Capella Consumer Information

General Institutional Information

Accreditation and licensure of institution and programs
Capella University is accredited by the Higher Learning Commission (hlcommission.org), a regional accreditation agency recognized by the U.S. Department of Education.

In addition to our regional accreditation, Capella has achieved specialized and program-specific accreditations. Capella University is registered as a private institution with the Minnesota Office of Higher Education and is an approved institutional participant in the National Council for State Authorization Reciprocity Agreements (NC-SARA). Capella is authorized to operate in all SARA member states and is registered, authorized, or otherwise not subject to approval in all states not currently participating in SARA Legal & Regulatory Information.

Upon request, Capella will provide students or prospective students with a copy of accreditation and licensure documents.

Family Education Rights and Privacy Act (FERPA)
Capella University complies with the provisions of FERPA of 1974, which regulates the confidentiality of data in education records and terms for its disclosure. Capella has a department dedicated to ensuring compliance with the act and creating relevant policies and procedures regarding the release of student education records and related information under the act.

Career Center
The mission of the Career Center is to assist students and alumni in developing and implementing their unique career management goals, and driving measurable career outcomes. Our online Career Center provides resources and tips for job searches, interviewing, and creating résumés.

Transfer of credits
Capella University evaluates official transcripts from regionally accredited or internationally recognized institutions to determine acceptance of transfer credit.

Articulation agreements
Articulation agreements made with Capella's partners simplify and streamline the transfer process for students moving from a two-year to a four-year degree program. Capella's current articulation agreement partners are listed below.

- Madison Area Technical College, Wisc.
- Normandale Community College, Minn.
- Valencia College, Fla.

For more information regarding articulation agreements or how your credits might transfer, please contact an enrollment counselor at 1.866.679.9682.

Textbooks
The Capella Online Bookstore (powered by Ed Map) is your source for all the materials required for your courses. Available items include textbooks, course packs, hardware, and software (select Microsoft and Adobe software can be purchased via the online software store).
Three-day cancellation
An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday, and federal and state holidays) of signing an enrollment agreement is entitled to a refund of the application fee. The school will provide a 100 percent refund within 30 days of receiving the notice of cancellation.

Academics
Academic programs
Capella University offers bachelor's, master's, and doctoral degree options, along with certificate programs. There are 54 degree program offerings and more than 150 specializations as of Oct. 31, 2017.

Residency
Capella University students in certain graduate-level programs are required to attend residencies, which are in-person learning experiences that provide face-to-face interaction between faculty and students.

Capella faculty
Capella University is dedicated to recruiting faculty members who hold top academic credentials and professional experience in the specialized areas they teach.

Written arrangements
Capella University has not entered into any written arrangements with any other schools and does not participate in the following: consortium agreements (either to be the host school or home school) or study abroad programs.

Tuition and Financial Aid
Notice of availability of institutional and federal financial aid information
The office of financial aid is the primary source for information about financial assistance—both federal aid and other options—available at Capella University. To speak with a financial aid advisor, call 1.888.CAPELLA (1.888.227.3552).

How to apply for federal aid
To receive financial aid, students must apply for aid each aid year. Our website has step-by-step instructions on how to apply for federal financial aid and other aid awards. To speak with a financial aid advisor, call 1.888.CAPELLA (1.888.227.3552).

Tuition and fees
The Tuition and Fees page outlines potential costs per program. To calculate your cost (including potential savings through transfer credits, corporate alliances, military affiliations, etc.), and explore financing options, contact an enrollment counselor at 1.888.CAPELLA (1.888.227.3552).

Capella scholarships and grants
Capella provides a variety of grants and scholarships throughout the year to help students finance their education.

Federal Supplemental Educational Opportunity Grant (FSEOG)
FSEOGs recipients must have applied for a Capella scholarship for an eligible program and meet other eligibility requirements. The grants are awarded to Pell recipients who have demonstrated exceptional financial need based on the expected family contribution provided by completing the Free Application for Federal Student Aid (FAFSA). The award amount depends on your financial need. The FSEOG is considered to be gift aid; therefore, it does not have to be repaid.
Federal Work-Study Program
Capella participates in the Federal Work-Study Program, which provides part-time employment to eligible students who demonstrate financial need. Financial need is based on the expected family contribution, which is determined by completing the FAFSA. Federal Work-Study funds are a part of the financial aid package; however, they are paid to students biweekly after they meet employment requirements and earn a wage.

Private education loans
Private education loans are available to students who are ineligible for federal financial aid or find that federal financial aid does not cover their full education costs. Students are encouraged to apply for federal financial aid prior to considering private education loans. Federal financial aid program terms and conditions may be more favorable than private education loans. For additional information, please contact a financial aid advisor at 1.888.CAPELLA (1.888.227.3552). All private loans will be processed accordingly. Self-certification forms are available and will be completed upon request.

Disbursements and federal aid refunds
Students who are in the GuidedPath format, eligible for financial aid, enrolled at least half time (for federal loans), and have engaged in their course(s) will have their funds disbursed to Capella during the third week of their course(s). Students in the FlexPath format will have their funds disbursed within the fourth to fifth week of each 12-week billing session. After applying funds to a student's balance, Capella will process a federal aid refund (if applicable) within seven business days. Once the refund has been processed, it will take three to five business days for Capella to disburse the refund by direct deposit or mail. Disbursements made after the third week of courses are processed using the same timelines.

Books and supplies
Many of Capella's degree programs offer a Resource Kit, which is a flat-rate quarterly fee that covers the cost of eBooks, textbooks, interactive media, software, course packs, and more. For programs that do not offer the Resource Kit, students are automatically opted into the Financial Aid Book Allowance Program. This program provides students a portion of their anticipated financial aid refund to use at Capella's online bookstore.

Cost of attendance and Net Price Calculator
Financing your education takes both planning and budgeting. Our financial aid tools can help you set expectations for the types of funding you may be eligible to receive, and the cost of attendance for your degree and program.

Experimental Sites Initiative (ESI)
Capella is participating in three ESI, which test the effectiveness of statutory and regulatory flexibility for disbursing Title IV student aid.

ESI Experiment 6 involves testing the effect of reduced Unsubsidized Direct Loan borrowing limits on graduation and persistence rates. For Capella, this will take the form of a $2,000 reduction ($500 per quarter) in the annual unsubsidized eligibility for a select population of students. This is a statutory exemption from the usual regulatory provisions provided by the Department of Education.

The Prior Learner Assessment ESI involves testing the effect of an increase in cost of attendance allowing learners to receive additional Title IV aid toward prior learning assessment (PLA) fees. For Capella, this will take the form of an increase in Title IV eligibility for the exact cost of the PLA fee, which varies by number of credits and career level. FlexPath is excluded from this initiative.

The Competency-Based Education Experiment allows for the disbursement of Title IV aid for direct costs as soon as the learner completes a required number of competencies, regardless of how many weeks of instructional time have elapsed. Disbursements of Title IV funds for indirect costs would be made at regular intervals related to the completion of a certain number of weeks of instruction. FASAP and R2T4 requirements are waived under this experiment.
Financial responsibility
Students can better plan for their future by borrowing responsibly. This begins with borrowing only loan funds that are needed and planning ahead for repayment. For more information regarding the terms of the Direct Loan program, students may review their Master Promissory Note or the Department of Education Student Aid website.

Tuition refund policy
Students who drop or withdraw from course(s) will have a percentage of tuition and fees refunded in accordance with university policy.

Return of Title IV funds procedure
Under the Department of Education's return of funds regulations, an institution must first determine the amount of Title IV program funds that a student earned. If the student withdraws during the first 60 percent of any period of enrollment or payment period, the amount of Title IV program funds that the student earned is equal to a pro rata portion of the funds for which the student would otherwise be eligible. If the student withdraws after the 60 percent threshold, then the student has earned 100 percent of the Title IV program funds. For FlexPath offerings, which are nonterm, a Title IV return of funds can also be triggered by a period of student nonenrollment that is greater than 25 days and occurs during the course of the FlexPath 12-week billing period if the nonenrollment is not related to an approved leave of absence per Capella University policy. The institution must return to the appropriate Title IV programs, in a specified order, the lesser of (i) the unearned Title IV program funds and (ii) the institutional charges incurred by the student for the period multiplied by the percentage of unearned Title IV program funds. An institution must return the funds no later than 45 days after the date of the institution's determination that a student withdrew.

