JEWELL | oneday

Student founder handbook

October 2026

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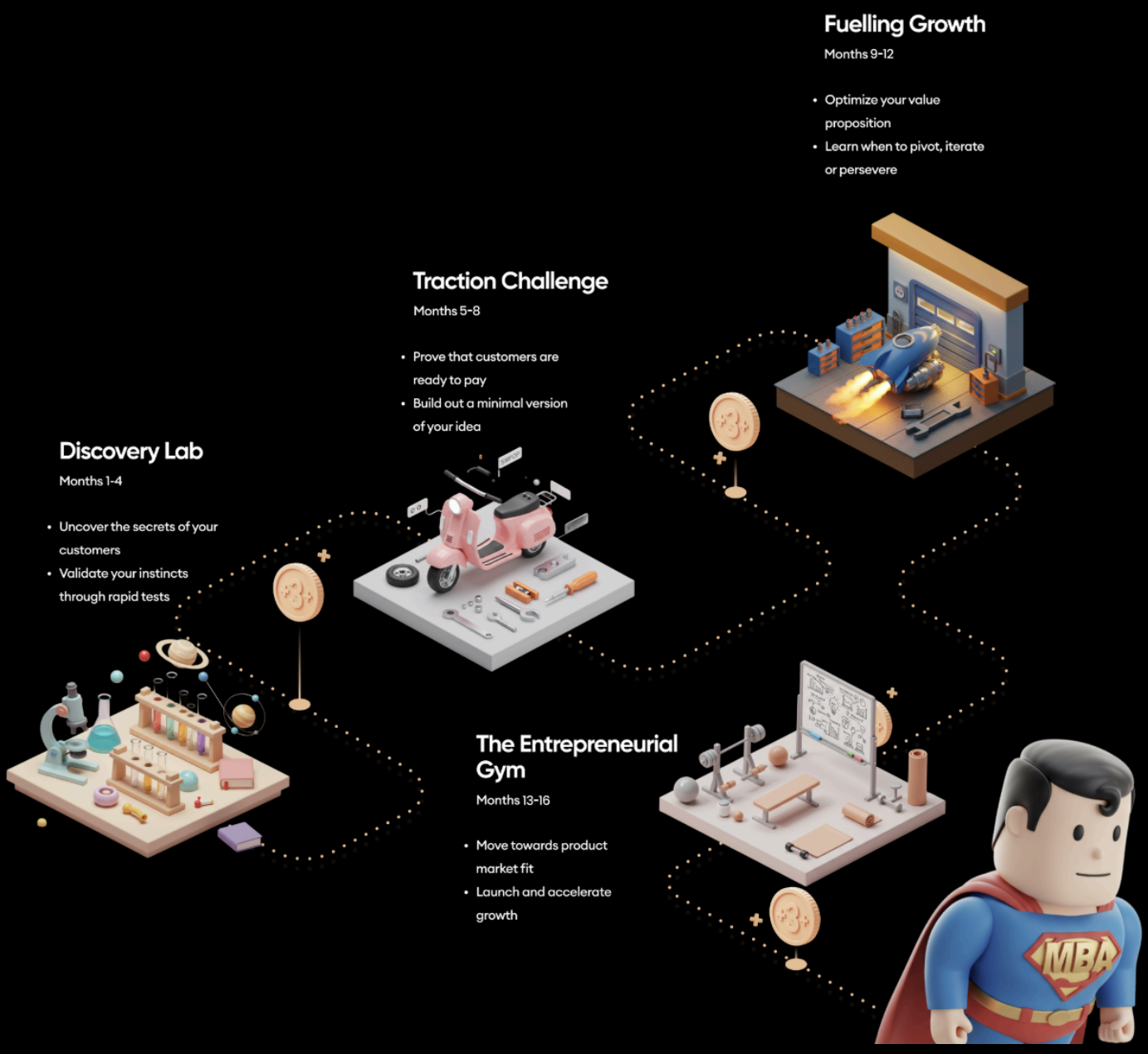
MBA program essentials

The entrepreneurial MBA (eMBA) provides founders with the detailed practical knowledge and industry-specific support they need to validate, launch and scale their business idea.

Classes are designed to provide founders with rich, practical advice on how to navigate each critical stage. Academic credit builds as founders work through each Class. Founders submit stage-specific assignments and assessments that have been designed around the best practice, characteristics, and habits of the modern entrepreneur.

How is the program organized?

The eMBA is delivered across 12 classes over 4 semesters, completed in 16 months. Each semester has three classes: two 6-week classes followed by a 5-week class.



The Classes include:

Semester 1

- MBA 501:
  Entrepreneurial Foundations
  4 credits
- MBA 502:
  Customer Centricity
  4 credits
- MBA 503:
  Entrepreneurial Marketing
  3 credits

Semester 2

- MBA 504:
  Market Experimentation
  4 credits
- MBA 505:
  Product Market Fit
  4 credits
- MBA 506:
  Product Experimentation
  3 credits

Semester 3

- MBA 507:
  Capstone Project I
  3 credits
- MBA 508:
  Innovation Launch
  3 credits
- MBA: 509:
  Growth Strategy
  2 credits

Semester 4

- MBA: 520:
  Building Capacity Through People, Operations, and Technology
  2 credits
- MBA 521:
  Entrepreneurial Finance and Funding
  2 credits
- MBA 522:
  Own Your Future: Vision, Strategy, and Storytelling
  2 credits

What does each sprint week look like?

The eMBA is organized across 68 sprint weeks. Each sprint is set up in broadly the same way:

1. **Watch the Masterclass video** and engage with additional materials. Each Masterclass delivers a 20-30 minute overview of the key concepts of the sprint. They are engaging, up-to-the-minute, and a mandatory part of the program

2. **Squad meetings**. The week before the program starts, you will be invited to a sequence of weekly squad meetings. Squads meetings are small groups of founders, and offer a chance to discuss some of the ideas delivered in the Masterclass, and make applications to your business. Squads are run by a Class Leader: a practicing entrepreneur with experience of this particular stage of the curriculum. Squad meetings are scheduled on one of Monday or Tuesday early evenings, depending on your time zone.

3. **Assignments and assessments** are the practical tasks that count towards your MBA grade. Each class has two assignments and one assessment, so not every sprint week has a submission. Each is designed to progress your idea

4. **Mentor 121s** are weekly 30 minute catch ups with your mentor to reflect, align and move forward. Each founder is matched to their 121 mentor the week before the program starts.

Class leaders and 121 mentors

Who teaches squads, takes 121s, and grades my work?

OneDay founders work with three different people across the program, each with a different role:

Class leaders are entrepreneurs with unique insight into a specific class of the curriculum. Class leaders facilitate your squads. Over the course of the program you will have a minimum of 12 class leaders.

121 mentors are practicing entrepreneurs who give you weekly one-to-one coaching. The week before the programme starts, you will be matched with a mentor. They grade your assignments.

Adjunct Professors are your academic instructors of record, appointed by William Jewell College. They are responsible for grading your assessments. You can reach your Adjunct Professor for academic questions, course content, or feedback directly.

Frequently asked questions

How will I be matched with a mentor?
If you are entering the programme with a defined business idea, your match will typically be driven by the category of your business.

Can I change my mentor?
Yes. Founders can request being matched to a new mentor at any stage, although we would advise a period of at least one month before deciding to switch.

Can I change my squad?
Yes. Founders are able to request being placed into a new squad within their cohort. Typically this might be because of difficulty making the meeting time.

When is my mentor 121 and squad session?

Mentor 121s are arranged directly between founders and mentors. This will happen the week before you are due to start. Both you and your mentor will be sent respective contact details. If you don't hear from your mentor inside the first week, then please contact support@oneday.org.

Squad meetings. There are three available slots on both Mondays and Tuesdays for squad meetings. You will be added to just one:

Eastern Time (EST):	**Central Time (CST):**	**Pacific Time (PST):**
6:30 PM, 8:00 PM, 9:30 PM	5:30 PM, 7:00 PM, 8:30 PM	3:30 PM, 5:00 PM, 6:30 PM

We will do everything possible to ensure you are added to the slot of your choosing, although there are limitations on group size, so please express any preference early.

Whilst a founder requesting a new squad would change times from class to class, squad slots are otherwise fixed in the first week of the program and kept consistent throughout the program.

Other instances where a slot might change include:

- Sickness or holiday for a class lead
- Periods of the program where founders select a specific area of focus for a defined number of weeks - for example, choosing a product development pathway to specialise in.

Founder's Code of Conduct

To foster a professional, respectful, and effective learning environment, all founders are expected to adhere to the following conduct standards. These apply across all program activities, including interactions with mentors, staff, and peers.

General Expectations

1. **Be Present and Professional**
   Founders must be visibly present and appropriately dressed during all live sessions (squads, community events and 121s). Cameras should be on, and founders should remain engaged and attentive.
2. **Respectful Engagement**
   All interactions—whether live or asynchronous (e.g., Slack, email)—must reflect empathy, professionalism, and constructive dialogue. Mentors (or session chairs) may redirect discussion to course objectives, 'park' contentious topics, or move them outside the session. If a student's behaviour is preventing others from learning or participating, the chair may require a pause, a private follow-up, or removal from the session, with escalation under the conduct process if it continues.
3. **Prepared Participation**
   Founders are expected to complete pre-work before sessions and contribute meaningfully to discussions, squads, and mentoring conversations.
4. **Reliable Attendance**
   Founders must attend scheduled sessions and notify mentors or staff promptly if unable to join. Missing more than 25% of sessions may result in an academic interview to assess engagement.

5. **Minimising Distractions**
   Live sessions should be attended from a quiet, dedicated workspace. Avoid multitasking (e.g., driving, messaging) during calls.
6. **Accountability for Deliverables**
   Assignments and assessments must be submitted within expected deadlines. Delays may lead to penalties and missing submissions will lead to zero-grades depending on the context, as per academic policy.
7. **Confidentiality and Trust**
   Respect the privacy and confidentiality of anything shared in squads, mentoring sessions, or community platforms. This includes business information and personal stories. Founders are not entitled to have transcription or recording tools present in group sessions.
8. **Technical Readiness**
   Founders are responsible for ensuring they can confidently use Oneday's core tools (e.g., Oneday platform, Slack, Miro, Google Meet). CX support is available when needed. Founders will need access to a laptop / PC for assignment work, and should avoid using mobile phones to attend live sessions.

Founder–Mentor Relationship

To ensure a safe, respectful and productive mentoring experience, founders must observe the following:

1. **Mutual Respect**
   Engage with mentors using a professional tone. Understand that mentors are experienced entrepreneurs with a wide range of commitments.
2. **Communication Boundaries**
   Mentors & Class Leads are not required to respond outside scheduled sessions. If a mentor invites Slack communication, establish clear boundaries. Do not expect immediate or ongoing responses outside meetings.
3. **Professional Boundaries**
   Maintain a clear and appropriate relationship. Intimate, romantic or suggestive behaviour is strictly prohibited.

4. **Support Scope**
   Mentors can help you reflect on sprint topics, unblock challenges, and provide strategic insight. They will not:
   - Edit or co-author your assignments
   - Provide legal, financial, or insolvency advice
   - Share responsibility for the outcomes of your decisions
   - Invest or take equity in your business
5. **Raising Concerns**
   If you experience discomfort, confusion or issues in the mentor relationship, raise it with your cohort manager or use the Help button on the platform. These expectations ensure a trusted learning space for all founders and uphold the integrity of the eMBA's mentor-led learning experience. Your conduct is a vital part of your growth as a founder and community member.

Acceptable business categories

We welcome founders working on ventures that create value responsibly and operate within the bounds of law, ethics, and good judgement. However, there are certain categories of business we cannot support within the Oneday programme.

Prohibited sectors include:

- Gambling, betting, or lotteries Weapons, arms, or defence contracting
- Pornography or explicit adult entertainment
- Tobacco and vaping products
- Payday lending, loan sharking, or exploitative financial services
- Environmental harm (e.g. unsustainable extraction, illegal wildlife trade)

Conditional sectors: We recognise that there are ideas adjacent to some of these categories, such as the "adult" or "erotic" space (e.g. sexual wellness, sex toys, relationship education), which can be positive and legitimate categories. Founders in these spaces may be supported, subject to there being a mentor available and willing to support.

Ethical conduct and founder principles

As a founder in the Oneday community, you are expected to uphold high ethical standards in your business conduct and personal behaviour. This includes:

Integrity and honesty: Operate transparently with customers, partners, mentors, and peers. Avoid deception, plagiarism, or misrepresentation in your product, claims, marketing, or communications.

