



**LOS ANGELES PACIFIC**  
UNIVERSITY



*A DECADE OF HOPE*



# Celebrating a Decade of Hope *Online*

For more than a decade, LAPU has been living out its mission to create for people a new hope for the future by investing in lives through learning pathways that are Christ-centered, flexible, and accessible. “A Decade of Hope” points to the story of a community of Christ-followers, committed to prayer, following a dream, and choosing to trust God through an exciting season of growth. A commitment to faith, life, and learning, faith integration, student care, service, diversity, and religious expression combine to form the essence of our mission-driven community. Join us in celebrating *Ten Years Online!*

“For I know the plans  
I have for you,”  
declares the Lord,  
“plans to prosper  
you and not to harm  
you, plans to give  
you **HOPE** and a  
**FUTURE.**

Jeremiah 29:11

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# Message from the PRESIDENT



Reflecting as the founding president of Los Angeles Pacific University (LAPU), it has been my privilege and honor to have led this amazing institution for 10 years, and to have served as the navigator for such amazing leaders this past decade. What a God-thing this decade has been stretching back to 2010 when, with the Azusa Pacific University board, we began a vision of how to provide affordability and accessibility for the many who desired a Christian higher education experience, but just did not have a pathway to make this a reality. Many were unable to attend college for economic reasons, or simply because they had moved into their work life/career and full-time college was just not an option. We looked for an alternative pathway, something that was both affordable and accessible and that would lead to a quality academic degree in a Christ-centered context, and in 2010-2011, while capturing ideas on yellow legal pads, a pathway began to emerge and this university was founded.

In June 2011, we offered our first classes with a very small number, about 42 students. Initially offering two

degrees—an associate degree as a step to completing a Bachelor's degree at Azusa Pacific University, and one bachelor's degree in management. Now, ten years later, we have well over 3,000 students, 18 degrees, and several professional certificates. Much has changed but there are five key principles laid out on a legal pad in 2011 which have never changed in 10 years.

The first principle was that we would be unashamedly Christian in our hiring, Christ-centered in how we decided academic content, and Christ-centered in how we would live in community. For example, when we began in 2011 faculty and staff gathered around the conference table every Monday morning to share donuts and devotions. Ten years later, the LAPU community continues to gather on Monday mornings for devotions, to hear the Word of God, and to pray for the upcoming week. Based on this decade's experience in online teaching, a book titled *Faith, Life, and Learning Online* was published this year sharing our learning.

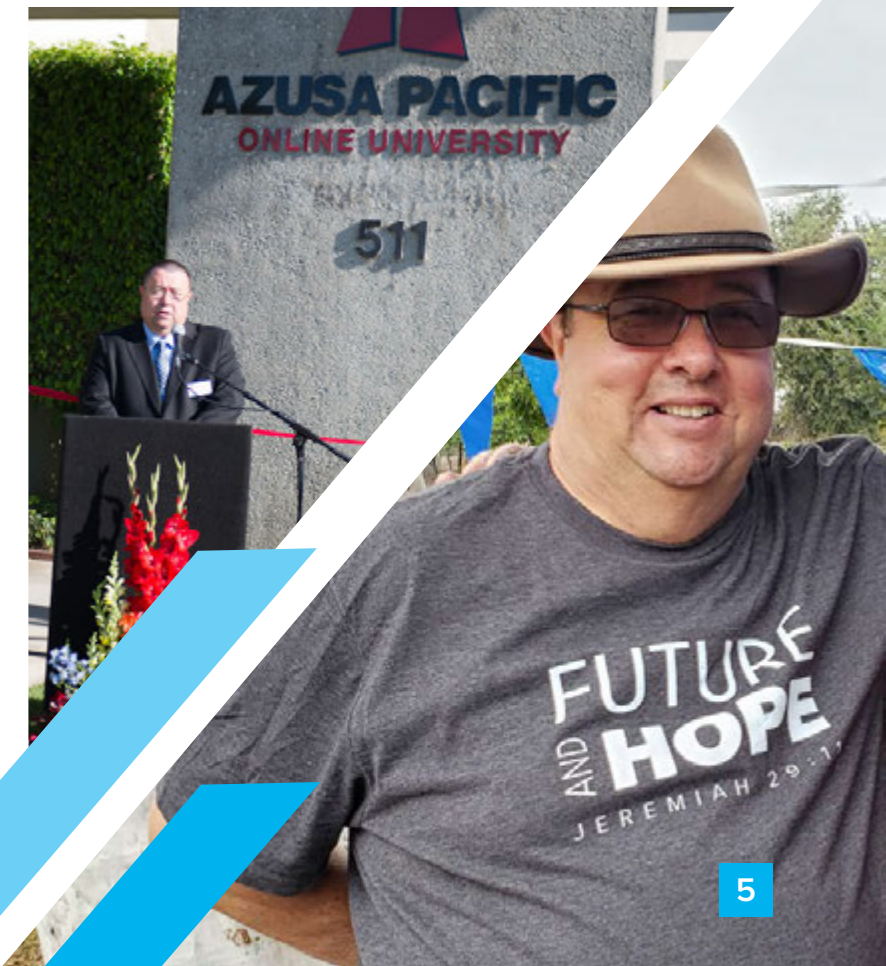
The second principle, another non-negotiable, was academic excellence. Quality of academic excellence was an important and a critical focus at a time when online education (in 2011) was often viewed as an “inferior” academic experience. Birthed out of Azusa Pacific University, we were grounded by an institution with an impeccable and outstanding academic reputation, and we set out to maintain this reputation with diligence and integrity. As a university, we became fully accredited by the Western Association of Senior Colleges and Universities (WSCUC) in 2017, the “gold standard” for academic, quality education. Third, we wanted to make Christian higher education as accessible to the student as possible. As an internet-based university, this meant that students would be involved in classes and complete assignments in an asynchronous environment without specific time,