Undergraduate students will have funds returned in the following order:
1. Unsubsidized Direct Loans
2. Subsidized Direct Loans
3. Federal Grants
4. Federal Supplemental Educational Opportunity Grants

Graduate students will have funds returned in the following order:
1. Unsubsidized Direct Loans
2. Graduate PLUS Loans

Defining 60 percent of a term
Guided Path: The federal formula to calculate 60 percent takes the number of completed\(^1\) calendar days divided by the total number of calendar days in that term. FlexPath: Due to the fluid timing of FlexPath offerings, the formula for determining the 60 percent date is based on a projection of course completion time. For example, Capella assumes that a student who completes three program points in 16 weeks would continue to complete points at that rate. For undergraduate students, who need to complete nine program points to complete one payment period, their projected payment period would be a total of 48 weeks.

Timeline for return processing
Capella University calculates the return of Title IV funds no later than 30 days after determining that a student withdrew or stopped participating. The funds are returned to the Title IV program from which they disbursed within 45 days.

\(^1\) Completion refers to days in which there is a record of active course participation (posting in the courseroom, submitting tests, etc.) For certain courses (e.g. dissertation), ongoing participation is not tracked in the courseroom and the date of withdrawal is determined by the date of the course drop.
The Graduate Certificate in Business Administration Modular FlexPath option is waived from the return of Title IV funds requirements with participation in the ESI for competency-based education.

Separation or withdrawal from the university
Students may request an immediate or delayed discontinuation from the university by completing and submitting the discontinuation request form, located on Campus.

Financial Aid Satisfactory Academic Progress
Students are required to meet and maintain satisfactory academic progress to be eligible for federal financial aid. Failure to meet minimum requirements will result in students being placed on financial aid warning or probation, or becoming ineligible.

Entrance and exit counseling
Students who request Direct Loans are required to complete the entrance counseling via the StudentLoans.gov website. The counseling provides comprehensive information on the terms and conditions of the loan and the borrower's responsibilities.

Capella notifies students about completing exit counseling once they have dropped below half-time enrollment, withdrawn, or have graduated. Exit counseling helps students understand their rights and responsibilities as a student loan borrower.

National Student Loan Data System (NSLDS)
NSLDS is the Department of Education's central database for student financial aid. Students who request and receive student aid will have that information reported to NSLDS. Loans will be accessible to guaranty agencies, lenders, and schools if they are authorized to use the NSLDS system. Students may access this information to see an integrated view of Title IV loans and/or grant information.

Percentage of students using financial assistance
At Capella, 84 percent of students use financial aid assistance, including federal financial aid, non-federal financial aid, scholarships, and alternative loans. Of all undergraduate students, 57 percent receive Pell Grants.

Federal financial aid penalties for drug law violations
A student who has been convicted of a drug-related violation under federal or state law can be disqualified for federal financial aid funding.

Those convicted of possessing illegal drugs will lose financial aid eligibility for:
- First offense: one year from date of conviction
- Second offense: two years from date of conviction
- Third+ offense(s): indefinitely

Those convicted of selling illegal drugs will lose financial aid eligibility for:
- First offense: two years from date of conviction
- Second offense: indefinitely

Federally required data is provided to the National Center for Education Statistics
Student Outcomes

Gainful employment disclosures
Our gainful employment disclosures, found on each program page on capella.edu, provide information regarding program costs, time to completion, occupational codes, and median debt, along with other important data to students and prospective students.

Learning and career outcomes
Capella University is committed to offering clear, transparent information about what students can expect from completing one of our programs. Each program is designed to provide career-relevant skills and help students advance professionally after graduation. See learning and career outcomes at CapellaResults.com.

Advanced education for bachelor’s graduates
Twenty to 25 percent of students who received a bachelor’s degree from Capella re-enrolled into a master's program as of Dec. 12, 2017.

Retention rate
The industry standard for standard retention rate is based on the percentage of first-time, full-time bachelor’s-degree-seeking students from the previous fall quarter who are enrolled in the current fall quarter. While Capella University does not serve first-time, full-time undergraduate students (and therefore has a retention rate of 0 percent for this population), the university’s retention rate for first-time, part-time undergraduate students is 29 percent.

