviewed and it is determined this is the best course of action.

Problem Resolution and Grievance Procedures

Many questions or concerns that you may have can be resolved simply through discussion. You should observe the stated steps in seeking a resolution.

Retaliation against any student using this complaint process is strictly prohibited. A complaint of retaliation will promptly be investigated, will constitute separate charges, and will be handled in the same manner as discrimination and other grievance complaints. **Online**

- Step 1: Discuss your issue with the appropriate instructor, staff member, or administrative manager.
- Step 2: If you are not satisfied with outcome of the discussion, you can request your complaint be filed with an ombudsperson, dean, or designated resolution person.
- Step 3: If you remain unsatisfied or the complaint remains unresolved, you can file a grievance with the University's Student Relations Department. Grievance forms may be obtained from an ombudsperson, dean, or designated resolution person and emailed to the following email address: studentrelations@kaplan.edu.

Note: If you file a complaint through an outside agency or with a University executive, your complaint will be directed to the Student Relations Department. External agencies generally expect you to have exhausted Kaplan University's complaint resolution process first. If your complaint is the subject of a formal external inquiry or legal action, the application of steps 1 through 3 of Kaplan University's grievance/appeal process will be suspended until the external inquiry or action is completed.

Student Relations will serve as an impartial representative of Kaplan University that is not directly involved in the issues of the complaint. A Student Relations representative will investigate the complaint and assist in the response to the complainant. Student Relations will make every effort to complete investigations and provide responses to the complaint within 5 business days of the date it receives and assigns the complaint, or Student Relations will contact the complainant to report the status of the investigation.

Kaplan University will maintain records of all complaints and their resolutions for a period of no less than 3 years.



In Conclusion:

The KapConsulting Internship provides students with an opportunity to apply the knowledge gained throughout their academic journey in a hands-on learning environment. Each intern is encouraged to be a self-starter and work toward the betterment of the organization. As with most professional settings communication is the key! Please reach out for assistance when it is needed and voice your opinion on how you feel the organization can be moved closer to reaching the goals and visions that have been set. Remember, you will only get out of the experience what you put in to it! Good luck!

Your signature below signifies that you fully understand the Employee Handbook and Policy & Procedures of KapConsulting and that you are to adhere by that are contained within this entire form.

Intern’s Signature:

Click here to enter text.

Date:

HR Director Signature:

Date:
