

July 14, 2023

Paul Pastorek  
CEO and President  
University of Arizona Global Campus  
180 South Arizona Avenue, Suite #301  
Chandler, AZ 85225

Dear CEO Pastorek:

This letter serves as formal notification and official record of action taken concerning University of Arizona Global Campus (UAGC) by the WASC Senior College and University Commission (WSCUC) at its meeting June 30, 2023. This action was taken after consideration of the report of the review team that conducted the Special Visit to UAGC on May 11, 2023. The Commission also reviewed the institutional report and exhibits submitted by UAGC prior to the Special Visit. The Commission appreciated the opportunity to discuss the visit with you and your colleague Sarah Steinberg, Provost and Senior Vice President. Your comments were very helpful in informing the Commission's deliberations. The date of this action constitutes the effective date of the institution's status with WSCUC.

### **Actions**

1. Receive the Special Visit team report that focused on: (1) Creation of a website to differentiate UAGC from University of Arizona and University of Arizona Online; (2) Improvement of marketing, application, and enrollment processes; (3) Improvement of retention and graduation rates; and (4) Mitigating risks with the institution's Online Program Manager, Zovio, Inc.
2. Remove the Formal Notice of Concern
3. Continue with the previously scheduled reaffirmation review with the Offsite Review in fall 2024 and the Accreditation Visit in spring 2025
4. Schedule Progress Reports to be submitted on November 1, 2023 and April 1, 2024 on retention and graduation in the same format as previously submitted reports

The Commission commends UAGC in particular for the following:

1. The rapid implementation of the concept of "Culture of Care" that has been thoughtfully and pervasively embraced throughout the institution and notably championed by the faculty.

2. The community's clear understanding, as reflected in documentation and responses provided in visit meetings, of the need to improve student success by increasing student retention and graduation rates.
3. Its exemplary transparency of institutional goals, as reflected in the ability of numerous segments of the faculty and staff population to articulate them.
4. Its commitment to support all students "where they are."
5. Its novel Director of Delivery function that ensures institutional goals are tracked and appropriate accountability occurs.
6. Institutional leaders' candor about initiatives that have yet to yield desired outcomes.

The Commission requires the institution to respond to the following issues:

1. Continue to refine metrics that affect student retention, including the anticipated timeline for which those improvements are achieved, and share with key stakeholders within the institutional community. (CFR 2.10)
2. Continue to reflect on variances in student success measures by demographic and execute improvement plans in support of any segment of the student population which experiences a disproportionately high attrition rate. (CFR 2.10)
3. Reflect on mission statements to determine if they congruently express the institution's intentions regarding student success and modify if appropriate. (CFR 1.1)
4. Given the three different brands associated with the University of Arizona (University of Arizona, University of Arizona Online, and University of Arizona Global Campus), refine messaging to various audiences to reduce confusion and increase clarity; include a clear and simple explanation of the cost of attendance; and assess the results to ensure that what is intended as messaging is what is achieved. (CFR 1.6, 2.12)
5. While sustaining the laudable emphasis on retention, the institution is encouraged to create additional initiatives focused on student completion and post-graduate outcomes. (CFR 2.10)

In accordance with Commission policy, a copy of this letter is being sent to the chair of UAGC's governing board. The Commission expects that the team report and this action letter will be posted in a readily accessible location on the University of Arizona Global Campus's website and widely distributed throughout the institution to promote further engagement and improvement and to support the institution's response to the specific issues identified in these documents. The team report and the Commission's action letter will also be posted on the WSCUC website. If the institution wishes to respond to the Commission action on its own website, WSCUC will post a link to that response on the WSCUC website.

Finally, the Commission wishes to express its appreciation for the extensive work that UAGC undertook in preparing for and supporting this accreditation review. WSCUC is

committed to an accreditation process that adds value to institutions while contributing to public accountability, and we thank you for your continued support of this process. Please contact me if you have any questions about this letter or the action of the Commission.

Sincerely,



Jamiene S. Studley  
President

JSS/cno

Cc: Phillip Doolittle, Immediate Past Chair  
Tracy Poon Tambascia, Chair  
Teresa Kuruc, ALO  
Nivine Megahed, Board Chair  
Members of the Special Visit team  
Christopher N. Oberg, Executive Vice President