Capella’s institutional retention rate is the percentage of students in a cohort who are active or who have graduated on the first anniversary of their second course as a cohort. Capella’s overall retention rate is 58 percent.

Graduation rate
The industry standard for reporting an institution's graduation rate is based on first-time, full-time undergraduate students. As of Dec. 31, 2016, 95 percent of Capella students enrolled part time while 5 percent enrolled full time. In order to provide a better understanding of our graduation rates based on all degree and certificate students, Capella calculates an Institutional Completion Rate. Capella’s completion rate is a rolling six-year average of students who reached census of their second course and who completed their degree or certificate. The institutional graduation rate as of December 2017 is 41 percent. The populations used in the institutional graduation rate are not limited to first-time, full-time undergraduate students.

Due to the lack of statistical data, Capella is not required to report the graduation rates for first-time, full-time undergraduate students who received a Pell Grant, students who received a Subsidized Direct Loan (no Pell Grant), and students who did not receive a Pell Grant or a Subsidized Direct Loan.
Placement rates
Capella does not offer job placement services or regularly calculate placement rates. The American Counseling Association’s Council for Accreditation of Counseling and Related Educational Programs (CACREP) requires that Capella University report job placement rates for the MS in Marriage and Family Counseling, MS in Mental Health Counseling, and MS in School Counseling. The Commission on Accreditation for Marriage and Family Therapy Education of the American Association for Marriage and Family Therapy Education (COAMFTE) requires that Capella University report job placement rates for graduates of the MS in Marriage and Family Counseling/Therapy program. Placement data for these programs are found on:

- [https://www.capellaresults.com/outcomes/masters-marriage-family-therapy-outcomes](https://www.capellaresults.com/outcomes/masters-marriage-family-therapy-outcomes)
- [https://www.capellaresults.com/outcomes/masters-mental-health-counseling-outcomes](https://www.capellaresults.com/outcomes/masters-mental-health-counseling-outcomes)

Student Demographics
Capella’s student demographic percentages are based on first-time undergraduate students. The information regarding ethnicity is based on self-reported information from students.

Degrees and Certificates Conferred (as of Sept. 30, 2017)
Total (1993–2017): 73,633
Number of alumni (Degree and certificate recipients): 67,239

Health and Safety
Annual crime statistics
In accordance with the Crime Awareness and Campus Security Act of 1990, Capella University makes available to all students and employees the Annual Crime Report that is submitted to the U.S. Department of Education. The report includes statistics for the previous three years concerning reported crimes that occurred on campus, in certain off-campus buildings or property owned or controlled by the university, and on public property within, or immediately adjacent to and accessible to the campus.

View Capella University’s Annual Crime report
2. Select Get Data for One School.
3. Use the Search page to select the campus (Capella University) and view the crime report data listed there.

Drug and alcohol awareness
Capella University is committed to providing a drug- and alcohol-free environment for students, faculty, and employees. The university maintains policies, procedures, and programs to provide information surrounding drug and alcohol awareness. See the Campus Crime Policy and the University Policy on Drugs and Alcohol for more details about Capella’s student drug awareness program. Capella University faculty and employees should see the Capella University Employee Handbook for more details about Capella’s employee drug and alcohol policy, and for available resources.

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3 Capella University PhD in Counselor Education and Supervision, MS in Mental Health Counseling, MS in School Counseling, and MS in Marriage and Family Counseling/Therapy programs are accredited by the American Counseling Association’s Council for Accreditation of Counseling and Related Educational Programs (CACREP) through March 31, 2020.

4 The MS in Marriage and Family Counseling/Therapy program at Capella University is accredited by the Commission on Accreditation for Marriage and Family Therapy Education of the American Association for Marriage and Family Therapy Education (COAMFTE), 112 South Alfred Street, Alexandria, Virginia 22314; 703.838.9808.

5 Source: IPEDS Fall 2017 enrollment
Capella complies with the requirements of the Drug Free Workplace Act of 1988. Under this act, employees must notify human resources of any criminal drug statute conviction for a violation occurring in the workplace not later than five days after the conviction. Capella is required to notify the Department of Education within 10 days of an employee's conviction and must take action against an employee within 30 days of a violation of the policy.