place, or date constraints impeding success. Our students are busy people; they are moms and dads with varied work hours, T-ball games, and extremely busy schedules. With accessibility, there had to be flexibility, and convenience; our programs were designed to make that a reality. As the decade has progressed, so has online learning become more acceptable and ubiquitous. Affordability was also an important value at the founding of the university and for its impact into the future. With a low price point and credit hour, no discounts, but no additional costs, each term being just 8 weeks with a record of no tuition increases for 10 years, I believe we have managed to maintain this principle. The fourth principle was a commitment to market relevancy with academic programs that had clear line of sight to career enhancement, a career value-add such as promotion or salary, or the skills needed to switch careers. The fifth and final principle is sustainability. After ten years, we continue to be in a solid financial position moving forward with ongoing investments in our growth of programs including competency based education.

As the university president, I am so proud of the people who have partnered with me on this journey, who continue to support us in this vision. I pray that the students we have in programs today, and those who have graduated, will be blessed with both capability and hope mobilized and equipped professionally, socially, and spiritually to extend the kingdom of God here on earth through the education that they have obtained. Thank you. I appreciate all our support. I appreciate you. It has been a great ten years and there are certainly more than ten to come.

A handwritten signature of John C. Reynolds in black ink.

John C. Reynolds, Ph.D.  
President/CEO





# Who We Are

## CORE ORGANIZATIONAL VALUES

- Exemplary:** We honor God in our actions, attitudes, and aspirations.
- Caring:** We serve with grace the needs of our colleagues and students.
- Learning:** We continually nurture new thinking that generates and contributes to ongoing learning opportunities for all.

## VISION

Los Angeles Pacific University exists to serve people around the world who desire education delivered in the context of faith, excellence, and flexibility, removing the barriers to affordability and accessibility.



*Shared values,  
mutual respect, and hospitality  
are cherished attributes that each  
member helps build and works hard  
to safeguard.*



**Board Members and Vice Presidents**  
Wayne Herman, Richard Osborn, Ph.D., Rick Rekedal, Hilda Hovsepian, MBA, Lila Jenkins, Ed.D., Joyce Williams Maxwell, DBA, Melanie Humphreys, Ph.D., Lenny Moon, John Reynolds, Ph.D., Robert Tiede, Maggie Bailey, Ph.D., and Merritt Robinson, M.A.

## ACCREDITATION

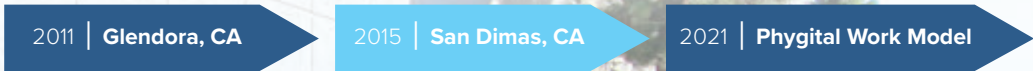
Los Angeles Pacific University is accredited by the WASC Senior College and University Commission (WSCUC).



## INCORPORATED

Azusa Pacific Online University was incorporated October 28, 2010 and changed it's name to Los Angeles Pacific University on June 19, 2013

## STAFF OFFICE LOCATIONS





# Statistical HIGHLIGHTS

## Student Headcount Enrollment

SU2 2011  
40

SU2 2021  
3,104







## Student Demographics

	Average Age	Men	Women
2012	32	33%	67%
2021	34	19%	81%



## Programs Offered

	 Credential	 Associate	 Bachelor's	 Master's
2011	-	1	1	-
2021	1	2	10	6

## Total Degrees Awarded

	2011/12	2021/22
Associate	4	87
Bachelor's	-	222
Master's	-	119
Total Degrees	4	428



## The People Serving LAPU's Students

	Total Faculty (Full-Time, Part-Time, Adjunct)	Total Staff	Life Coach/ Student Success Coach	Faculty to Student Ratio	Life Coach/Student Success Coach to Student Ratio
2012	68	53	17	1 to 14	1 to 30
2021	140	126 <small>(Including Full-Time Faculty)</small>	15	1 to 22	1 to 120