Respect and inclusion: Our community is built on dignity and respect. We support lawful freedom of expression — including political, religious, and personal identity — and we expect students to engage in ways that keep our learning spaces focused, safe, and productive. Expression is welcome; harassment, intimidation, discrimination, or persistent disruption is not.

Positive intent: Build with empathy and a desire to create genuine value. Your work should contribute positively and not exploit or mislead others.

Compliance and Fair Play: Follow all applicable laws and regulations in the markets where you operate. Compete fairly, avoid conflicts of interest, and act in good faith.

Sustainability and Social Impact: Be mindful of your venture's wider impact on society and the environment. Strive for long-term, responsible value creation.

Advertising and Promotion

Official communication channels, including Slack, are intended to support academic collaboration, peer learning, and community engagement. Founders may share their solution or business where it is contextually relevant and appropriate (for example, in response to a discussion, request for recommendations, or within a designated channel).

Founders must not engage in spam, **automated outreach**, or repeated promotional posting. This includes broadcast-style advertising, repeated calls

to action, or direct messaging large numbers of community members for promotional purposes. Targeted, non-automated outreach may be appropriate where a founder has clearly expressed relevant skills or industry experience and the outreach is proportionate and respectful.

Any advertising or promotional activity must remain proportionate, respectful of the community, and aligned with the purpose of the channel. The Oneday team reserves the right to moderate or remove content that does not meet these expectations.

Failure to comply may result in guidance, restrictions on Slack usage, or further action in line with the Founder Code of Conduct.

Holiday and Leave of Absence

All founders have the right to request short holidays from the program, which preserve their place within their current cohort.

For one-week holidays
Founders must submit a Leave of Absence form in the Help Centre, accessed through the Help button in the bottom right-hand corner of the Oneday platform. Founders should arrange an hour-long mentor 121 a week before their holiday and catch up with any missed assignments. Founders are expected to keep pace with assignment and assessment submissions during holidays.

For two week holidays
Founders must submit a Leave of Absence form in the Help Centre, accessed through the button in the bottom right-hand corner of the Oneday platform. Founders should arrange an hour-long mentor 121 in advance and immediately after the holiday, but again, founders are expected to keep pace with assignment and assessment submisisons during holidays.

Frequently asked questions

How can I catch up on missed squads?
Speak directly to your mentor if you want to watch your squad recording.

Can I request longer than two weeks?
Founders can take up to two weeks off informally, as outlined above. Beyond that, you're expected to stay actively engaged with your coursework throughout the semester (see the Regular and Substantive Interaction policy on page 15) — so if you need more time away, it's best taken at the end of a semester, through the formal Leave of Absence process. Speak to your cohort manager to plan this.

Longer-term leave of absence
Founders in good academic standing can apply for a leave of absence in recognition of the effects that childbirth, adoption, serious illness and caring for incapacitated dependents (such as children, ill or injured partners, or aging parents) may have on a founder's capacity to commit to the program. Founders must submit a Leave of Absence form at least 14 days before the intended leave period starts. The form must include a statement of the reason for the leave and any supporting documentation.

Leave of absence can only be granted in the lead up to the end of a semester. The maximum leave of absence allowed is three months, during which time a founder's enrollment status is preserved. Extensions beyond this period require special approval

Leave requests made mid-semester are subject to the standard refund policy

Required Academic Engagement

Regular and Substantive Interaction (RSI) Policy

Purpose
William Jewell College ensures that all distance-education courses include meaningful, regular, and substantive interaction (RSI) between students and qualified instructional personnel, consistent with 34 CFR § 600.2 and Title IV requirements.

Definition
Regular and substantive interaction refers to academic engagement that is:

1. Initiated by the instructor,
2. Predictable and scheduled, and
3. Academic in nature, directly supporting student learning and achievement of course outcomes.

Substantive interaction must include at least two of the following activities:

- Providing direct instruction;
- Assessing or providing feedback on coursework;
- Responding to questions about course content or competency;
- Facilitating group discussions or other content-related interactions;
- Engaging in other instructional activities approved by the College or its accreditor.

Instructor Responsibilities
Faculty teaching online courses must:

- Design and deliver courses that include predictable instructor-initiated engagement;
- Provide timely feedback and academic support;
- Monitor student participation and document substantive interaction; and
- Initiate contact with students who have been inactive for 7 consecutive calendar days and notify the registrar and financial aid offices if the student does not re-engage.

Student Responsibilities
Students must:

- Participate actively in scheduled learning activities and discussions;
- Complete assignments by stated deadlines;
- Respond to instructor communications; and
- Maintain engagement sufficient to demonstrate academic participation.

Inactivity and Withdrawal
Students who fail to engage in any academic activity for seven (7) consecutive calendar days will be contacted by their instructor. If the student does not respond or re-engage, and inactivity continues for fourteen (14) consecutive calendar days, the student will be administratively withdrawn. Withdrawal may affect academic standing and financial aid eligibility per institutional policy.

Review and Oversight
Academic Affairs and the Office of Teaching and Learning Technologies will periodically review courses to ensure compliance with this policy and provide guidance or training as needed.

Institutional Withdrawal Policy for Inactivity in Online Courses
Students enrolled in online courses are expected to maintain active participation throughout the term. Academic participation includes submitting assignments or assessments, contributing to discussions, attending virtual meetings, or communicating with the instructor about

course content. Simply logging into the learning platform does not count as participation.

If a student fails to demonstrate academic participation for seven (7) consecutive calendar days, the instructor will reach out to the student to offer support and encourage re-engagement.

If inactivity continues for fourteen (14) consecutive calendar days, the student will be considered withdrawn from the course. The last date of participation will serve as the official withdrawal date for academic and financial aid purposes.

Students who are withdrawn for inactivity may experience an adjustment to their financial aid, in accordance with federal regulations governing Return of Title IV Funds (R2T4), and may become responsible for any resulting balance owed to the College.

Students who experience extenuating circumstances, such as illness or family emergency, may appeal an administrative withdrawal by submitting a written request to the Office of Academic Affairs within ten (10) business days of notification.

Academic Good Standing

In order to maintain good academic standing, every graduate student must maintain an overall grade point average (GPA) of 3.0 for all graduate courses taken at the College

Academic Probation and Dismissal
A student whose overall institutional graduate GPA falls below 3.0 will be placed on academic probation.