**Campus crime policies**

Capella University is dedicated to providing a safe environment for students, faculty, and employees. Programs, policies, and procedures that may minimize the risk of criminal activity are outlined in the [Campus Crime Policies](#).

**Sex offender registry**

The Federal Campus Sex Crimes Prevention Act requires that colleges and universities advise the community where law enforcement agency information provided by a state concerning registered sex offenders may be obtained. It also requires sex offenders already required to register in a state to provide notice of each institution of higher education in that state at which the person is employed or is a student.

To learn the identity of registered sex offenders visit the [Sex Offender Database](#). The information provided here is intended to be in compliance with the Crime Awareness and Campus Security Act and is for safety purposes only. It should not be used to intimidate, threaten, or harass. Misuse of this information may result in prosecution.

**Information for crime victims about disciplinary proceedings**

Upon written request from the complainant of any crime of violence or nonforcible sex offense, Capella will disclose the results of any disciplinary actions taken by Capella against the student who is the respondent of such crime or offense. If the complainant is deceased as a result of the crime or offense, the information shall be provided, upon request.

**Vaccinations**

As an online university with no physical student campus, Capella generally does not have specific requirements for vaccinations.

However, some Capella programs do require fieldwork at sites that may or may not have their own requirements for vaccinations. Students must to comply with the requirements of their fieldwork site. As an example, Oregon regulations require that nursing students with direct patient contact complete and provide, through their university, a criminal background check, proof of immunizations, drug test, health screening and evidence of professional liability insurance prior to clinical placement. The Oregon Health Authority Immunization Requirements are as follows:

- Hepatitis B (Hep B)
- Measles, mumps, and rubella (MMR)
- Tetanus, diphtheria, pertussis (Tdap)
- Varicella
- Recommended but not required—Polio
- Recommended but not required—Influenza (seasonal flu)

Capella University partners with CastleBranch Inc. to collect, store, and share student immunization, health, criminal backgrounds, and insurance information for these purposes.
Additional Information
Copyright and file sharing
Faculty, staff, and students must comply with federal copyright and trademark laws, such as the Digital Millennium Copyright Act. No one may use Capella information resources and other information technology tools for unauthorized file sharing, posting of copyrighted materials as one's own, or other copyright violations. Copyright infringement can result in civil and criminal penalties.

Alternatives to Illegal Download
Summary of civil and criminal penalties for violation of federal copyright laws
Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement. Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or statutory damages affixed at not less than $750 and not more than $30,000 per work infringed. For willful infringement, a court may award up to $150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys’ fees. For details, see Title 17, United States Code, Sections 504, 505. Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to $250,000 per offense. For more information, see the website of the U.S. Copyright Office at www.copyright.gov.

Services for students with disabilities
We provide access, accommodations, and advocacy for Capella students who have disabilities. Examples include both online courseroom considerations, such as accessible textbooks and additional time on learning activities, and residential colloquia support, including sign language interpreters and mobility assistance. To learn more about our disability services policies and procedures or how to request academic accommodations, call 1.888.CAPELLA (1.888.227.3552).

Voter registration
Students not registered to vote can use the USA.gov website to obtain voter registration requirements for their specific state.

Information for Pregnant and Parenting Students
Title IX of the Education Amendments Act of 1972 ("Title IX") prohibits discrimination on the basis of sex, including pregnancy and related conditions, in educational programs and activities that are eligible for federal funding. Capella's Discrimination, Harassment, and Assault Policy (4.02.04) clearly states that discrimination is prohibited against persons on the basis of race, creed, national origin, religion, age, gender, gender identity or expression, disability, sexual orientation, marital status, veteran status, or status with regard to public assistance in its educational programs and activities. This includes discrimination based on pregnancy. If you have any questions about this statement or your rights, visit our Campus page. Information for Pregnant and Parenting Students.
Contact Information

Capella University Capella Tower
225 South 6th Street, 9th Floor
Minneapolis, MN 55402

USA (toll-free): 1.866.283.7921
Canada (toll-free): 1.866.734.5934
International: 1.612.339.8650
Fax: 1.612.977.5060

Monday–Friday: 7 a.m.–8 p.m.
Saturday: 9 a.m.–5:30 p.m.

All times listed are Central Time.