# 10 YEAR

## University Highlights



Moved Into a New Building  
in San Dimas, California

2015



Inaugural LAPU Family Picnic

2016



Azusa Pacific Online University  
(APOU) Opened August 23<sup>rd</sup>

2011



APOU First Graduating Class

2012



First Year Being Certified by  
Best Christian Workplaces

2017



University College was Granted  
Regional Accreditation as  
Los Angeles Pacific University

2018



APOU Faculty and Staff  
Celebrated the First  
600 Students

2013



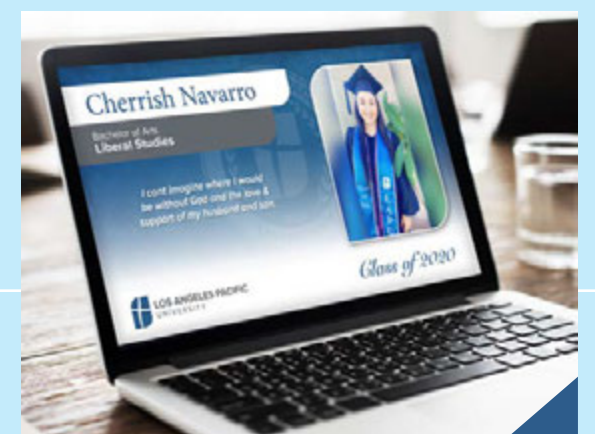
APOU became University  
College at Azusa Pacific  
University

2014



Launch of the Navigators  
Leadership Development  
Program

2019



LAPU Virtual Commencement

2020



# Technology Advancement HIGHLIGHTS

Over the last decade, LAPU has seen significant growth and innovation in the area of technology. As our IT and eLearning teams have grown, so have our investments in the tech that has helped us create a student experience like none other.

As a fully online higher education institution, we have a unique opportunity to innovate how adult education is delivered in an online context. We strive to be cutting edge in all that we do and create. Our next adventure is into the frontier of Competency-Based Education, where we will explore a new LMS which allows us to implement AI technology based on user-generated data to provide a fully personalized learning experience!

## INFORMATION TECHNOLOGY

- July 2017: Introduced "Live Chat" into the majority of the student facing sites
- Early 2019: LAPU begins to build independent technology infrastructure
- March 2019: Implemented LAPU's first SMS system
- March-April 2020: Reconfigure our technical environment for a Hybrid
- May 2020: Implemented Nelnet (Enterprise eBill system with Payment Plans)
- Summer of 2020: LAPU's technology infrastructure becomes fully independent from APU
- May 2021: Implemented QAssign, a mass assignment tool that incorporates business logic and allows for auto-distribution of lead/student to staff relationships)
- December 2021: Introduced Change Advisory Boards on enterprise technologies
- June 1, 2022: Officially launched Slack as our Digital Officespace
- Multiple Datacenter Migrations (3 in the past 7 years)
- Workforce model (enabled secure remote access, remote support, remote onboarding & offboarding)

“  
We strive to be  
**CUTTING EDGE**  
in all that we do  
and create.”

### EARLY YEARS

IT department created a  
**CUSTOM CRM SYSTEM**  
tailored to our needs

### 2016

Adopted the JRM  
**JENZABAR  
RECRUITMENT  
MANAGER**

### 2019/2020

We fully shifted  
over to  
**SALESFORCE**

## Enrollment Technology

### 2011

In 2011 every student was enrolled manually, one by one, into our LMS.

### 2012

By 2012 we had scaled processes so that students were enrolled by single spreadsheet upload.

### 2016

In 2016 we developed a full integration with our SIS to enroll students.

### 2018

In 2018 we converted that integration to one using API's to make it non-dependent on proprietary software from our hosting company, making us independent of their processes.

## eLEARNING

- Every year has led to discoveries in how to leverage our LMS software in new and exciting ways. We are now providing a fully mobile, online learning experience that is engaging and easy to navigate.
- We create massive amounts of learning media, have earned several awards and accolades, including several OMNI Awards and Adobe eLearning Showcase Wins, and are currently growing a subscriber base on YouTube!
- We now offer 20 programs, have designed over 270 courses, and launched a Professional Development platform called LAPUx offering professional badges and certificates.
- We built and launched our own online bookstore with Akademos.
- Several team members have been invited to speak and present at a variety of conferences and events including DevLearn, Adobe eLearning Unplugged, OLC Innovate, Ireland International Conference on Education, Falling Walls International Science Summit, and more...
- The myLAPU mobile app was designed and implemented to provide our students with a way to engage with each other on-the-go. The app also provides students with access to important information and resources at their fingertips. The app now allows us to send push notifications for events and reminders...further improving the overall student experience.