When a student is placed on probation, the Academic VP will notify in writing both the student and the director of the student's graduate program. Permission of the academic advisor and the director of the graduate

program will be required for a student on probation to register for courses. A student who has been placed on academic probation will have this fact noted permanently on the academic record (transcript). Probation will be lifted when the student achieves an overall institutional graduate GPA of 3.0 or better. Decisions about placing students on probation will not be made until after they have completed at least 12 hours or two semesters in the graduate program, whichever comes first. A student on probation who has completed fewer than 15 hours must raise the overall institutional graduate GPA to 3.0 or above by the end of the semester in which the student completes 15 hours or risk being dismissed from the graduate program. Students who have completed 16 or more hours of graduate coursework and whose overall institutional graduate GPA falls below 3.0 will be placed on probation and will have one semester in which to raise their GPA to at least 3.0 or risk being dismissed from the graduate program

Appeal Procedure
A student who is dismissed from the College for academic deficiency will receive notification of the dismissal in writing from the Academic VP. The student may appeal the dismissal to the Academic Standards Committee. Appeals must be submitted in writing to the Office of the Academic VP by the date specified in the notification letter sent to the student. The Academic VP will notify the student of the committee's decision in writing.

Rejoining the Program (FAFSA Students)

If you defer or take a break from the program, you may be able to rejoin in a future semester. Your ability to rejoin—and when you can rejoin—depends on your financial status with William Jewell and your assigned attendance pattern.

Rejoining Dates

- Once you begin the program using FAFSA, your attendance pattern is fixed.
- The program runs on rotating attendance patterns that repeat every 3–4 months.

- You may only rejoin in semesters that align with your assigned attendance pattern.
- You must receive financial clearance from the William Jewell student finance team before rejoining.
- Your cohort manager will confirm your eligible rejoin dates and available options.

If you have not yet started the program or have not used FAFSA, there may be more flexibility in selecting a rejoin date.

Community

You are joining a global community of hundreds of founders actively building their dream business.

Oneday is not a passive network you observe. It's a working community you actively build inside.

The biggest difference between founders who get real value from Oneday and those who don't is not talent, speed, or experience; it's how they show up in the community. Here's how it works:



Your Squad
Your squad is the centre of your Oneday experience. This is the small group of founders you'll build alongside throughout the program.

Squads are designed for trust, continuity, and honest conversations, not surface-level networking. You'll see each other regularly, share progress, get stuck together, and pressure-test decisions in real time.

Founders who get the most from their squad don't just rely on scheduled sessions. They organise 1:1 catch-ups, quick check-ins, and informal conversations outside the calendar. Those relationships compound over time and often outlast the program itself.

Community Directory
Every founder in Oneday has a profile in the Community Directory, available directly on the Oneday platform.
This is where you can see who's building what, where they're based, their background, and how to reach them. It's designed to make intentional connections easy, whether you're looking for feedback, collaborators, accountability partners, or simply other founders at a similar stage.

Community Sessions & Events
Each week, Oneday runs live sessions designed to help you think better, move faster, and learn from people slightly ahead of you.

This includes cohort-specific moments like the Launch Summit, as well as ongoing fireside chats, workshops, clinics, and founder-led sessions.

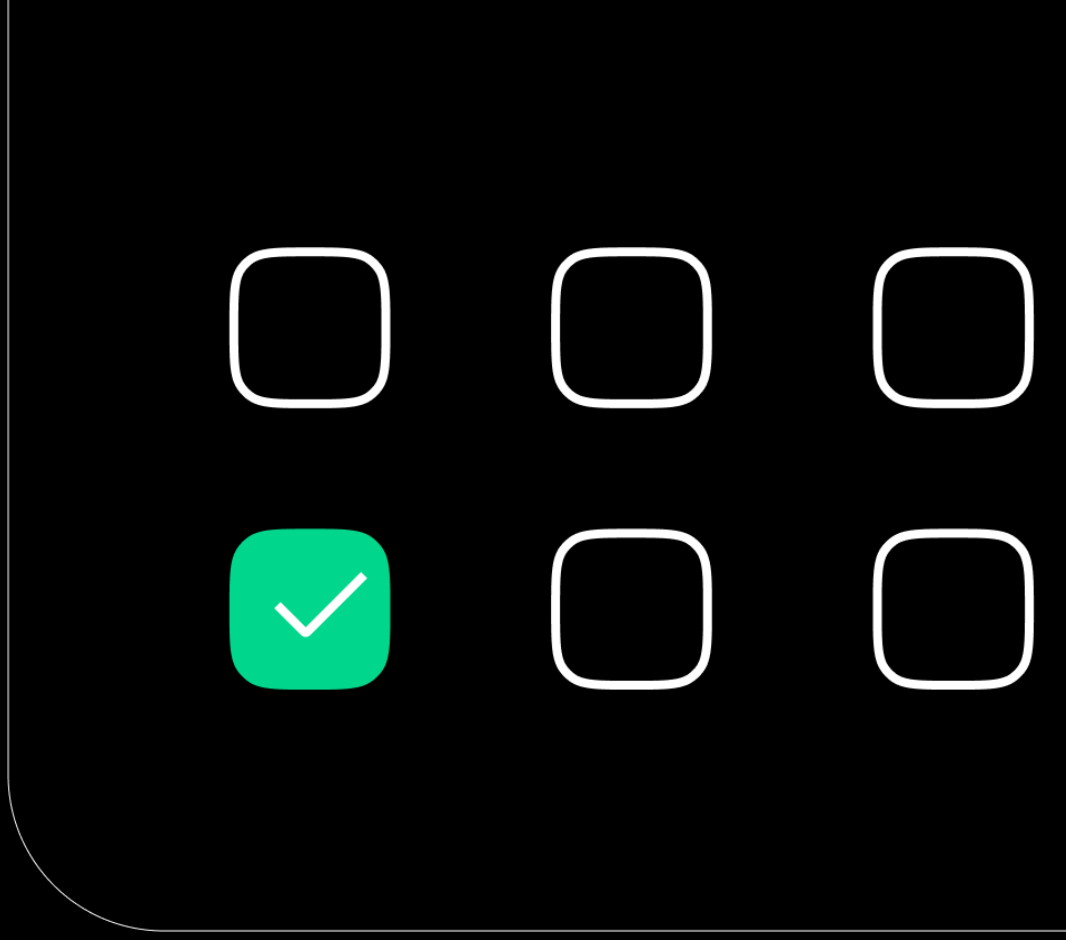
All events are listed on the Oneday platform dashboard and on our Luma events page.

