

Principles of Excellence

On April 27, 2012, the President signed Executive Order 13607, Establishing Principles of Excellence for Educational Institutions Serving Service Members, Veterans, Spouses, and Other Family Members. The published Executive Order is available [here](#). This Executive Order addresses key areas relating to Federal military and veterans educational benefits programs.

Manna University's support for veterans is some of the best work we do as a community, and we are proud to be a voluntary participant in the Principles of Excellence program. Educational institutions participating in the Principles of Excellence program agree to the following guidelines:

Principle of Excellence	How We Comply
Provide students with a personalized form covering the total cost of an education program.	Access the “Shopping Sheet” on the Financial Aid tab in your Populi Student Portal. Manna University also offers each student a personalized financial aid cost estimate sheet.
Provide educational plans for all military and Veteran education beneficiaries.	The Manna University Catalog provides education plans for each academic program. In addition, students may access their degree audit in the Populi Student Portal.
End fraudulent and aggressive recruiting techniques and misrepresentations.	Manna University does not, and has never, conducted fraudulent or aggressive recruiting on or off military installations or in any other venue, nor do we misrepresent ourselves, our programs, or our mission. We do not pay incentive compensation to anyone for recruiting actions. We meet all State authorization requirements consistent with those issued by the Department of Education.
Accommodate Service members and Reservists absent due to service requirements.	One of the most important roles our faculty and staff play is one of support for students who are called to active duty on short notice. Manna University provides accommodations to students called to active duty. Please contact the Office of Veteran Services for details.
Designate a point of contact to provide academic and financial advice.	Manna University’s Veterans Affairs Office is the designated Point of Contact for matters associated with the Principles of Excellence. This office is the liaison with the Regional Processing Office in Buffalo, New York, to assist veterans and dependents of veterans with their education benefits. The Veterans Affairs Office also provides programming and resources for the campus community. Students will be referred to other University offices as needed for specific issues.
Ensure accreditation of all new programs prior to enrolling students.	Manna University’s accrediting agency, The Association for Biblical Higher Education, does not approve new degree programs. The University adheres to the procedure dictated by the North Carolina Commission of Higher Education.

Align institutional refund policies with those under Title IV, which governs the administration of federal student financial aid programs.	Military and veteran students and their family members attending Manna University follow the same refund policies as do all other students at the University.
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Manna University's Veteran Affairs Office training for Faculty and Staff during scheduled training sessions to ensure that all staff and Faculty are aware and understand the Principles of Excellence.

In addition to other complaint procedures, student veterans may submit a complaint to the U.S. Department of Veteran's Affairs if you believe that Manna University is failing to follow the Principles of Excellence. Visit the [VA GI Bill Feedback](#) website for details.