“ Innovation is  
**CHANGE**  
that unlocks  
new value.”  
—Jaime Notter



# Academic Advancement

## HIGHLIGHTS



### LAUNCHED APOU

Offered Associate of Arts and Bachelor of Arts in Management (now the BBA) programs.

### OFFERED ADDITIONAL DEGREES

Added a certificate, three associate degrees, and a bachelor's degree in 2012.

### OFFERED FIRST MASTER'S DEGREE

Began offering the first master's degree in 2014.  
See program start dates table below for further information

### ACADEMIC GOVERNANCE

Was reorganized from discipline chairs and program coordinators to the current assistant dean model in July 2015.

### FAITH, LIFE AND LEARNING ONLINE PUBLICATION

written by LAPU faculty and staff (published in April 2022), is important for publication and reputation, and also addresses the most common question asked by presidents of institutions: "How do you distribute information in an online environment?" *Faith, Life and Learning Online* shares ten years of experience working through different aspects of this.

### COMPETENCY-BASED EDUCATION (CBE) PROGRAM

Applied for permission to start a competency-based education (CBE) program. Permission was granted to start a CBE program in July, 2022 making LAPU the second university to be approved by WSCUC to offer a CBE degree. The approved CBE program is a MS in Instructional Design and Technology, with an anticipated launch date in January 2023. This gives us an opportunity to serve a whole new population of people.

LAPU's emphases  
on **AFFORDABILITY**,  
**FLEXIBILITY**, and  
**ACCESSIBILITY** are  
reflected in its core  
operating principles  
and distance education  
modality.

## All Programs (current/newly approved and sunsetted)

	Start	End
Associate of Arts	2011	
Associate of Science in Health Sciences	2012	
Bachelor of Arts in Applied Psychology	2012	
Bachelor of Arts in Liberal Studies	2014	
Bachelor of Science in Health Sciences	2014	
Bachelor of Science in Criminal Justice	2015	
Master of Arts in Psychology	2015	
Master of Public Health	2016	
Bachelor of Interdisciplinary Studies	2017	
Bachelor of Science in Information Systems	2017	
Bachelor of Science in Supply Chain Management	2018	
Master of Business Administration	2018	
Bachelor of Business Administration	2019	
Master of Public Administration	2019	
Master of Arts in Organizational Leadership	2020	
Bachelor of Science in Digital Marketing	2021	
California Multiple Subject Teaching Credential	2021	
Bachelor of Arts in Organizational Leadership	2022	
Master of Science in Instructional Design Technology	2022	
Bachelor of Arts in Management	2011	2019
Associate of Science in Information Technology	2012	2013
Associate of Science in Management	2012	2014
Pre-Nursing Health Science Certificate	2012	2018
Certificate of Advanced Management	2013	2018
Certificate of Business Principles	2013	2018
Bachelor of Arts in Leadership	2013	2019
Bachelor of Science in Organizational Leadership	2014	2021
Master of Arts in Leadership and Organizational Studies	2014	2020
Bachelor of Arts in Applied Studies	2015	2018





# Leadership MEMORIES

“  
*One of the best memories, I have is the building of Community at LAPU...*



**Peggy Campbell**  
Former LAPU Board Member



**Kurt Takamine**  
Former LAPU VP/CAO  
Current Faculty



**Nick Vandesteeg**  
Charter Board Chair



**Deana Porterfield**  
Former LAPU EVP



**Jenna Talbot**  
LAPU Board Member



Well congratulations President Reynolds on the accomplishment that is 10 years for LAPU. John, I remember back to dialogue in the APU boardroom about this venture. I remember standing in front of the first off-campus building when we cut a ribbon and stood with joy at what was transpiring. I remember the first graduation was really moving, tearful even, because of the wonder that was the reality of the change that was going to happen in the lives of those graduates. I'm in the communications field and it struck me that the quote at the development of the telegraph is appropriate, "What hath God wrought". He has wrought something incredible here and what encourages me is that this is 10 years. What's it going to be when it's 100 years? You and I believe that in God's providence and grace; that will be the impact of this University. I love you all dearly. I am so honored that I was part of the launch of the University, really by virtue of the relationship to APU but also because I believe in what you're doing. God bless you and congratulations on a decade and many happy returns!

Back in 2011 there was a handful of us that were tasked with building a university and those were very exciting times. We were building a university that would open access to people who could otherwise not afford to go to a university. And we had some great times. I remember going to lunch often with Dr. John Reynolds, Dr. Andrew Barton and Dr. Don Davis. We would talk about either the things that kept us awake at night, the blessings that God bestowed on the university or the exciting things that were happening on a daily and sometimes hour-by-hour basis. We saw the university grow from 12 to over 1,600 students within about a five-year period. We also saw policies and procedures that were put in place and getting WASC preliminary accreditation for the institution. God did all the heavy lifting, He just gave us the privilege of working with him. For everyone who has been part of that inaugural growth process—the wonderful leaders, faculty, staff, and students, we are still seeing the hand of God as He is embracing and rejoicing in what's happening at the university today. Congratulations to LAPU!