Slack
Slack is the connective tissue of the Oneday community.
It's where questions get answered quickly, wins are shared, experiments are pressure-tested, and founders help founders.
Local & In-Person Experiences

Alongside the online program, Oneday organises local meetups, founder weekends, retreats, and international gatherings.

Support & Ownership
The Oneday community is led by Juan Linares, Head of Community.

Final note
Oneday gives you access to people, rooms, and opportunities. What you build from that access is up to you. If you show up honestly, ask for help early, and contribute when you can, the community becomes one of the most valuable parts of the program. Not as a promise, but as a result of how you engage.



Assessments and assignments

Each class includes two assignments and one assessment. The assessment is due in the final week of each class and carries 70% of the grade. The two assignments are worth 15% each (30% in total).

What is required to progress to the next class?

Founders need to pass each of the 12 classes to stay on the program, and the pass boundary for the eMBA is 80%.

- Assignments - contribute to 30% of your total grade
- Assessments - contribute to 70% of your total grade.

Each class consists of five or six sprints, with two assignments and one final assessment.. While we encourage you to maintain a regular submission rhythm to keep up with the program, the *final deadline for all submissions is 11:59 PM (your local time) on the Sunday of the final week of each class.*

Here's a breakdown of key requirements:

Assignments: Each of the two assignments is worth 15% of your class grade. A missing assignment receives a zero, which caps your class grade at 85%. Missing both caps it at 70%, below the pass mark.

Final Assessment: The assessment is due at the end of the class and carries 70% of the total grade for the class. If submitted late, a 2% penalty is applied for every 24 hours past the deadline.

Minimum Grade: You must achieve an overall grade of 80% or higher to pass. If your grade falls below 80%, you will need to arrange a resit, which will be capped at a pass rate of 80%.

For any assistance, please contact our customer experience team through the Oneday Help Centre.

Frequently asked questions:

How do I submit assignments and assessments?

Assignments and assessments are submitted by the respective 'Assignment' page on the Oneday platform. Please ensure that you have uploaded a file, and then formally submitted it via the 'Submit' button. There is a very high expectation of submissions on the MBA program. Gaps can quickly lead to founders being left behind, with commitment waning.

Founders cannot progress to a new Semester without a full assessment submission record.

How long does it take for an assessment to be graded? It takes a maximum of three weeks.

What happens if I submit an assignment or assessment late?

- **Assignments (30%)**: Missing assignments by the end of the Class will receive a zero grade.
- **Assessments (70%)**: Late assessments will receive a grade penalty of 2% per 24 hour period that the assessment remains outstanding. If your submission is so late that it leaves you unable to pass the class, you will have to apply to re-sit the class. Your cohort manager will advise you on the process.

What is the process for resitting the class?

If your grade average is lower than 80%, because of the standard of work submitted, late submissions, or missed submissions, you will be required to resit the class to continue progressing on the program.

The eMBA is billed by credit hour. If you need to resit a class, you will be charged for the credit hours of that class. The cost will depend on the number of credits assigned to the class you are retaking.

The retake cost will be added to your existing semester payment plan across the same number of installments. For FAFSA students, it is drawn from your

remaining balance. For cash payers, your total semester balance increases to reflect the additional class.

If you fail one class in a semester, you will be asked to take it at the point when a subsequent cohort starts the same class. The maximum grade you can achieve when resitting is capped at the pass rate of 80%.

If you fail more than one class in a semester, you will continue with your current cohort into the next semester as normal, and will retake your failed classes alongside your new classes for that semester. This means you will be enrolled in up to 5 classes that semester — your new classes plus the failed classes you are retaking. The cost is based on the total credit hours of all classes you are enrolled in that semester. The maximum grade you can achieve on a resit remains capped at 80%.

This policy applies to founders from August 2026 onwards. Founders enrolled before this date are not affected unless they need to retake a class in a subsequent semester.

What happens if there are good reasons for missing a deadline?
Students should reach out to their cohort manager to explain any reason why a submission is missing or late, which would include serious illness of, or injury to the student or their immediate dependent family member or being in a position of extraordinary time pressure. Your cohort manager can introduce you to the responsible Adjunct Professor for the class, who will discuss your options with you.

If you have questions about the assessment or are unclear about any aspect of it, reach out to your cohort manager who will be able to arrange an academic catch-up with your Adjunct Professor.

I accidentally submitted the wrong document / forgot to submit all documents.
If you incorrectly uploaded the wrong document or the submission has an obvious flaw (like a video with no sound), then, the Customer Experience team

will contact the founder, and you will have 24 hours to resubmit following contact from a cohort manager.

Can I request a deadline extension (in extenuating circumstances)?

- **Assignments:** If all submissions are not submitted by the end of the 6th week of the class, then a zero grade will be awarded for each gap and taken into the grade calculation.
- **Assessments:** Extensions approvals for the final assessment (weighting 70%) are extremely rare. Requests can be made via the form in the help desk or your cohort manager, which are reviewed by the adjunct professor for each class.

Students are strongly encouraged to submit something rather than nothing.

Types of extensions:

- **Extenuating circumstances** are typically limited to serious illness of, or injury to the student or their immediate dependent family member or being in a position of extraordinary time pressure.
- **Extraordinary time pressure** - we understand founders are running a business alongside the program, so if you're genuinely overloaded, you can request an extraordinary time pressure extension — this grants one additional week to submit. You can use this up to three times across the entire program, so use them when you really need them.

All approved extensions will appear on your student transcript as an 'Incomplete', but this won't affect your grade average. Extension requests, including medical issues, must be accompanied by a medical certificate.

Requests must be submitted before 12pm local time on the final Friday of the class. Students will receive confirmation of the decision within 24 hours of the request. **Requests made over the weekend of the final week of the class will be immediately rejected.**

Can I defer my Capstone assessment?

If founders need additional time at the end of the program to prepare their Capstone and or more time to gather all of their final submissions, then they

can request that via the Helpdesk. Founders must provide 2 full week's notice for a request to defer the assessment.

Founders are required to complete all submissions within three months of their original Capstone date.