We wanted an online university that was a little different than what you normally get across the country and in other words, that was more personal, more involvement with regard to the students and that would otherwise maybe not be able to go to an online university and yet, knowing that there were many advantages to distance learning. So we tried to incorporate those into the APOU system of going forward with the students and it's worked out really well. You know this is not just another online university but it's a university that really cares for and is, you know, aimed at and targeted toward people who are probably, in many cases, are working and may even have a family and are able to use various times during the day or during the weekend to do their studies and so it's been a real success. Working with John Reynolds as the chairman of APOU, has been a tremendous time for me. I've learned a lot and had the chance to interface with many of the students. So I thank you for the opportunity to be a part of it.

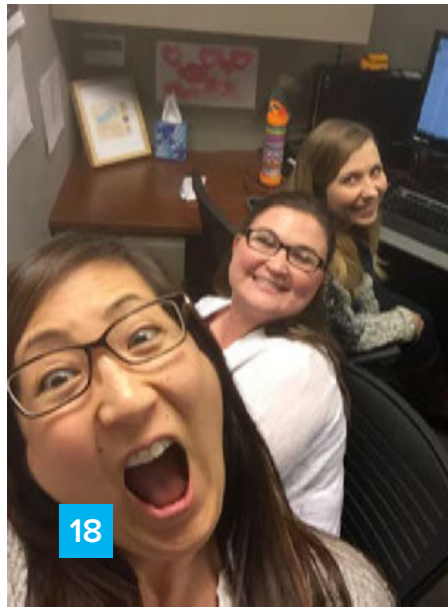
One of the best memories I have is the building of Community at LAPU and that was literal community in the one building we shared. As we grew and hired new faculty and staff to grow the program as well as students that enrolled in our programs. It was an amazing community of coming to work, in one location, as we dreamed big for what the future might be for online education for Los Angeles Pacific University. It's one of the things I take with me and one of the things that's embedded in who I am that we will make a difference—a kingdom impact beyond the campus that we sit on today. And LAPU has done that from the beginning, and I am blessed to have been a part of that experience in that journey.

Reflecting on 10 years... When John Reynolds briefed me on all that he envisioned with the online college, it seemed like a long road ahead. Now flash forward and here we are, it's incredible! Speed isn't always the word you associate with higher ED but, as I think about where we are in 10 years and how the institution already delivering on an ambitious mission, it's quite remarkable.





# Staff MEMORIES



**Mike Wilday**  
Manager of Learning  
Technology Solutions

Some of my fondest memories center around our time in the Citrus Edge building. I got inspired by my kids at some point and brought in a set of nerf guns for our team to have some fun with. Literally, 30 seconds after sharing the guns, one of our coworkers, Angelique, took a shot from her cubicle at our then supervisor, Laura Silva and the bullet flew up and hit Laura in the eye behind her glasses. We determined at that point to use the windows at the rear of our cubicle section, and dry-erase markers to create intricate targets for us to practice with. We had scoresheets, and a ton of fun, trying to outdo each other every week. Good times.



**Callista Dawson**  
Senior Instructional  
Media Designer

My earliest memory is from the APOU ribbon cutting ceremony. I was not on staff yet, but my husband was. I attended with my newborn son, Ryder, who was only 3 weeks old. During the festivities, I needed to find somewhere to go change his diaper, so I slipped upstairs to my husband's office and laid out my portable changing pad. When I lifted Ryder out of his car seat, I found that his diaper had exploded and proceeded to make a huge mess. Luckily, I had a full supply of baby wipes and a fresh clean outfit in the diaper bag. I got everything all cleaned up, and no one was the wiser!

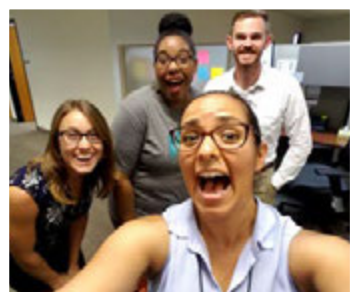
My fondest memories all include food, games, and friends! I have had so much fun over the past decade making new friends, eating some amazing food, and having tons of fun! I am so grateful to work for a company where Jesus always has a seat at the table, where coworkers become family, and where I get to do work that I truly love.

The future is bright!



*I'm so thankful to the Lord for my LAPU family over the years!*

**Monique Flores**  
Senior Academic Records Specialist





# Staff

## MEMORIES



**Dawn McCool**

Executive Assistant  
to President / CEO



These words, “For I know the plans I have for you, declares the Lord, plans to prosper you and not to harm you, plans to give you hope and a future” (Jeremiah 29:11), first painted on the wall in the reception area at Citrus Edge where Azusa Pacific Online University, began this ten year journey. A name change to University College at Azusa Pacific University did not alter these plans, but rather expanded our reach as we held firm a commitment to faith, life, and learning.

Rapid growth followed, and we relocated to a larger space. Now, Jeremiah 29:11, prominently painted on the wall in the entryway, greets all who enter here. There will always be challenges, of course, and it takes courage to trust the Lord with these, but as a faith community we continue to lean into the strong arms of God. I am encouraged by these words boldly painted on the wall of our community breakroom — “Have I not commanded you? Be strong and courageous. Do not be afraid; do not be discouraged, for the Lord your God will be with you wherever you go.” (Joshua 1:9). We continue to pray for wisdom and direction daily. He is our hope. He has brought us to this place of celebrating ten years online, and He holds our future in His hands.



*It's been an amazing  
10-year journey!*

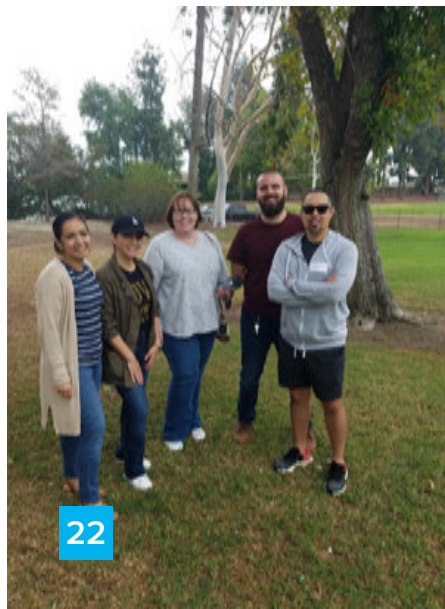
**Ivette Llitas**

Director of Administration and Facilities





# Staff MEMORIES



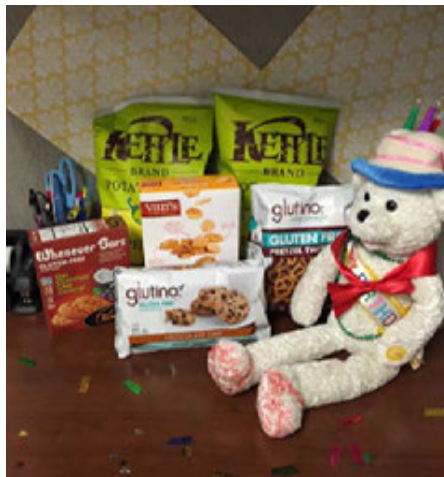
**Rhonelee Soria**  
Senior Instructional  
Media Designer

I'm Rhonelee and I've been at LAPU for 6 years. I've seen God work in major ways. One - through myself. And another through my elearning department. I've seen him turn worry and anxiety into triumph, victory, and hope.



**Alex Mills**  
Senior Instructional Designer

I have so many special memories here at LAPU. The most significant impactful memories were when my son Jeremiah was in the hospital and when he went home to be with Jesus. The outpour of love, prayer, and support I received from my department and the LAPU community was massive. I will never forget the love I experienced because it was God using everyone here at LAPU at the time when I needed it the most to show me His love. It was the living out of verse 1 John 4:16, which says for us. "And so we know and rely on the love God has for us. God is love. Whoever lives in love lives in God, and God in them." I was so honored, privileged, and blessed to be a part of the LAPU family, and it has forever changed my family and me.





# Student SPOTLIGHT

"Most of the private universities I looked into were just too expensive. I have tried community college before, but it was too hard to get into the classes I needed for my prerequisites and I did not want to waste time in classes I didn't need. Finding LAPU was an answered prayer!"  
 —LAPU 2019 Student



*Juan Lopez*  
 Bachelor of Science in Organizational Leadership

In 2018 my wife and I decided to start the foster-to-adopt program and in 2019 we brought home a beautiful baby girl. During this entire process I was taking two classes every eight weeks, doing homework, reading, and writing papers. Trying to stay on top of school work and having to feed a newborn every two hours was arduous. My wife and I had many sleepless nights, yet God continued to give us strength. With the tremendous help from my professors, school staff, my wife, and God, I completed my bachelor's degree.