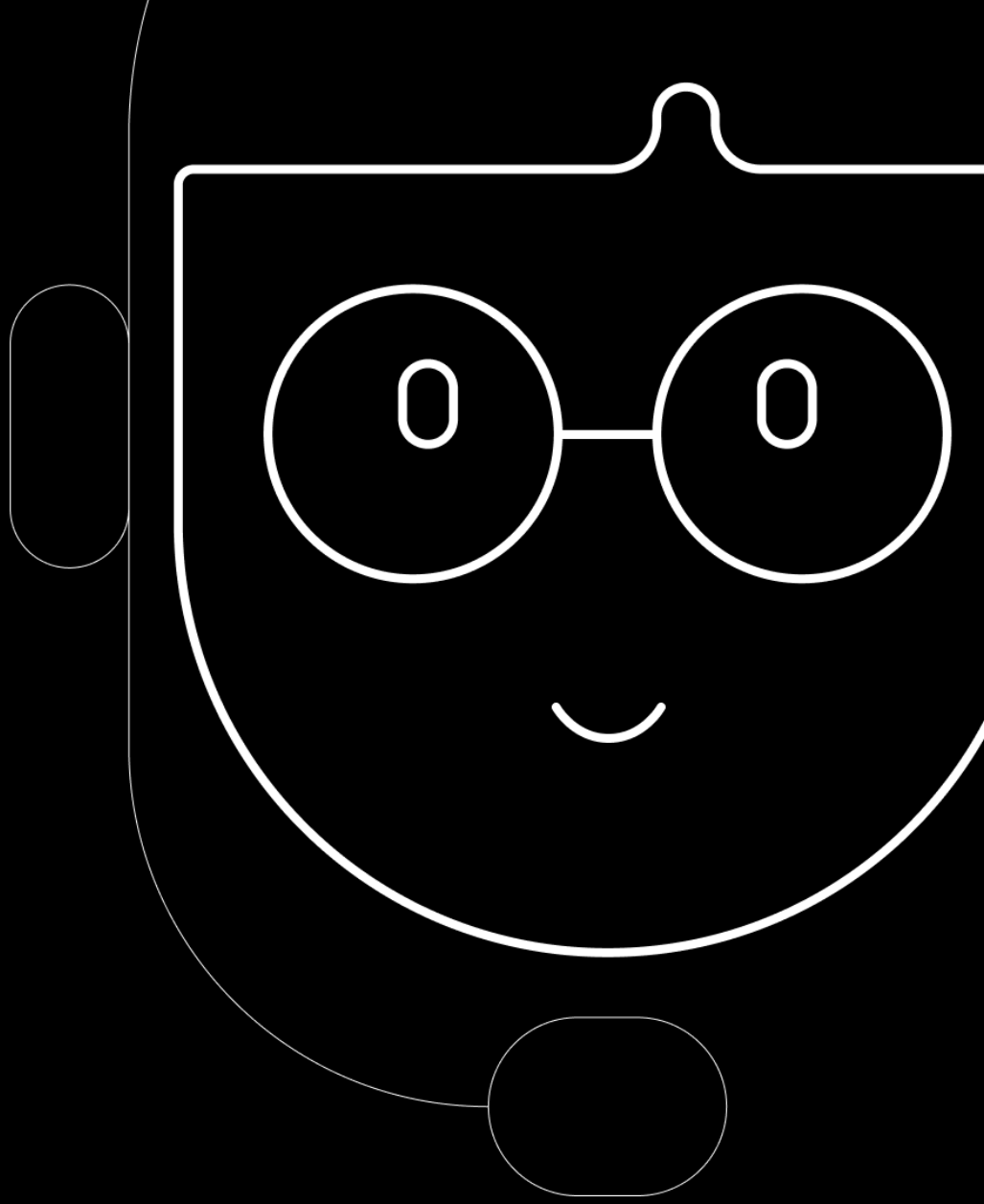
Use of AI Tools in Grading and Feedback

Faculty and adjunct instructors on this program may use AI tools, including large language models, to support grading and feedback.

Where these tools are used, they assist with tasks such as first-pass review against the rubric, checking submissions for completeness, and drafting feedback language for the instructor to edit. They do not determine your grade.

Every grade and every piece of written feedback you receive is reviewed and approved by your instructor before it is published. The final assessment reflects your instructor's own judgment of your work against the assessment criteria for the course. Your instructor is accountable for that assessment and remains your point of contact for any question about it.

Questions about a grade go to your instructor/adjunct professor in the first instance. If you can't reach them, email support@oneday.org and we'll connect you.



Student support

What happens if I fall behind with my workload?
In the event that you fall behind with workload you will be invited to an academic intervention. Academic interventions are supportive meetings that help you understand any pressure or challenge you face and agree on a specific plan to catch-up with the program.

Professors, cohort managers and mentors will give you all the necessary support to catch up.

If you don't meet the pre-agreed goals in your catch-up plan, you have the option to move back a cohort, giving you an extra month to catch up. This kind of deferral can only be made in between semesters, not mid-semester. It is important to note that you are only able to change your cohort once.

If we cannot reach you to discuss a lack of progress on your catch-up plan then your access to the program will be frozen and we will apply our standard refund policy.

Can I request special assessment accommodations as a result of My disability?
To prevent discrimination on the basis of disability, reasonable and appropriate accommodations, academic adjustments and/or auxiliary aids and services are determined on a case-by-case basis for otherwise qualified individuals who have a demonstrated need for these services and can provide appropriate documentation.

For information on how to apply for an accommodation - follow this link: https://www.jewell.edu/live/support-services/accessibility-services

Safeguarding and Confidentiality
When you share a concern with us:

Oneday is committed to your safety and wellbeing. If you disclose information that suggests you or someone else may be at risk of harm, we have a duty of care to act on that information.

Confidentiality limits:

- We respect your privacy, but we cannot keep information confidential when:
- There is a risk of serious harm to you or others
- There are disclosures of abuse, violence, or exploitation
- There are concerns about a minor's safety
- There are mental health crises requiring immediate intervention

What happens next:

In some cases, your cohort manager may need to escalate your disclosure to Oneday's Designated Safeguarding Lead (DSL). If this happens:

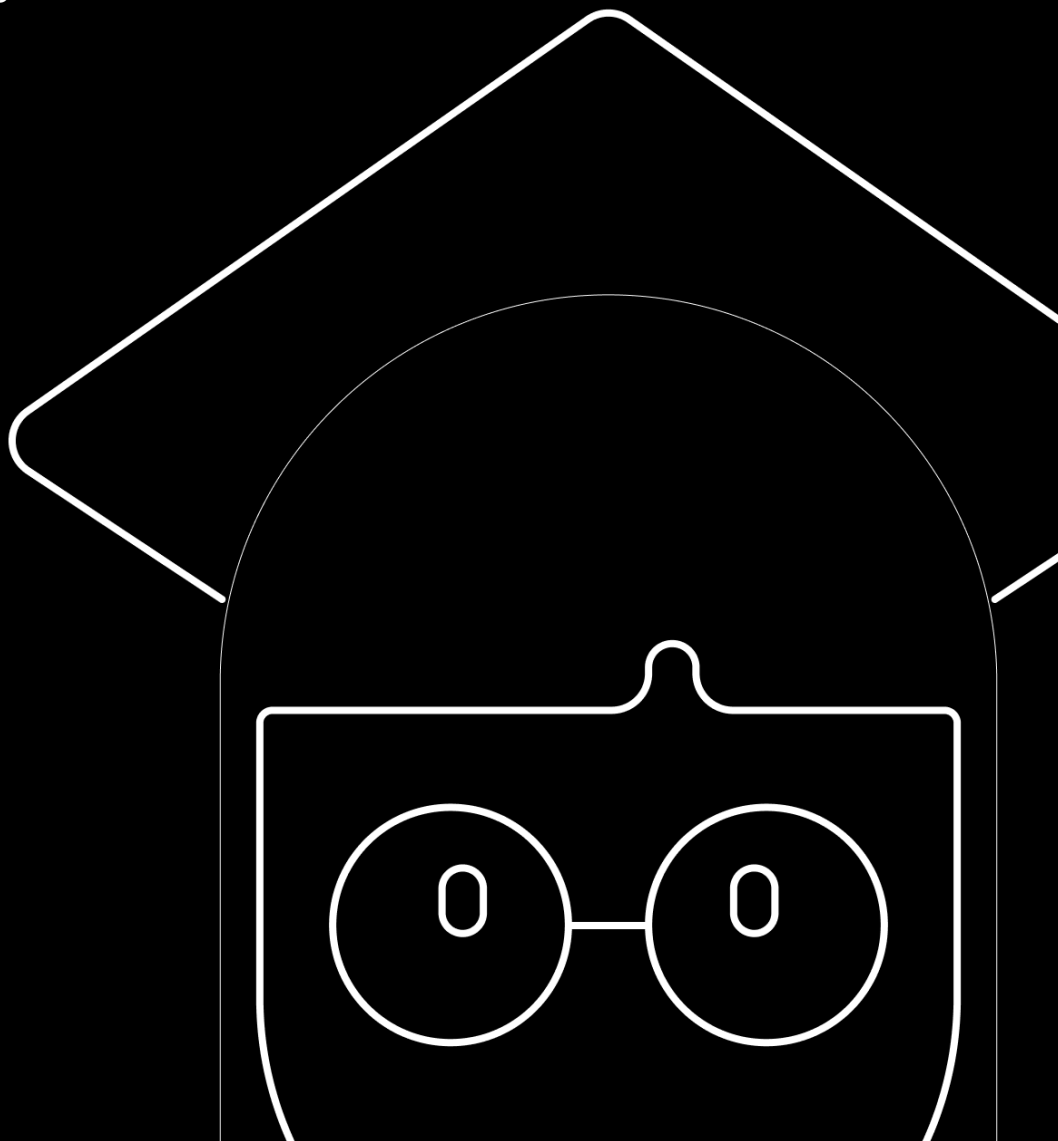
- The DSL might reach out to discuss next steps and agree to support where possible
- All safeguarding matters are handled confidentially and only shared with those who need to know to keep you safe

How can I access academic or personal support?

If you have any personal or academic matters to raise, then we would encourage you first to talk to your cohort manager, who can be reached through the Help button on the Oneday platform.
Your cohort manager will make any appropriate referral depending on the issue at hand.
eMBA founders at William Jewell also have access to a wide range of personal, mental and financial health support through the Cardinal Care Hub. For more information on how to access this support, which includes 24/7 counselling support from a dedicated mental health counsellor, please contact your Cohort Manager or sign up directly:
https://scribehow.com/shared/How_to_Sign_Up_for_the_Cardinal_Care_Hub__O5AJSeuUSJuncBh3aFAabA

Capstone assessment, Graduation and Alumni life

In the last month of the program you will receive an invitation to attend a briefing on the final few weeks. It is essential that you attend as your capstone assessment date and time will be confirmed in the briefing.



What is the Capstone?
The Pitch Deck Assessment is the summative assessment for the Capstone Project. It is described in detail on the final assessment page in the Castone Class (12) on the platform.

It provides founders with a stage to showcase how they applied learning from the entire eMBA program. Founders will present an individual pitch deck, supported by a resource pack that acts as appendices. The assessment will enable founders to tell the story of their businesses and their entrepreneurial growth and development.

When will I know if I have graduated?
Your ability to graduate rests on a few conditions being met:

- A minimum average grade of 80% in all 12 classes
- 75% attendance rate
- Full payment for the program
- Completion of the Capstone assessment

Will there be a graduation ceremony?
Yes. In the final weeks of the program you will receive a Graduate's survey, where you will confirm your intent to attend the Graduation Ceremony. There are options of at least two ceremonies run each academic year, one on the William Jewell campus in Kansas, and one run remotely.