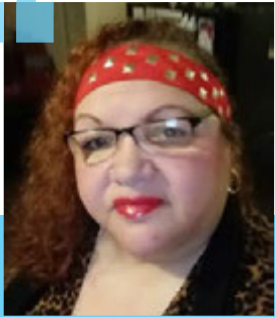
*Arnetta Steptoe*  
 Bachelor of Interdisciplinary Studies

I grieved for about two years after my mom died and out of the blue, I sensed God was pulling me through and giving me strength to go and do something good for the world. In 2018, I chose to transfer all of my credits and attend Los Angeles Pacific University. I was so lucky that I had a great Success Coach at LAPU and started the Bachelor of Interdisciplinary Studies program. This program has helped me learn and gain knowledge I never even thought was possible. My overall sense of career goals has been changed and I continue to be inspired daily by the awesome and supportive professors in each class I take at LAPU.



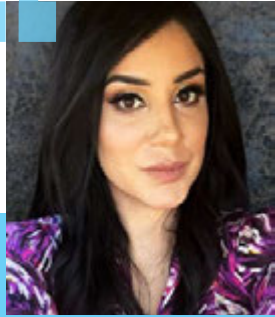
I wanted to get my master's degree but I didn't want to be in debt. I heard about LAPU and how affordable it is. It was important to me because I still need to provide for my family. L.A. Pacific gave me this opportunity. I'm able to not only provide for my family but also pay for school as I go; and I'll graduate with no debt.

*Danny Hernandez*  
 M.A., Leadership and Organizational Studies



Many times I felt like I just needed to quit and forget about getting my degree. I became depressed and was losing hope. The key to being able to endure through my trials was prayer. Not only did I pray, but I also had Success Coaches, my professors and many other staff members that I interacted with at LAPU, all praying for me.

*Roberta Tyler*  
 Bachelor of Arts in Applied Psychology



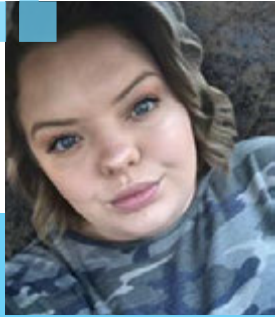
I believed I could, so I did. After many years I realized I wanted to earn a graduate degree, and despite many obstacles, was able to accomplish my goal. I am extremely grateful to Los Angeles Pacific University for inspiring me to aim higher and empowering me to do so with flexible and affordable courses.

*Annette Valencia*  
 Master of Arts in Applied Psychology



I'm 51 years old and started college at 46 years old. LAPU gave me my first ever associates degree. I am now working on earning my degree in applied psychology. They are helping me make all my dreams finally come true. LAPU, you have no idea how much you have changed my life into a happy and positive one.

*Mari Perez-Shade*  
 Associate of Arts in Humanities  
 Bachelor of Arts in Applied Psychology



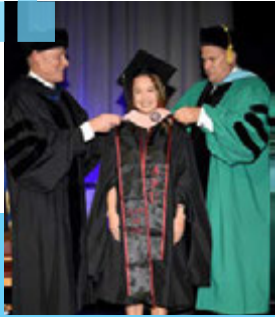
After working as a cosmetologist for almost five years I found myself wanting more. LAPU gave me that opportunity and now I am working towards getting my degree and I could not be happier. The flexibility that LAPU offers makes it easy to work full-time while still attending school.

*Emma Fader*  
 Bachelor of Arts in Management



My dream was to attend a faith-based school because I wanted to learn how to integrate my faith into my future career. The Success Coaches at LAPU are with you every step of the way, especially when you are in need of prayer or talks about Jesus.

*Candelaria Marroquin*  
 Bachelor of Arts in Liberal Studies



I have been truly blessed with an amazing support system from family, friends, and school staff, as I was given the opportunity to successfully complete my master's degree.

*Jen Tamayo*  
 Master of Public Health



At 56, with a full-time job, returning to school was not an easy task, but I have found a way to juggle family, work and home. I have been able to show my children that anything is possible when you put your trust in God. My Success Coach was such a blessing in my path towards achieving my goals.

*Denise Rivas*  
 Bachelor of Science in Criminal Justice



# 2012

## MEMORIES





# 2012

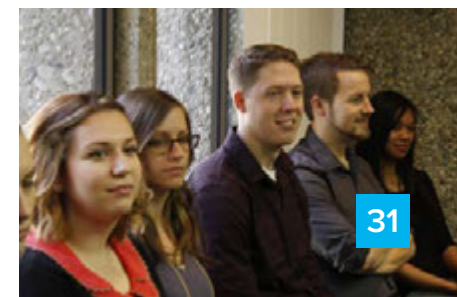
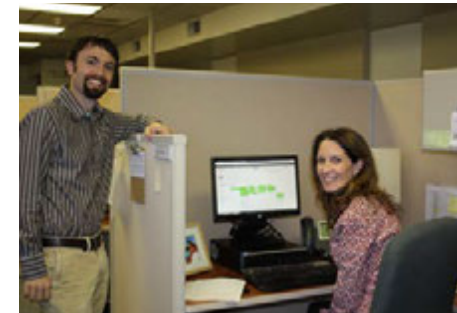
## MEMORIES