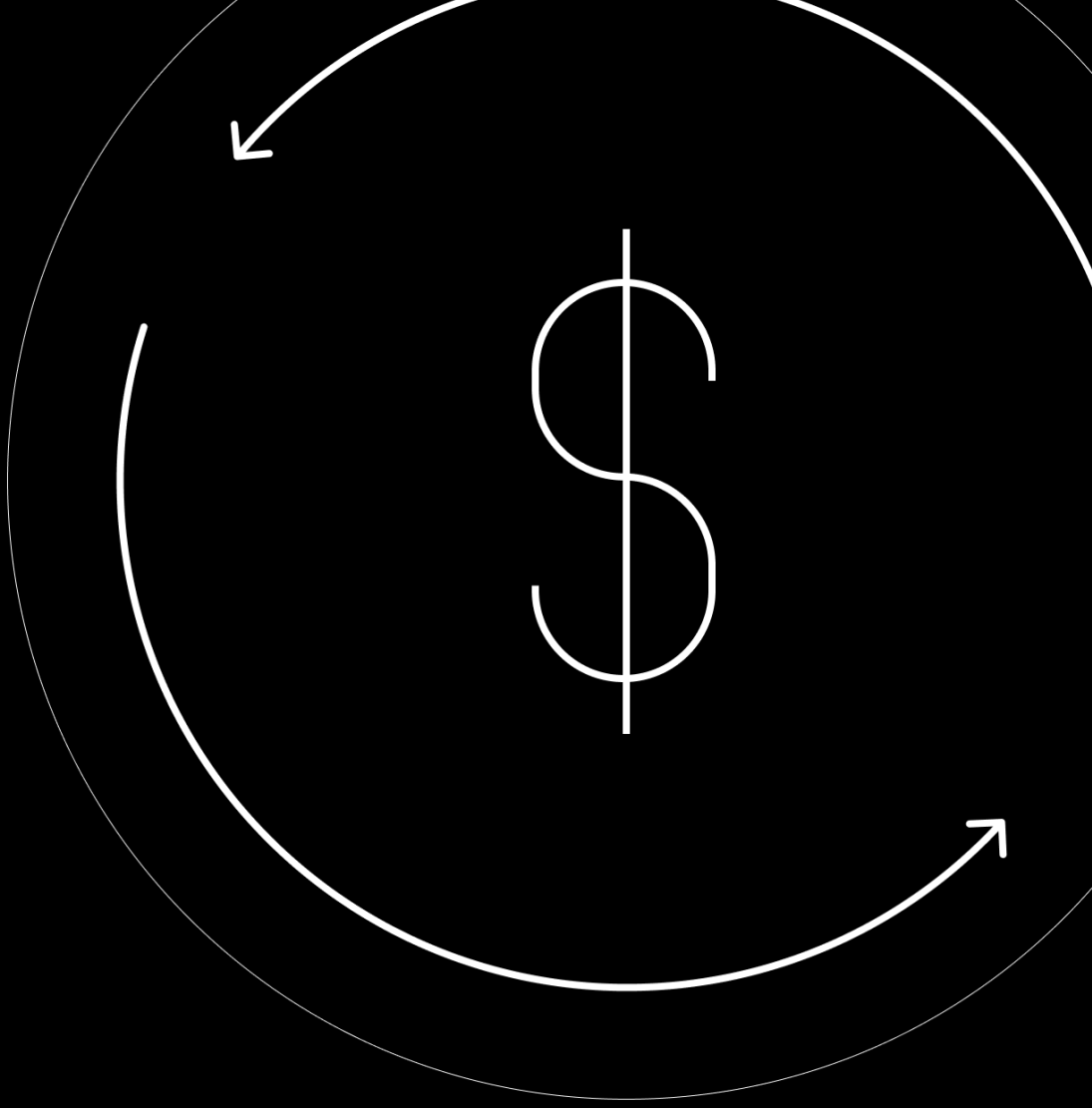
How do the degree certifications work? Do I get a grade or is it just a pass or fail?
Founders will receive a letter grade linked to their grade point average. The pass rate for the eMBA stands at 80% or a B-.

Can I get ongoing support from my mentor at the end of the program?

Your final 121 of the MBA program will be in the final sprint of class 12. However,

beyond the MBA, you will be presented with three packages of support from Oneday.

Sign up here: https://www.oneday.org/us/alumni



Refunds, complaints and grievances

Once the College commits to the number of students in any cohort, the costs associated with that program are fixed. Therefore, refunds are limited except as provided below.

Each cohort is billed in four terms. Students who withdraw from the program:

- Without having attended the first term will forfeit their enrollment deposit
- On or before the first day of class for any term will not be charged tuition or fees for that term or subsequent terms
- During the first week of Class of the first term, will receive a 90% refund of tuition charges for that term. Any fees assessed are not refundable, but the student will not be billed for the subsequent terms.
- After the first day of class during the second, third or fourth term will be responsible for paying 100% of the tuition and fees billed for that term. They will not be billed for subsequent terms.

Before you withdraw, what do I need to do?
If you wish to leave the programme, you are required to complete an exit call with the Oneday team before your withdrawal can be processed. On this call, we will discuss your experience and agree on any next steps.

There are extraordinary circumstances regarding my request for a refund - what are my options?

Consumer protection issues
Examples of issues that may arise in regard to alleged fraudulent activity, violations of State Authorization Reciprocity Agreements (SARA) policies or more general Complaints about improper activities include, but are not limited to:

A. Veracity of recruitment and marketing materials;
B. Accuracy of job placement data;
C. Accuracy of information about tuition, fees and financial aid;
D. Complete and accurate admission requirements for courses and programs;

E. Accuracy of information about the Institution's accreditation and/or any programmatic/specialized accreditation held by the institution's programs;
F. Accuracy of information about whether course work meets any relevant Professional Licensing requirements or the requirements of specialized Accrediting Agencies;
G. Accuracy of information about whether the Institution's course work will transfer to other Institutions; and
H. Operation of Distance Education programs consistent with practices expected by institutional accreditors (and, if applicable, programmatic/specialized accreditors) and/or the C-RAC Guidelines for Distance Education.

Initial responsibility for the investigation and resolution of Complaints resides initially with Oneday.

Complaints regarding student grades or student conduct violations are governed by Oneday in partnership with William Jewell College.

For a full outline of the process and procedures for all institutions operating under SARA policies, please click here:
https://www.jewell.edu/sara-process-resolving-complaints

I would like to raise a grievance about a member of staff/student. What is the process?
Click here to read through the full Grievance policy for William Jewell students: https://www.jewell.edu/general-grievance-policy

Where can I access all the statutory information I am entitled to see as a consumer?
The Student Consumer Information Regulations of the United States Department of Education require all colleges and universities to provide their students access to certain information to which they are entitled to as consumers. In addition, the Higher Education Act of 1965 (HEA), as amended by the Higher Education Opportunity Act of 2008 (HEOA), requires that post secondary institutions participating in federal student aid programs make

certain disclosures to students. Click on the following link to see all consumer information disclosed in compliance with federal law.
https://www.jewell.edu/student-consumer-information