# 2013

## MEMORIES





# 2014

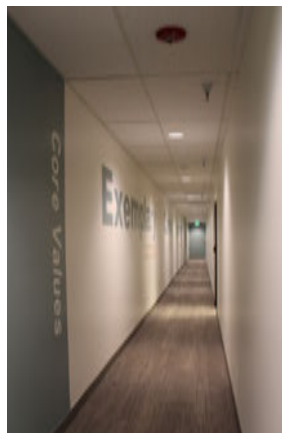
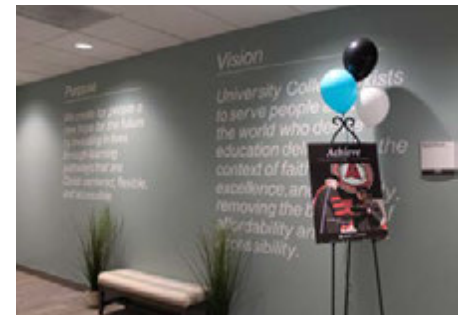
## MEMORIES





# 2015

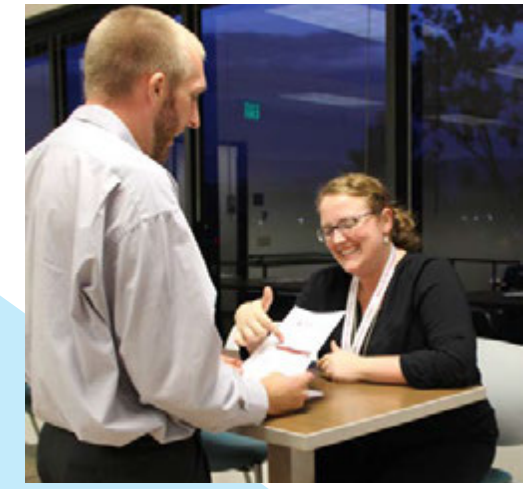
## MEMORIES





# 2016

## MEMORIES





# 2017

## MEMORIES





# 2018

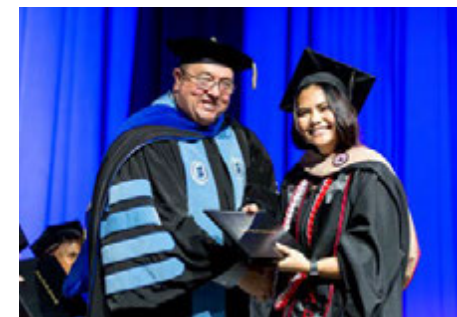
## MEMORIES





# 2019

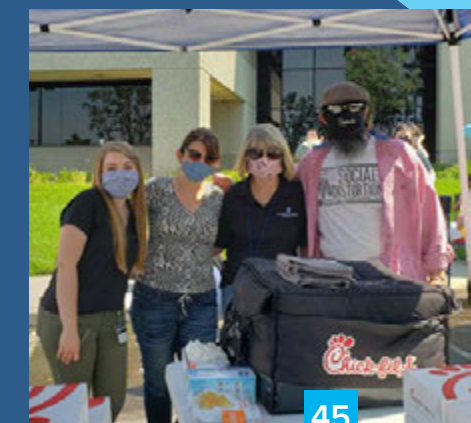
## MEMORIES





# 2020

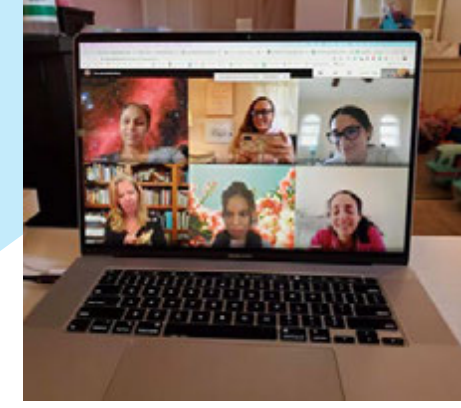
## MEMORIES





# 2021

## MEMORIES

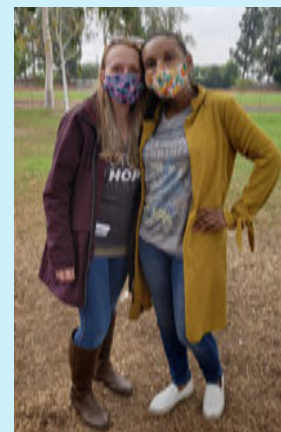




*Celebrating*  
**10 YEARS**  
*Online*

# 2021

10 Year Celebration Picnic







**LOS ANGELES PACIFIC**  
UNIVERSITY

300 North Lone Hill Ave, #200  
San Dimas, CA 91773

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